PJ Networks
Multilayered Approach To Cybersecurity

What Security Components Are Included In Our Support Plans?

1	Business-class VPN Firewall with Advanced Threat Protection	♦ Perimeter protection—the first line of defense ♦ Inspects all inbound and outbound traffic for malicious content ♦ Blocks access to malicious websites ♦ Provides secure VPN connections with MFA capability
2	Realtime Computer and Network Monitoring with Alerts	♦ Computer health checks are run daily (hard drive, CPU, memory, etc.) ♦ Server checks are run hourly hard drive, CPU, memory, etc.) ♦ Monitors security settings (firewall, UAC, resource spikes, etc.) ♦ Provides remote support access and management
3	Advanced Endpoint Detection And Response (EDR)	♦ A unique, next-gen cybersecurity platform ♦ Prevents, detects, responds, and hunts throughout all enterprise assets ♦ Powered by Artificial Intelligence assistance ♦ A real time autonomous network-wide security layer
4	Microsoft 365 Tenant Monitoring	♦ Monitors for suspicious activity ♦ Verifies that MFA is enabled for user accounts ♦ Provides security configuration reports ♦ Realtime alerts for aggressive suspicious events
5	E-mail Spam and Virus Filter With Advanced Phishing Protection	♦ Two antivirus engines scan for malicious content ♦ Attachment checking with Sandboxing ♦ URL rewrites for Internet links ♦ End user controls quarantine settings
6	Microsoft and Google Workspace Full Cloud Backups	♦ Daily backups of entire online user accounts ♦ Microsoft 365: Mailbox, Calendar, Contacts, OneDrive Teams, Sharepoint ♦ Google Workspace: Gmail, Chat, Meet, Calendar, Maps, Drive for storage ♦ 10-year retention, fully indexed and searchable
7	CyberLookout™ Sentry Protection	♦ Dark Web Scans for Client Data Compromises ♦ Weekly 3-minute employee Vulnerability Awareness Training ♦ Short quizzes to test employee comprehension and retention ♦ Random bi-monthly e-mail phishing simulations
8	Full Server Image Cloud Backups with Local Cache	♦ One full image backup to begin the cloud replication ♦ Incremental backups every four hours to prevent significant data loss ♦ Local hard drive with a local copy to expedite full system recovery process ♦ Backups can be virtualized in the cloud for Emergency Disaster Scenarios
**	ELEVATED SECURITY FOR COMPLIANCE: SOC/SIEM	♦ **Satisfies many advanced PCI, HIPAA, NIST and CMMC requirements** ♦ Advanced threat detection and response management solution ♦ Monitors Microsoft 365 tenants in-depth for many types of threats ♦ Flexible log retention to accommodate specific compliance needs

Professional Edge

Executive and Corporate Edge

ALL BUSINESSES WITH SERVERS NEED THIS!

Professional Edge = You pay for additional service and support

Executive Edge = Includes UNLIMITED Remote Service and Support

Corporate Edge = UNLIMITED Remote and On Site Service and Support

PJ Networks Computer Services
(434) 975-0122   www.pj-networks.com
520 Greenfield Terrace   Charlottesville, VA 22901

Which Managed Services Plan Is Right For Your Business?

Having your business computers and network monitored and managed by a professional Managed Service Provider like PJ Networks is not just a proactive way to insure that everything is running smoothly and efficiently within a business infrastructure, but it is really the only way to keep your data systems secure and protected from the growing threat of cyber-attacks unless you have your own full-time network support team, especially now that hackers are using Artificial Intelligence when designing and planning their attacks.

All three of our Managed Service Support Plans include all of the following components:

- 24/7 Proactive Monitoring of health, security and performance of all covered systems
- A primary engineer assigned to your account as your point of contact
- Managed Endpoint Detection and Response (EDR)
- Patch Management, including Microsoft and third-party security updates
- Microsoft 365 tenant monitoring and management
- Advanced e-mail spam and virus filtering
- Local network device and traffic monitoring
- Network inventory reports for covered systems upon request
- Recommendations for server and workstation upgrade/replacement
- Same-day service for urgent support requests
- Discounted labor rate
- **Access to 24/7 emergency support**

Those are all features that **all of our plans** have in common, but there are some differences, as well.

