



COVID-19 Solutions Report

Complimentary Report

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 **Clarksys**

The Problem

In response to COVID-19, many companies are scrambling to find technologies that enable employees to work from home (WFH) as painlessly as possible. A number of questions emerge with a WFH initiative. For example, employees need access to company resources such as phone service and software/applications. Their home networks (typically DSL or cable modems) must have sufficient bandwidth to accommodate desired applications, including audio and video. In addition, the corporate imperative regarding IT security must also be uncompromised.

Because of this, many are looking at solutions for remote security and productivity to help their businesses run normally while work environments are anything but. For instance, 85% of surveyed IT professionals are somewhat to extremely worried about cyberattacks due to WFH users.

This document outlines the solutions in our portfolio that are in highest demand during these unprecedented times. We call out what they are, how long they take to turn up, and which providers offer them. In a sister document, we also list the special promotions available to help businesses cope with this unforeseen WFH challenge.

Introduction

Cloud VPN allows users to securely connect to data center applications over the public, unsecured Internet. This is a real challenge for companies where users primarily worked from office locations, because their existing VPN solutions can't scale to meet the needs of the entire workforce. Cloud VPN requires no additional hardware and allows users to access the applications they need to be productive. During the COVID-19 pandemic, 43% of surveyed IT professionals list VPN-related issues as their largest concern.

Turnup Time: days, up to a week or two

Pricing: a few dollars per user per month, plus a couple hundred for the main site; see sister document for promotions

Provider Solutions

- **Cato Networks** – remote VPN - Mobile Access Optimization
- **Masergy** – remote VPN - NaaS VPN
- **Cloudflare** – limited remote VPN – Cloudflare Access
- **AppGate** – VPN replacement and much more - Software Defined Perimeter (SDP)
- **Evolve IP** – IAM to secure SaaS application access - Clearlogin

Assistance Offers

- **Cato Networks** - Mobile Access Optimization and Security for the Cloud Era
- **Masergy** - VPN & UC promo offers 1-pager for channel partners
- **Cloudflare** - Free seats of Cloudflare for Teams
- **AppGate** - Keeping employees safe and connected
- **Evolve IP** - Special Promotion Emergency

Cloud-Based VPN

Businesses look forto mobile connectivity so they can provide a reliable method for all employees to WFH productively. Mobile connectivity allows users to connect to the Internet using a cellular data plan. This connection is done via a mobile hotspot, a dedicated, carrier-supplied device (ex. Verizon, AT&T) that provides an ad hoc wireless access point. WFH users can then connect to the device using their laptops or mobile devices, without relying upon their home Internet connections, which may be deliver insufficient bandwidth.

Note: Providers may not have enough device inventory to accommodate the growth in demand spurred by the pandemic. Enterprise decision makers are urged to act quickly in order to avoid potential issues with availability.

Turnup Time: 2-7 days + shipping

Rough Pricing: \$25-50/user MRC + device & activation NRC (\$100+)

Provider Solutions

- **Granite** – Enterprise Mobility
- **MetTel** - Mobility



Mobile Connectivity

Right now, the biggest challenge facing every enterprise is how to remain productive with employees dispersed across the country. Unified Communications as a Service (UCaaS) is a technology offering that combines collaboration (chat, presence, file sharing, video calls); conferencing (audio, video, web, screen share); and PBX services (voice, SMS, fax, and more) – all from a single cloud platform. (Additional Sservices can be also be available on an a la carte basis, too.) Users can access UCaaS from corporate handsets (desk phones), mobile phones, and desktops/laptops/tablets. It truly allows employees to work from anywhere and carry out meetings as if everyone was in the same room.

Companies like Zoom are making big waves in the marketplace by powering eLearning, teletherapy, and conferencing solutions so that businesses can keep in touch, generate revenue, and generally keep the lights on.

Typically, UCaaS can take weeks or months deploy, when shipping physical phones and porting over existing phone numbers. During the COVID-19 pandemic, businesses are eschewing all of that in favor of speed and efficiency.



UCaaS

Turnup Time: 1-2 days for conferencing, 2-5 days for voice/PBX
Rough Pricing: \$10-20 for video conferencing, \$15-25 for voice/PBX;
see sister document for significant promotions (i.e. free for three months)

Provider Solutions

•Countless, including **RingCentral, 8x8, Zoom, Dialpad, Fuze, GoTo, Masergy, CallTower, and more.**

Assistance Offers

- **RingCentral** - We are in this together!
- **8x8** - Video Meetings - Home is Where the Meeting is
- **Zoom** – Use Zoom for Online Learning
- **Dialpad** - DialpadTalk And UberConference PRO versions For Free
- **Masergy** - VPN & UC promo offers 1-pager for channel partners
- **CallTower** - Free Video Conferencing Solutions with Quick Deployment
- **CBTS** - Increase Remote Employees' Productivity
- **LogMeIn** - Emergency Remote Work Kit
- **Vonage** - We are here to help
- **EvolveIP** – Special Promotion Emergency



UCaaS (cont.)

Secure Email Gateways provide pre-delivery protection by blocking email-based threats before they reach a mail server. This is accomplished by scanning all incoming, outbound, and internal email communications, including attachments and URLs, for signs of malicious or harmful content. Threats include spam, viruses, malware, denial of service attacks (DDoS), phishing, business email compromise, and more.

This is especially relevant now, as coronavirus and COVID-19 phishing scams are going through the roof. For example, 13.5k suspicious domains related to COVID-19 were set up on 3/15. Another 35k the next day, and 17k more the day after that.

