



# CTSI ENGAGE

## Cybersecurity & Remote Access

To ensure the systems your business rely upon continue to perform optimally, CTSI employs a proactive monitoring and maintenance strategy designed with the protection of your intellectual property and network assets at front of mind. Physical security, operating protocols, and enterprise grade cyber tools form the foundation of the Engage Platform. CTSI's dedicated professionals continuously work to improve the results you experience while using our systems.

### ENGAGE Proactive Monitoring

CTSI's help desk proactively monitors critical system components to prevent technical issues from becoming business problems. Key performance indicators such as online / offline status, power consumption, and operating temperature are relayed to the help desk as datapoints and compared to the systems' normal operating values. Our help desk begins procedures to protect your system when datapoints fall outside of the normal values.

| Name                     | Serial Number | Devices | User     | Location                 |
|--------------------------|---------------|---------|----------|--------------------------|
| CTSI Conference Room     | 180990000002  | 11      | Client 1 | CTSI Conference Room     |
| CTSI Ops Conference Room | 180990000003  | 5       | Client 2 | CTSI Ops Conference Room |
| CTSI Training Room       | 180990000001  | 15      | Client 1 | CTSI Training Room       |
| Dan's Test GW            | 867530900000  | 0       | Client 3 | Dan's Desk               |
| DR GW                    | 123456789123  | 4       | Client 4 | Location D               |
| Innovation Lab           | 180130000001  | 3       | Client 1 | TCG                      |
| KRT Test GW              | 800000000000  | 0       | Client 5 | Kali's House             |
| New Client Site          | 180990000002  | 15      | Client 1 | Headquarters             |
| Test1                    | 1001001001100 | 6       | Client 6 | Man                      |
| Test2                    | 1001001001102 | 0       | Client 7 | Man                      |
| _CPiece GW               | 180990000009  | 15      | Client 1 | Piece Desk               |
| _CTSI Test Bed           | 10101010101   | 14      | Client 7 | Test Location            |

Built upon AWS, CTSI's Engage Proactive Monitoring platform utilizes an encrypted SSL connection and encrypted Web Socket Secure communication to transfer metrics. We only transfer system metrics for analysis. Personal information, content, and other intellectual property remain with your system.

### ENGAGE Remote Access

As part of our ongoing commitment to providing secure, compliant, and next-generation support, CTSI is proud to standardize on SecureLink for our ongoing remote customer connectivity. SecureLink offers the most secure & effective remote support solution available.

SecureLink is different than VPNs, modems, and other solutions because it puts you in total control of the connection while allowing our Help Desk to resolve issues more efficiently.

Using SecureLink requires a simple one-time install of a small piece of software called a gatekeeper. Initiating a session requires only a web browser.

SecureLink puts you in total control of the Engage Managed Services remote access. You can receive a notification whenever CTSI connects as well as a full summary of our access when a connection ends. You will also receive the case number and reason for each connection. Options include allowing access anytime, setting up manual access windows, or even enabling and disabling access according to a schedule. Access may also be restricted down to only the hosts and privileges we need to support you – nothing else.

All CTSI activity on your network will be audited. You will be able to monitor who connected, when, to what systems, using what tools, and for how long. SecureLink provides a detailed report tying actions to individuals.