Professional Edge

You pay for additional service and support when you need it, and you get to decide if/when you want us to address a problem that either you or our team has identified. Most help desk support can be provided in realtime, during the initial phone call to us, or within an hour of that phone call. You do not have to submit request or create a support ticket or before we will help you – just give us a call.

Professional Edge is a good choice for a business that has their own IT support staff in house, but is looking for someone outside of their organization to help keep an eye on things, spot issues in their early stages before they become serious problems, and provide assistance when larger tasks need to be accomplished, such as upgrading all of a company's business systems to a newer operating system.

With Professional Edge, PJ Networks will let a client know when we see something that needs attention, but the client gets to decide whether they want to handle it on their own or to bring in our team of experienced engineers to assist. We also make clients aware of the latest cybersecurity threats and alerts that we receive from government agencies and forums in the Information Technology Community at large.

Executive Edge

In addition to the core services included in all of the plans, Executive Edge also includes:

- Full Microsoft 365 account cloud backups (Mailbox, Contacts, Calendar, OneDrive, Sharepoint)
- Dark Web Monitoring for compromised user accounts
- Employee Vulnerability Awareness Training
- Phishing e-mail simulations

You get <u>unlimited</u> remote service and support for all covered systems. **You pay for additional service and support if it requires an on-site visit**, and you get to decide if/when you want us to come to your office to address a problem on site. We will automatically assume that you want us to fix anything that we can take care of remotely. You also get one manual monthly server checkup (if applicable), provided remotely, for each server that your business has covered by this plan. **You can bring any covered computer system into our repair shop for repairs and the labor charges will be covered by this plan.**

Corporate Edge

Includes everything that Executive Edge provides, plus:

- **Includes Annual Network Vulnerability Assessments and Remediation**

Corporate Edge is the "deluxe package". You get **unlimited remote <u>and</u> on-site service and support for all covered systems in the Charlottesville area**. Remote users from other locations can send their laptops/workstations to us to be repaired/replaced at no additional labor cost. We will automatically assume that you want us to fix anything that we can take care of (since it is already paid for) as part of your support contract and will schedule that work accordingly. Emergency rates are waived for all support and service. You get one manual monthly server checkup, provided remotely or on-site, for each server that your business has covered by this plan. **You can also bring any covered computer system into our repair shop for repairs and the <u>labor</u> charges are covered by this plan.**

That pretty much covers our three support plans. We encourage you to schedule a meeting or a call with us to discuss which plan would be the best one for your organization. **The initial commitment is only 6 months**, and after that you can change or cancel your support plan with only two weeks' notice; there is no annual automatic renewal for any service that we provide.

We can prevent 75% of computer issues BEFORE they become real problems.

Our mission is to provide local businesses with the highest level of service possible, to provide the best professional technology recommendations, to be available to assist you whenever you need help, and to protect your business to the very best of our abilities.

WHATEVER IT TAKES!

Core Managed Service Components

The following list provides details on the components that are included in our Managed Service support plans.

PROFESSIONAL EDGE – EXECUTIVE EDGE – CORPORATE EDGE

All Plans Include These Core Components

24/7 Proactive Monitoring

Our RMM (Remote Monitoring and Management) team uses multiple software tools to keep a proactive eye on the health, security and performance of all covered systems, including CPU and memory utilization, firewall status, system performance and any suspicious activity on the client network.

A business-class VPN firewall with Advanced Threat Protection

If a new client does not already have in place an enterprise-class firewall with secure VPN capabilities and advanced protection from infected websites and malicious content, then we will include one with our support plan for a very reasonable fee. In order to implement a **multi-layered approach** to data protection and network security, the first step is to protect the perimeter of a business network and inspect all traffic that enters and leaves that organization, and to block any content that could cause damage or allow unauthorized access.

Managed Endpoint Detection and Response (EDR)

PJ Networks uses SentinelOne, one of the top-rated EDR solutions in the industry, to provide Endpoint Protection on all of our managed clients' computers systems, including workstations as well as servers.

