How to Protect Your Organization in Today's Rapidly Changing Security Environment

It's time to get real about the impact of the challenges you're facing and what it takes to mitigate them.

S.H.I.E.L.D
Full Lifecycle Management

Introduction

IT and security teams are under intense pressure and scrutiny these days. From making sure that all systems are up and running, to staying on top of the latest cybersecurity threats, to making sure the cloud environment is properly configured, to being accountable to internal and external customers and a board, the demands are relentless. It's rare to find an organization that is confident that all their "i's" are dotted and their "t's" are crossed.
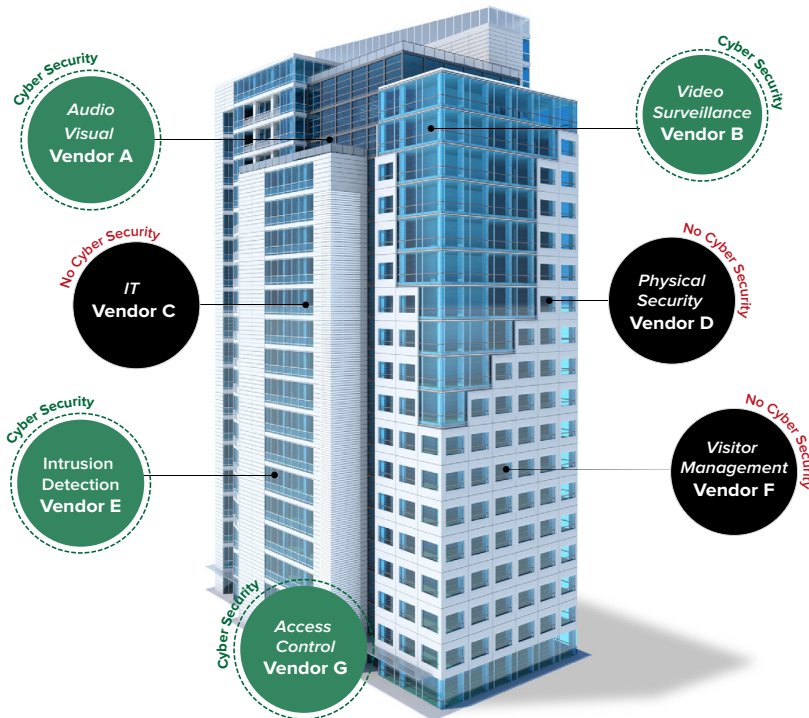
Organizations need a new approach to managing these increasingly complex demands. IST's S.H.I.E.L.D Support Program is a proactive approach to minimizing downtime and maximizing your security and IT infrastructure investment.

Unlike most "insurance" support plans that simply provide a response — usually measured in days — after something breaks, IST's S.H.I.E.L.D Support Programs are designed to dramatically reduce issues while providing a quick response — measured in hours—if something does break.

In this e-book, we used over 20 years of hands-on experience protecting people, property and data for leading organizations in Government, Education, Healthcare, Technology and Property Management. We illuminate six of the most common challenges that we see day in and day out that we believe all organizations must wake up and pay attention to. Then, we explain how embracing a full lifecycle management approach to IT security is the path for ensuring your organization has a solid security foundation that is protected from today's threats — even as your needs become more complex.

Too Many Systems. Too Many Vendors.

Cyber Security
**Audio Visual
Vendor A**

Cyber Security
**Video Surveillance
Vendor B**

No Cyber Security
**IT
Vendor C**

No Cyber Security
**Physical Security
Vendor D**

Cyber Security
**Intrusion Detection
Vendor E**

No Cyber Security
**Visitor Management
Vendor F**

Cyber Security
**Access Control
Vendor G**

Security is a rapidly changing landscape. Is your security infrastructure keeping pace with the changes? Do you know how these changes impact the quality of your protection?

