

# Managed IT, Cloud, and Security Services

Experience seamless innovation and security with Sagitec's managed IT, cloud, and security services.



Sagitec's agile cloud solutions offer reliable access to critical tools and data, wherever you need them – backed by the highest standards in security and oversight. Trust Sagitec to deliver modern, government-focused cloud services that drive results and transform the way you work.

**Sagitec is a direct Microsoft Azure Government and Commercial Cloud Services Provider (CSP) and Managed Services Provider (MSP) and an AWS partner.** Our offerings in Azure and AWS allow us to deliver solutions in the client's preferred public cloud.



Sagitec has established partnerships at Microsoft and AWS teams supporting ISVs that specifically serve the public sector, including state and local government clients. These partnerships enable us to deliver proven and flexible solutions that minimize datacenter investments and meet requirements for security, compliance, and oversight.

**Sagitec offers the benefits of a proven Hosted Services relationship, and the experience providing successful government-focused services that are cloud-based and secure.**

## Sagitec's IT, Cloud, and Security Services

Sagitec offers a host of cloud and security services for you to leverage. As a Cloud Services Provider, we provide **Infrastructure as a Service** (where we manage the hardware for you), **Platform as a Service** (we manage hardware and the middleware), or **Software as a Service** (manage all components – hardware, middleware, and software).

**Choose one or a combination, we are here to provide services suited best for you.**

### Commercial and Government Cloud Platform (Azure/AWS)

AV Software, Operations Management Suite, SIEM, and SSL

Logical Infrastructure Services – Virtual Networks, Virtual Machines, and Storage

Physical Infrastructure Services – Data Centers, Firewall, Network, Servers, and SAN

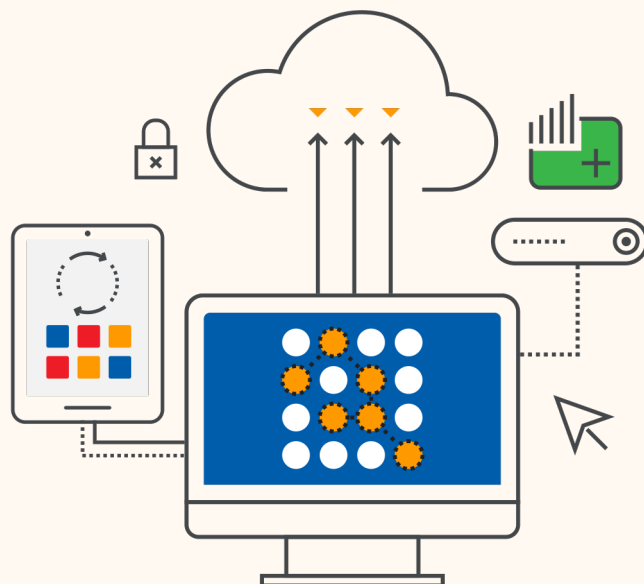
Sagitec IT, Cloud, and Security Services			
Operations & Maintenance	Cost Management	Performance & Stress Testing	Disaster Recovery
Enterprise Cloud Assessment	Cloud Migration	Enhance Security Controls	Database Security & Optimization
Vulnerability Assessment	24x7 NOC/SOC	Application Security Program	Security Incident & Event Management (SIEM)

## Operations and Maintenance

Moving to the cloud requires the adoption of new technical skills and processes. Ensuring an efficient, secure, and compliant cloud requires best practices. Sagitec has been managing cloud-based architecture for years. This has given us the experience necessary to tailor both the technology and the process for effectiveness and efficiency.

Our managed services facilitate your organization by supporting all aspects of on-going cloud management. We have automated and refined our ability to update, patch, secure, backup, monitor, and provide disaster recovery services. We provide automated methods to provision, operate, and support your cloud architecture.

Sagitec leverages ITIL based service management on which we standardize our managed offerings.



## Cost Management

Sagitec's cost management service provides the visibility, accountability, control, and intelligence you need so that you can scale your business in the cloud with confidence. Tailored to meet the needs of benefits administration organizations of all sizes, our efforts reduce complexity and increase the predictability of your cloud costs.

## Performance and Stress Testing

Performance testing examines responsiveness, stability, scalability, reliability, speed, and resource usage of your software and infrastructure.

After running performance tests, you can analyze different KPIs, such as the number of virtual users, hits per second, errors per second, response time, latency and bytes per second (throughput), as well as the correlations between them. Through these reports, you can identify bottlenecks, bugs, and errors, and decide what needs to be done.

Load testing checks how systems function under many concurrent virtual users performing transactions over time. You can determine different user scenarios that let you focus on different parts of your system, such as your member portal.

## Disaster Recovery (DR)

Sagitec uses the latest DR technologies from Azure and AWS. We automate processes and develop disaster recovery plans to minimize effort in what would be a stressful time in the event of a disaster declaration. DR is designed specifically to meet your RPO and RTO requirements, as well as architectural considerations. We also perform annual testing by your side to test the underlying technology and processes.