Software Patch Management

Our team manages our clients' security and software updates for all Microsoft software, as well as over 100 additional third-party* software updates. (*listed at the end of this document)

Microsoft 365 tenant monitoring and management

One of the most common methods that cyber criminals use to infiltrate business network systems is to gain unauthorized access to Microsoft 365 tenants, which gives them the ability to see all incoming and outgoing e-mail messages and to access any company files that are being stored in OneDrive. Our monitoring system allows us to manage all client Microsoft 365 tenants from a single pane of glass, and to monitor for any suspicious activity, such as rules that redirect copies of inbound and outbound messages to an outside mailbox.

Local network device and traffic monitoring (where applicable*)

We have advanced network packet monitoring tools that can analyze all network traffic moving across a business network, in addition to all traffic coming and going from a business network. Not only can this help us to identify suspicious or unauthorized network traffic, such as data being sent to a foreign country, but it can also alert our team if a network component goes offline, such as a wireless access point or a network printer.

This service can only be fully deployed on networks where smart (managed) switches are providing the network backbone. Ask for details.

Advanced E-mail protection

Our industry-leading e-mail protection solution provides extremely accurate and configurable spam filtering that can be adjusted to filter based on a company's or a user's preferences; a strict filtering policy might catch some legitimate e-mails, while a loose policy will allow more spam in. Either way, each user has the chance to review their e-mail quarantine every day with an e-mail of all quarantined items, and they can choose to allow delivery of a blocked message once, or to permanently allow all messages from that sender.

There is also a double-antivirus filter to inspect attachments and links in every e-mail, and the advanced Phishing Protection rewrites every single URL link in every message that gets checked every time a user clicks on that links, so that a link that might have been legitimate when the message originally arrived will be blocked if that destination website gets compromised a day, a week, or even a year later.

VCIO (Virtual Chief Information Officer)

Having PJ Networks act as your VCIO is like having a seasoned Network Systems Engineer on your staff who can provide recommendations, analysis or existing network systems, advice on software and hardware solutions, and generally be available to you as an IT consultant. This can be helpful in many ways, including assistance with technology roadmapping and providing budgeting recommendations.

Network inventory reports

PJ Networks can quickly provide a network inventory report for all covered systems upon request, which helps with insurance policy requirements, as well as keeping a client aware about the age and specifications of each of their computer systems.

Recommendations for server and workstation upgrades/replacements

Part of the VCIO role is to perform an in-depth review of all computer systems on a client's business network and identify which computers will need to be replaced in the coming year, in the next 3 years, and also to flag any system that would benefit from a memory upgrade, hard drive replacement, or any other hardware or software improvement. Payroll is one of the biggest expenses that most small businesses have, so maximizing the efficiency and productivity of every member of your team will end up contributing to the overall profitability of your business.

These recommendations also allow our clients to create an actual, working budget for their IT infrastructure.

Desktop system tray support icon

In the lower-right corner of a Windows computer screen, next to the clock, there is a System Tray where icons for active applications and services appear and can also provide notifications. PJ Networks will provide a system tray icon for users to click on to easily submit e-mail support requests with screenshots to our support team. This is an easy way for an employee to report an issue or to request assistance without interrupting their workflow, especially when they don't have time to pick up the phone and call us.

Priority service for all urgent support requests

Every managed client of PJ Networks will receive priority service and support for any IT need that is deemed as being urgent, either by the client or by our support team. In most cases, that means same-day service, and there is no extra charge or fee for receiving priority service from us. We also have enough seasoned engineers on our help desk team to answer most incoming phone calls as they come in; no need to leave a message and wait for a callback. **We do not require that a client submit a written support request or create a ticket in order to receive assistance.** Just call our help desk team and they will create that ticket for you when they start to work on your issue.

Access to 24/7 emergency support

All managed clients of PJ Networks have access to 24/7 emergency support! 24/7, 365 days a year, we guarantee that every single managed client will be able to reach an engineer by phone, even on weekends, evenings and holidays. Even at 3AM on the weekend, you will not reach an answering service or an answering machine – an actual experienced network engineer will either be able to help you right away, or will be able to assign another member of the team to assist you if that is the most logical course of action. Either way, somebody will be assisting you within a few minute of your initial call, and each client has several extensions they can call if for any reason they aren't getting through to their primary engineer.