The reality is that many organizations are challenged to keep their IT, cyber and physical security solutions running smoothly. By utilizing a patchwork of solutions maintained by multiple vendors, companies end up living with costly systems that don't work well together, leading to hidden security gaps and a fragile, unreliable environment.

And many of these solutions haven't aged well. As obsolete systems become harder to support, complexity compounds.

Too Much Downtime. Too Many Expenses.

When systems fail, companies can face excessive downtime. While the clock ticks on a fix, costs can tick higher and higher. Workers are spending time understanding the problem and orchestrating a solution, possibly incurring overtime costs. Replacement equipment, parts and labor can be costly. Employees who rely on security technology to do their jobs are suddenly without the necessary tools, which impacts productivity. If outages are common, the inconvenience, frustration and stress can erode employee morale.

And, you have a new gap in your security, opening a vulnerability that could lead to a serious data or physical breach. The financial impact and reputational risk could be enormous.

Excessive Downtime

Higher Costs

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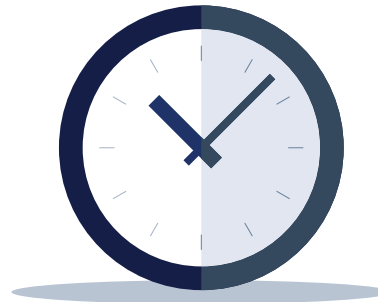
Not Enough Deep Security Expertise

The security industry is saddled with a serious expertise gap. Few organizations have an in-house or third-party security expert on call. Many IT professionals lack the necessary certifications to be effective as security experts. Demand for security expertise is at an all-time high, yet there aren't enough qualified candidates to satisfy the need. And many organizations simply can't afford to hire a full-time security expert.

In addition, many IT professionals who are tasked with security responsibilities are expected to focus on mission-critical business activities.

Keeping up with emerging cyber threats requires constant vigilance. Compare your ability to focus on security with criminals' ability to focus on crime. Are you coming up short? IST can assist by augmenting your existing IT and security resources to act as a force multiplier to combat these threats. Contact us to discuss how we can assist through a comprehensive S.H.I.E.L.D Support Program.

Your Partner for Compliance

Personally identifiable information is protected and regulated by federal and state governments. Unlawful exposure of this data can be costly under FIPS, HIPAA and other standards and laws. In addition, certain industries have their own standards. And cyber insurance carriers have additional requirements.

Organizations are challenged to know and understand the compliance requirements that apply to them and to keep up with changing standards. Unless you have staff dedicated to maintaining compliance, you may not have the resources to keep up with and comply to evolving regulations.

IST understands the laws and standards that affect your industry and we design compliance into every solution. As requirements change, we can serve as a trusted partner to keep you in compliance.

New and Enhanced Technologies & Integrations

Technology is constantly advancing. What was state-of-the-art ten or more years ago may not meet today's demands for reliability, resilience and interoperability.

Aging hardware and out-of-date software require constant attention. As more capabilities from more vendors are added, the potential for disruption and downtime increases.

IST stays at the forefront of innovation so that we can pass the benefits on to our clients. We design and integrate solutions using the latest technological advances to ensure system reliability, ease of use and ease of maintenance.

Redundant, Resilient Systems

Security and safety systems are crucial to protecting your valuable assets. When these systems fail, you become vulnerable to a loss or breach that may be costly, publically embarrassing, or subject to legal action.

System resilience goes beyond system reliability to include policies, procedures and plans designed to protect and maintain security protocols that can withstand disruption. Designing resilience into your systems helps ensure that they consistently perform as intended. Resilient systems are robust to common problems that plague the typical IT infrastructure environment.

Redundancy ensures that if your system does experience a failure, a failover system is in place to seamlessly pick up the slack.

Resilient, redundant systems are critical to ensuring security and safety in your environment, especially when you consider the potential cost of a failure.

A Full Lifecycle Management Approach

In a collaborative manner, IST develops and provides a full lifecycle approach to systems integration. That means we take the time to understand, plan, design and implement a resilient system customized to your unique needs.