## Enterprise Cloud Assessment

Understanding how to migrate your enterprise to the cloud is key to your cloud journey. It is imperative to map your assets and their interdependencies, so the roadmap, costs, and return on investment are clear to you before migration starts. We have proven, well architected solutions considering operational excellence, security, reliability, performance efficiency, and cost optimization.

Sagitec has the experience of providing you with customized cloud migration roadmaps based on automated evaluation of your enterprise. Paired with an understanding of your organization's objectives, Sagitec can facilitate a successful initiative for you.

## Cloud Migration

Based on your organizational strategy, your technology details need to be customized to facilitate your migration to the cloud. As a Cloud Solution Provider (CSP) and Managed Services Provider (MSP), we are continually collaborating to maximize the benefit of evolving cloud technology.

We leverage the latest industry technologies and our strategic partnerships with cloud providers to ensure every available efficiency is realized by your organization. This ensures your customized path to the cloud is both efficiently and effectively executed.

## Enhanced Security

Sagitec deploys an enhanced set of security tools and products to keep your systems and data safe. This includes enhanced controls that create a security boundary around your systems. We provide monthly security scanning and follow FedRAMP based security policies.

Security policy is enhanced by using cloud-based security services that rely on both artificial intelligence and machine learning. This allows for real-time analysis of threats not just against your own cloud but leverages real-time data from thousands of client cloud environments.

## Database Security and Optimization

Understanding how breaches occur is key to proper investment in risk and security management. PII exposure is simply not acceptable. Sagitec uses experienced database architects to review every aspect of your database architecture. This service is highly customizable focusing on your organization's priorities and in particular data concerns.

Our security and database resources will provide you with an assessment detailing our findings of the review. Having an actionable plan to address database security concerns ensures you are providing every safeguard possible to your users.

## Vulnerability Assessment

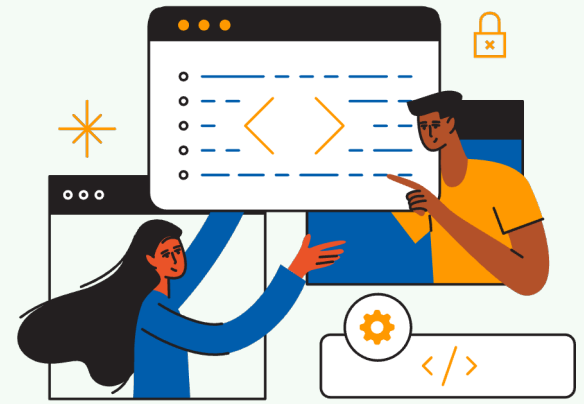
Vulnerability assessments define, identify, classify, and prioritize vulnerabilities in computer systems, applications, and network infrastructures and provide the necessary knowledge, awareness, and risk background to understand the threats to an environment and react appropriately.

Our vulnerability assessment program identifies threats and the risks they pose to your architecture. Ethical hackers and automated testing tools are used, and their findings are consolidated into a vulnerability assessment report. This report is used to facilitate the mitigation of uncovered concerns.

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## NOC/SOC

Sagitec operates a 24x7 Network Operations Center (NOC) and Security Operations Center (SOC) that provides round-the-clock monitoring and incident response for all hosted client environments. We use this to react to any situation that arises within the cloud environment. It is based on proven runbooks and processes designed to ensure high availability, security, and operational stability across client systems.

## Application Security Program

Application Security Program (ASP) safeguards an organization's web applications by identifying, testing, and addressing security vulnerabilities before they are exploited. Sagitec's comprehensive security program includes routine security assessments and targeted testing, which reduces the risk of data breaches and helps to ensure compliance.

Sagitec performs in-depth assessments of web applications, looking for configuration weaknesses or programming errors. Both manual testing and industry-standard application security tools are utilized to identify vulnerabilities, covering the OWASP Top 10 and more. Sagitec's ASP offers a flexible, consultative add-on service designed to meet clients' unique needs, whether their applications are hosted on the cloud or on-premises.

## Security Incident and Event Management (SIEM)

Security Information and Event Management (SIEM) is a method of security management that combines SIM (Security Information Management) and SEM (Security Event Management) functions into one security management system.

SIEM systems aggregate relevant data from multiple sources, identify abnormalities and take appropriate action. For example, when a potential issue is discovered, a SIEM might log additional information, generate an alert, and instruct other security controls to stop an activity's progress. Advanced SIEMs have evolved to include User and Entity Behavior Analytics (UEBA), artificial intelligence, and Security Orchestration and Automated Response (SOAR).

With Microsoft and AWS behind our solutions, you get a reliable, stable provider with an ongoing commitment to and investment in its U.S. government community's cloud solutions. This means that your hosted services solution will meet changing federal, state, and local requirements, as well as the ongoing changes in business workload and practices for years to come.

Write to [info@sagitec.com](mailto:info@sagitec.com) to learn more about Sagitec managed IT, cloud, and security services.