All clients also have the extension for Phil Jaderborg (a.k.a. "PJ"), the CEO and founder of PJ Networks, and his extension rings through to his cellphone, which he has answered 24/7 every day since he opened the company in the summer of 2005. In other words, **there is no way that any client will ever not be able to reach someone to assist them when they need help.** Period.

EXECUTIVE EDGE – CORPORATE EDGE

Both of These Plans Include These Additional Components

Microsoft 365 or Google Workspace Account Backups

Daily backups of all data in each protected user account, including Mailboxes, Calendars, Contacts, Cloud storage (OneDrive or Google Drive), Team Workspaces, Sharepoint folders.

Cyberlookout™ Sentry

Employee Vulnerability Awareness training is another component of the multi-layered approach that PJ Networks offers to our clients to augment data protection and enhance network security.

- Dark Web Monitoring for compromised user accounts
- Employee Vulnerability Awareness Training
- Phishing e-mail simulations

OPTIONAL ADD-ON SERVICES AVAILABLE WITH ANY SUPPORT PLAN

The following services are not automatically included in every support plan (some clients have their own cloud backup solutions), but they can be added on for an additional cost:

Full server and workstation image cloud backups

PJ Networks offers extremely affordable full image cloud backups for Windows systems, including servers, workstations and laptops. A full and complete system backup to the cloud (and a locally attached hard drive for quicker access) is done initially, followed by incremental backups every four hours to make sure that if disaster should strike, a client will only lose a minimal amount of data. For more demanding backup requirements, these incremental backups can be run as often as once every hour. **We check all of our client backups at the beginning of each business day to verify that they are running successfully,** and we periodically perform test restore jobs to make extra sure that the backups are actually usable for data recovery tasks.

Annual network vulnerability assessments

For client who are more security-minded, or for those who have to comply with HIPAA, PCI/DSS, NIST or CMMC requirements, we offer annual network vulnerability assessment, complete with an Executive Summary Report that can be presented as proof of due diligence if a client should get audited. We also offer **Penetration Testing** for business network, both internal and external, for an even higher level of security and compliance.

Full SOC/SIEM Network Security Monitoring

Finally, for those clients that want or need to have the very highest standard of network monitoring and security, PJ Networks offers our **SOC (Security Operations Center)** services, which handle the monitoring, detecting, analyzing, and responding to various security incidents and threats. We also offer **SIEM (Security Information and Event Management)** services, which utilize technology that involves the collection, normalization, correlation, and analysis of security-related data from various sources within an organization's IT infrastructure.

CONCLUSION

That covers the majority of the services and technologies that PJ Networks uses to manage our MSP client base, although we do have some additional products and services that are available for specific client scenarios. If your organization has a specific technology requirement or challenge that needs to be addressed, we most likely have a solution to handle it. From wireless solutions to multisite VPN connectivity and everything in between, our experienced and knowledgeable team of engineers will put together a game plan that will not only handle almost any scenario, but we often are able to recommend ways for a business to improve their workflow and network infrastructure that results in more efficiency, productivity and profitability. Our clients won't just survive the oncoming wave of heightened cybersecurity threats and challenges, but they will continue to prosper and grow their businesses with our expert recommendations and dedicated attention to their security and their needs.

About PJ Networks

PJ Networks was founded in 2005 as a basic one-man IT support team, but after 18 years we have established ourselves as a premier business technology support provider in central Virginia, and even a little beyond. We currently have 16 full-time employees that comprise the PJ Networks Family, and we have won First Place in the annual Daily Progress Reader's Choice Awards event 9 years in a row – every year since 2015.

We now have 11 Network Systems engineers on our team, and we support over 120 local businesses and 1,500 computer systems. Our commitment to excellence has never wavered, and we still stand behind the tagline that I started this company on all those years ago:

Whatever It Takes!

I hope that you will give us the opportunity to show you just how good we really are.