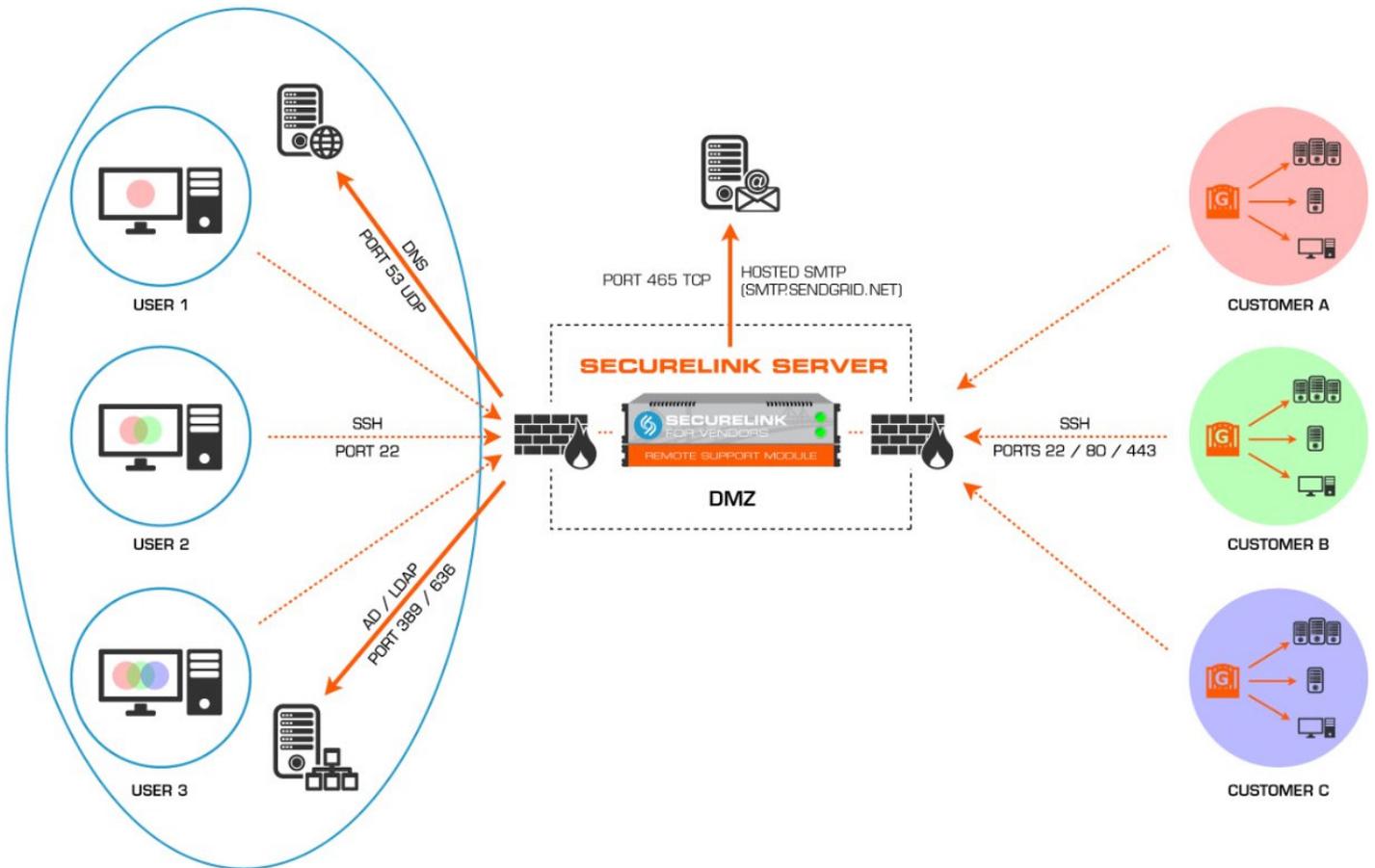


Continue >>

## ENGAGE Remote Access (continued)

RDP activity on your network may be recorded for future playback and forensics. RDP credentials can be stored securely locally, so we no longer require knowledge of server usernames and passwords.

SecureLink is like an on-demand VPN with next-generation security and audit capabilities. CTSI has access to the connectivity required to quickly resolve your issues. You will have peace of mind knowing you have total control over our access and a detailed report and video of all work performed. SecureLink is part of CTSI's ongoing commitment to providing the very best in client support and always putting our customers business requirements and security first.



## Get Support

For help choosing the right Maintenance Program and to learn more about keeping your systems running at their optimal performance level...

Contact CTSI now by calling 703-631-3377