And, we stay with you after implementation with plans designed to keep you secure without unexpected, budget-breaking expenses.

IST implements solutions incrementally to build a unified, integrated system — a solution that evolves with your requirements and service that persists throughout your system's lifecycle.

ENGINEERING & DESIGN

STRATEGY

FULL LIFECYCLE

IMPLEMENTATION

LIFECYCLE SUPPORT
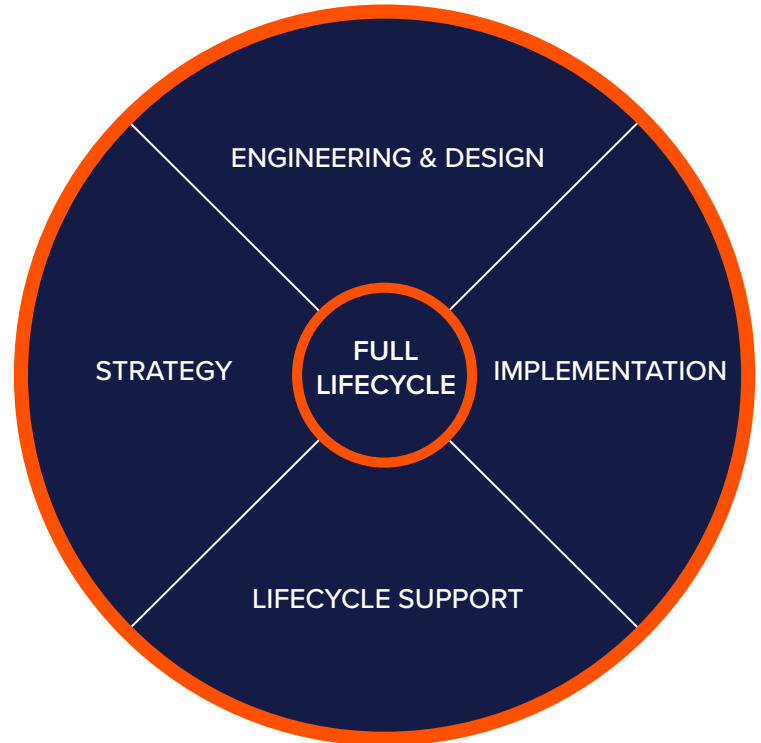
Improve Security and Cut Costs with S.H.I.E.L.D

The reality is that 90% of organizations simply cannot handle the relentless pace of IT and security demands. They can't afford to staff up with the breadth of capabilities and talent needed. And piecing it together with multiple vendors is leaving them vulnerable.

These nearly universal conditions have inspired IST to create the S.H.I.E.L.D Support Program.

S.H.I.E.L.D is a comprehensive flexible, multi-tiered full lifecycle management program featuring a range of managed and hosted solutions easily tailored to your organization's most complex and important IT, electronic, physical and cyber security challenges.

S.H.I.E.L.D helps you get the most out of your security budget and improve security outcomes with outsourced infrastructure, specialized staff and ongoing maintenance. With S.H.I.E.L.D, you always have the support you need without excess programs or costs you don't.

S.H.I.E.L.D improves security and lowers total cost of ownership by:

- Integrating and unifying your systems for peak performance.

- Eliminating the burdens of owning, managing and maintaining computing infrastructure.

- Providing industry-leading expertise to simplify your security strategy, compliance and operational requirements.

- Consolidating vendor relationships into one point of contact and one contract.

SHIELD

Support

Help

Inform

Enhance

Listen

Deliver

Here's how **S.H.I.E.L.D** can support your business:

24

Problem
Do you wait too long for service calls to be completed? Does waiting for service calls often disrupt your operations? And what does a service disruption mean to your operations?

Solution
S.H.I.E.L.D supports with 24/7 real-time phone support and guaranteed response times for on-site service calls to minimize downtime and keep operations humming so you can avoid the high costs and confidence hits from losing network access.