Best Regards,

-PJ

Phil Jaderborg, *Chief Executive Officer*

PJ Networks LLC

Third-party software that PJ Networks monitors and proactively patches:

Adobe Acrobat 2017	Eclipse Temurin JRE 18	NodeJS
Adobe Acrobat 2020	Eclipse Temurin JRE 19	Malwarebytes v4
Adobe Acrobat DC	Eclipse Temurin JRE 8	Notepad ++
Adobe Acrobat DC (64-bit)	Evernote	OneDrive
Adobe Reader 2017 MUI	Firefox	OpenVPNConnect
Adobe Reader 2020 MUI	Firefox ESR	OperaChromium
Adobe Reader DC	Foxit Reader	PDF24 Creator
Adobe Reader DC (64-bit)	Fujitsu DeskUpdate	PDFsam Basic
Adobe Reader DC (64-bit) MUI	Git	PDFXChange Editor
Adobe Reader DC MUI	Google Drive	Pidgin
AdoptOpenJDK 11	Google Earth	PuTTY
AdoptOpenJDK 8	GoToMeeting	Safari
Angry IP Scanner	ImageGlass	SeaMonkey
AnyDesk	ImgBurn	Seven-Zip
AnyDesk MSI	Inkscape	Shotcut
Audacity	IrfanView	Skype
Bitwarden	iTunes	SumatraPDF
Bullzip PDF Printer	Jabra Direct	TeamViewer 12
Ccleaner	Java 6 (32-bit)	TeamViewer 13
Chrome	Java 6 (64-bit)	TeamViewer 14
Cisco Webex Meetings	Java 7 (32-bit)	TeamViewer 15
CiscoJabber	Java 7 (64-bit)	Thunderbird
CiscoWebex	Java 8 (32-bit)	Treesize Free
CrystalDiskInfo	Java 8 (64-bit)	UltraVNC
Docker Desktop	K-Lite Codec Pack Basic	VirtualBox
Dropbox	K-Lite Codec Pack Full	VLC Media Player
Eclipse Temurin JDK 11	K-Lite Codec Pack Mega	VMware Horizon Client
Eclipse Temurin JDK 17	K-Lite Codec Pack Standard	WinRAR
Eclipse Temurin JDK 18	KeePass	WinSCP
Eclipse Temurin JDK 19	KeePass Password Safe	WinZip
Eclipse Temurin JDK 8	Lenovo System Update	Wireshark
Eclipse Temurin JRE 11	LibreOffice	XnViewMP
Eclipse Temurin JRE 17	Logitech Options	Zebra Setup Utilities
	Microsoft Edge	Zoom

PJ Networks

Multilayered Approach To Cybersecurity

What's Covered Under The PJ Networks

Executive Edge Support Plan with Unlimited Remote Support?

Consulting / VCIO

- Hardware and software recommendations
- IT budget planning
- Application integrations
- Software vendor coordination
- Cybersecurity recommendations

General Computer Problems

- Computer Slowness
- Issues connecting to websites
- Application problems/errors
- Connections between applications
- Computer upgrades
- Software consulting
- Regular PC tune ups

User Configurations and Profiles

- Creating user accounts
- Setting up new user computers
- Setting up computers for existing users
- Resetting AD Passwords
- Resetting Office 365 Passwords
- Help with Resetting Other Passwords
- Installing applications for users
- Updating applications for users
- User training on basic office IT procedures (network drives, vpn, etc)

Web Domain/ Email Management

- DNS / Domain Management
- Creation and management of email accounts
- Creation and management of shared mailboxes
- Creation and management of distribution lists
- Deploy and Maintain SpamTitan or other Spam Filter

Space/Storage Management

- Help with clearing hard drive space
- Help with slow hard drives
- File transfers
- Corrupt file repair (when possible)
- File retrieval from backups

Server Management
- Backup creation and monitoring
- File share creation and monitoring
- Repair DNS issues
- Repair DHCP issues
- Deploy Group Policy Objects
- Deploy and manage software
- Deploy and manage printers
- Regular server checkups/tune ups
- SSL Certificate renewal
- Remote Desktop Services setup and maintenance

Workstation Management
- Install Patches
- Install applications
- Install Software updates
- Help with server connection issues

Security
- Verification of phishing/spam emails
- Security Response in the event of a security incident
    - Blocking user accounts
    - Log Audits
    - Basic Forensics
- Vulnerability Scanning
- Virus Scanning
- Suspicious website investigation
- MFA setup and maintenance
- Software security vetting

Hardware

- Remote diagnosis of most hardware issues
- Recommendations/consulting for new computer/server hardware
- Recommendations/consulting for new network hardware

