

# Managed Services

Enhanced system protection for emergency operation centers

With a keen focus on system protection and reliability, industry leader PlantCML®, an EADS North America company, brings an unmatched suite of Managed Services to the critical emergency operations center. Operations gain direct and secure connectivity with the company's exclusive Service Management Center (SMC) while implementing Monitoring & Response with any combination of services: Patch Management, Virus Protection and/or Disaster Recovery. Managed Services' customers maintain the highest level of system integrity possible, even as cyber attacks and system failures pose potentially fatal risks on a daily, if not hourly, basis.

## MONITORING & RESPONSE

In the critical emergency operations center, there can be no disruption in network availability – plain and simple. Yet, maintaining this degree of system integrity and operational readiness is extremely difficult. It requires proactive monitoring of key systems to avert a failure (when possible); along with a comprehensive response plan should one become inevitable. With Monitoring & Response, both measures are consistently in place through the company's SMC.

### Services:

- Remote observation and monitoring of network connectivity
- Continuous monitoring of system performance based on equipment notifications, event logs, system logs, etc.
- Immediate dispatch of onsite technical support (in conjunction with partner)
- Close analysis of alerts for predictive indications of a pending failure
- Automatic notification of system failure(s) and the need to reroute calls

Security of the PlantCML SMC is of utmost importance. Visit [www.plantcml-eads.com/services/managed-services](http://www.plantcml-eads.com/services/managed-services) for a downloadable copy of the current vulnerability assessment report for the SMC infrastructure.



FULL-CIRCLE SECURITY AND COMMUNICATIONS



## PATCH MANAGEMENT

Every year, Microsoft® issues numerous security patches designed to "fix" operating system vulnerabilities to worms, viruses and other malicious software. For mission critical operations, it is imperative these patches be adequately tested for compatibility, and quickly implemented for application integrity. Patch Management helps ensure data integrity, software compliance and system security at all times.

### Services:

- Automatic deployment of critical operating system patch updates through required secure, high-speed connections
- Requisite testing of Microsoft® security patches prior to distribution
- Immediate closure of known operating system vulnerabilities and exploitation risks
- Scheduled deployment and reboot sequencing

## VIRUS PROTECTION

New, potentially lethal computer viruses are released constantly, as are antivirus updates to protect against them. To safeguard customers from these threats, PlantCML has partnered with a best-of-class antivirus service provider to distribute critical updates through the SMC. This eliminates manual delivery of these updates and ensures they are received in a timely, efficient manner. Additionally, Virus Protection optimizes system security without preoccupying personnel or compromising call center operations.

### Services:

- Completely automated distribution of antivirus definition updates
- Automatic detection and removal of viruses, Trojan horses, worms and dangerous spyware
- Immediate distribution of antivirus updates through required high-speed, secure connections

## DISASTER RECOVERY

Monitoring & Response, Patch Management and Virus Protection are invaluable for securing operations in the emergency operations center. Protection against every possible malware attack or system failure, however, is not always possible. By partnering with a leading disaster recovery software provider, PlantCML offers automatic data "saves" and real-time "snapshots" of all remotely monitored systems to a separate backup system that is located on the end users site. This enables quick restoration of workstations and servers so, even in the event of a major failure, operations continue with minimal downtime.

### Services:

- Weekly, automatic "snapshots" of all monitored systems, including applications, clients and servers
- Fast system restoration using most recent "snapshot" data
- Ad-hoc backup prior to system upgrades for a full rollback plan
- Backup and protection for operational state of servers

## SITE SPECIFICATIONS

**Connectivity:** High-speed, secure broadband (e.g., business-grade DSL or T1 link with static IP) preferred for Monitoring and Response. Required for Disaster Recovery, Patch Management and Anti-Virus offerings. Otherwise Monitoring and Response minimum connectivity requires (2) POTS lines.

**Hardware:** PlantCML-approved firewall solution (quoted in price), and standalone, Network Management Server (NMS) if adding Disaster Recovery

**Software:** Applicable Managed Services applications and the Microsoft® Windows® operating system

*NOTE: Other equipment and/or software pertinent to the overall call center solution may also be quoted.*

## THE INDUSTRY LEADER

A pioneer and trusted leader in mission critical communications, PlantCML®, an EADS North America company, provides key technologies for public safety, federal and corporate markets. Our full-circle security and communications portfolio includes 9-1-1 call center CTI applications for call processing, CAD, mapping and information management, as well as managed services, notification solutions and services and P25 Land Mobile Radio networks. Headquartered in Temecula, California.



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