Problem
Do you need to wait for expense approval before putting in a service call?

Solution
With S.H.I.E.L.D, internal bottlenecks for service expense approvals are eliminated.

S.H.I.E.L.D

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Deliver

Here's how **S.H.I.E.L.D** can help your business:

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Problem
Is your security management system and IT infrastructure resilient?

Solution
S.H.I.E.L.D helps by ensuring that your security management system and IT infrastructure is always resilient and secure. You get true system redundancy and your data is stored at professionally managed and secure data centers.

Problem
Do you have too many unpredictable security and IT infrastructure expenses?

Solution
S.H.I.E.L.D covers all of your ongoing maintenance needs at a fixed price.

S.H.I.E.L.D

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Here's how **S.H.I.E.L.D** can inform your business:

Problem
Are you struggling to keep pace with rapid change, emerging threats and vulnerabilities?

Solution
S.H.I.E.L.D informs with a team of security experts who provide industry-leading advice on how to keep your people, property and data at the highest level of protection. S.H.I.E.L.D also helps you adapt to change by keeping you informed throughout your system's lifecycle.

Problem
How much time do you spend vetting security solutions?

Solution
Our vendor-agnostic security experts stay on top of the most trusted solutions to ensure that you work with the solution best equipped to handle your needs.

Here's how **S.H.I.E.L.D** can enhance your business:

Support

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Inform

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Deliver

Problem
Are your security management system and IT infrastructure up to date? How old is your hardware? Are you running current software versions?

Solution
S.H.I.E.L.D enhances your security management system and IT infrastructure by eliminating hassles with outdated software and systems and ensuring that you always have the most updated features.

Problem
Can your security management system and IT infrastructure survive an audit?

Solution
S.H.I.E.L.D enhances your system to keep you compliant so you can pass audits with flying colors.

S.H.I.E.L.D

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Here's how **S.H.I.E.L.D** can listen to your business:

Problem
Do your security goals exceed your budget? Will spending more provide more protection?

Solution
S.H.I.E.L.D listens to your needs to provide enterprise-level security at an affordable, predictable price.

Problem
Do you have non-integrated disparate systems?

Solution
S.H.I.E.L.D designs and delivers a fully integrated solution customized to your needs.

SHIELD

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Inform

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Listen

Deliver

Here's how **S.H.I.E.L.D** can deliver for your business:

Problem
Is your IT department stretched thin? Are your IT professionals security experts?

Solution
S.H.I.E.L.D delivers more capacity by easing your IT burden. S.H.I.E.L.D takes the pressure off of IT personnel to be security experts and frees up IT infrastructure.

Problem
Do your system administrators understand your security maintenance requirements?

Solution
With S.H.I.E.L.D's hosting services, there's no hardware to manage, no backups, no updates or other management tasks in a hosted/managed environment.

Problem
Are you frustrated with inadequately trained administrators and end users?

Solution
S.H.I.E.L.D delivers ongoing training and education for security administrators and operators.

Put up the S.H.I.E.L.D

Provide your organization with the protection it needs.

Persistent challenges like system unreliability, cost overruns, downtime, multiple vendors and the expertise gap put organizations at a disadvantage for securing their people, property and data. Meanwhile, bad actors are actively looking for soft spots.

Stop spending too much to fix the unfixable.

IST's extensive experience has shown that a comprehensive, well-designed solution can save significant money over time and fill the security gaps that bad actors are eager to exploit.

With the right expertise and technologies from an industry-leading provider, you can reduce complexity and close the gaps that leave you vulnerable to loss, or much worse.

Designed for maximum security at minimum cost, IST's S.H.I.E.L.D Support Program integrates all security management systems and IT infrastructure and closes the expertise gap under one provider and one point of contact.

Learn more about how S.H.I.E.L.D relentlessly protects your people, property and data.

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S.H.I.E.L.D
Full Lifecycle Management