Network
- Firewall Management
- Slow network diagnostics and consulting
- Network error diagnostics and repair
- Assist with Internet outages
- Assist with wireless issues
- Configuration and maintenance of site-to-site connections

Printing/Scanning

- Fix connection issues to printers
- Fix printing issues with printers
- Fix formatting issues with printers
- Set up new printers
- Configure and maintain scan to email
- Configure and maintain scan to network folder
- Configure new scanners
- Repair and maintain existing scanners
- Resolve issues with programs connecting to printer/scanner
- Configure and maintain print server
- Resolve issue with print servers
- Configure new check scanners
- Maintain/support check scanners

Software Full Support

Support for all standard line-of-business applications, including:

- Adobe Acrobat
- Office 365 Suite (Outlook, Word, Excel, PowerPoint, Publisher, Access, OneDrive, ETC)
- Quickbooks all versions
- Gsuite (Gmail, Google Docs, Sheets, Drive, Slides, etc)
- Adobe CC Suite (Photoshop, Lightroom, After Effects, etc)
- Google Chrome
- Microsoft Edge
- Opera
- Mozilla Firefox
- 7zip
- WinRAR
- Password Managers
  - Lastpass, 1Password, BitWarden, etc

Software First Line of Support/Software Upgrades

- Dentrix/Dexis
- HVMS
- PCLaw
- Spruce
- TRACS
- AllOrders
- Worldox
- Sharefile
- HotDocs
- Transaction Pro
- 1099-ETC
- Stamps.com
- Benjamin Moore ColorX

Work from Home

- VPN Setup and maintenance
- Remote user support
- Assistance with remote computer access
- BYOD Device setup

Greenlink Networks Voice over IP Phones (VoIP)

- Set up and maintain Voip phone systems
- Create and manage extensions
- Create and manage ring groups
- Extension forwarding
- Create and manage auto-attendants
- Resolve call quality issues
- Resolve call connection issues
- Block numbers

Just about anything that we can do remotely is covered by our Executive Edge Plan, but just ask if you want to confirm something specific!

Businesses interested in Unlimited Remote and On Site Support should consider our Corporate Edge Support Plan

PJ Networks

Multilayered Approach To Cybersecurity

Perimiter Defense ~ Anti-Phishing Shield
Dark Web Monitoring ~ Patch Management
Cloud Backups ~ Microsoft 365 Monitoring
Endpoint Protection ~ 24/7 Network Monitoring
Cybersecurity Training ~ Vulnerability Assessments

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Feel free to contact some of our business references. These clients would be happy to tell you about the quality of our service, and can answer questions about our work ethic, billing practices and response to emergency support calls.

CLIENT	TYPE OF BUSINESS
Blue Ridge Ophthalmology Dr. Andrew Collins or Patricia Snoddy (434) 295-3227	Eye Physicians & Surgeons
Cardinal Home Center Allen Aylor or Diana Stalnaker (434) 823-1387	Builders Supply & Home Center (3 locations)
Gaines Group Architects Ray Gaines or Charles Hendricks (540) 437-0012	Architectural Design Planning and Development Project Management
Greene County Sheriff's Office Debbie Bunch or Dave Roach (434) 985-2222	Sheriff's Office 911 Emergency Dispatch
5W Strategists Jerry Montgomery or Jamie Montgomery (434) 882-3056	Data Analytics Marketing Consultants
Blue Ridge Equine Clinic Alice Phinizy or Dr. Steven Trostle (434) 973-7947	Equine Veterinary Medicine & Surgery (2 locations)
Denstock Property Management Melissa Christian (434) 218-7442	Luxury Apartment Management
Mountain View Nursing Home Ryan Hoover (540) 948-6831	Nursing Care Facility
Charlottesville Glass & Mirror Dwight Corle or Julie Corle (434) 293-9188	Commercial & Residential Glass Provider
Settle Tire Company & Airport Road Auto Drew Morris (434) 295-5118	Automotive Repairs 2 Business Locations
Seidl Law Offices, PC Jim Seidl (434) 964-0355	Estate & Business Planning Law Firm
CAL Financial Group Lauren Frick (434) 817-9090	Financial Services