Turnup Time: a few days

Rough Pricing: a few dollars per user per month

Provider Solutions

- **Trustwave** – proprietary – prefer 500 users, but will take less
- **RapidScale** – Mimecast – minimum of 20 seats
- **Evolve IP** – Mimecast – minimum of 100 seats
- **Thrive** – Mimecast or Proofpoint – minimum of \$1000 MRC

Assistance Offers

- **EvolveIP** – Special Promotion Emergency
- **Rapidscale** - Office365 Promotion



Email Security

Security awareness training is an education process that teaches employees about cybersecurity. Topics may include how to avoid phishing and other types of social engineering cyberattacks, spot potential malware behaviors, report possible security threats, follow company IT policies and best practices, and adhere to any applicable data privacy and compliance regulations (GDPR, PCI DSS, HIPAA, etc.) During the coronavirus pandemic, 52% of IT departments list a lack of end-user security awareness as the weakest link in their overall posture..

Turnup Time: 1-2 Days

Rough Pricing: a few dollars per user per month

Provider Solutions

- **Trustwave**
- **Quest** – minimum of 20 users
- **Thrive** – KnowBe4 – minimum of \$1000 MRC
- **RapidScale** – Mimecast Ataata – 50-100 users or more

Assistance Offers

- **Rapidscale** - Office365 Promotion



End User Cybersecurity Training

Contact Center as a Service (CCaaS) delivers all the separate parts that comprise a conventional contact center – including interactive voice response (IVR), automatic call distribution (ACD), computer telephony integration (CTI), email, text, chat, social media channels, and quality management – delivered through a cloud-based service in which one.

One vendor is responsible for all maintenance and upgrades. CCaaS allows contact center agents to work from any location, with only a laptop and a headset.

This is especially important for businesses offering customer support, as they need to maintain their service reputation and preserve as much revenue as possible in the current market. Companies that have previously relied on contact center software within an office or data center may not be able to scale as quickly or support the number of WFH agents they now have.

Turnup Time: under current conditions, 1-2 weeks with rapid assistance from provider.

Rough Pricing: \$100 to \$200 per user per month.

Provider Solutions

Countless, including **NICE inContact, Five9, Talkdesk, Serenova Genesys, 8x8, Evolve IP, Masergy**, and more.

Assistance Offers

- **FIVE9** - FastTrack Deployment
- **Genesys** - Rapid Response offer
- **NICEinContact** - Move Your Contact Agents Home in 48 Hours
- **Talkdesk** - Business Continuity Program
- **Vonage** - Quick Start & Disaster Recovery
- **8x8** - Rapid Expansion Program
- **Serenova** - CxEngage Rapid Response
- **EvolveIP** – Special Promotion Emergency

CCaaS

Desktop as a Service (DaaS) delivers cloud-hosted virtual desktops to any device, from anywhere. With DaaS, a third-party cloud provider handles maintenance, security, upgrades, data backup, and storage of the virtual desktop infrastructure (VDI). For clients who've implemented VDI on-prem, this is the same thing, delivered remotely as a service.

For those companies using legacy equipment, their users are probably struggling to work from home without access to their corporate desktops, likely in an office that's closed down. DaaS allows business to virtualize their desktop experience, and deliver all the applications employees need to be productive and available on any device, including laptops, desktops, tablets, smartphones, etc. It's also more secure since no sensitive data is actually stored on the end device..

Turnup Time: 1-2 weeks in current conditions, typically 30-60 days

Rough Pricing: \$50 per user per month

Provider Solutions

- **dinCloud** – Citrix – minimum 10 users
- **Evolve IP** – VMware (DaaS) or Citrix (apps only) - min 100 users
- **Green House Data** - Citrix
- **Matrix IBS – Citrix** - minimum 25 users
- **RapidScale – Citrix** – minimum 10 desktops
- **Quest – VMware & Citrix** – minimum 20 users

Assistance Offers

- **EvolveIP** - We are here to help!
- **Rapidscale** - Office365 Promotion

DaaS

Help Desk Services consist of outsourced help desk staffing, to help end users with common IT issues. It can replace an internal help desk entirely or provide augmentation during peak hours. During the COVID-19 crisis, hundreds or thousands of employees at a given company may be struggling to adapt to a new WFH setting. How do they get access to their applications? How do they set up a VPN? What about making corporate phone calls? As IT support teams are inundated, Help Desk as a Service can take much of the burden off their plates by providing assistance to end users. (Note that Help Desk Services provide the actual help desk staff, but don't typically include the ticketing software.)

Turnup Time: under current conditions, less than a week, for basic IT requests

Rough Pricing: \$25 to \$50 per user per month

Provider Solutions

- **TierPoint** - \$5000 MRC minimum, which is about 200 tickets
- **Quest** – 10-20 users minimum
- **Netrio**
- **Splice**
- **Matrix IBS** – 50 users and up



Help Desk as a Service

Endpoint security is an umbrella term that encompasses varying products, starting with legacy antivirus software like McAfee, Norton, and Symantec. These days, the market has bifurcated into acronyms like NGAV (next-gen antivirus), EDR (endpoint detection and response), and EPP (endpoint protection platform). New solutions like Carbon Black, CrowdStrike, and Cylance have created the most buzz, but at their core, all of these solutions aim to detect and block malicious attacks or software on user's devices, primarily desktops and laptops.

In the wake of COVID-19, many users are stuck working with their own personal devices at home, as opposed to their hardened, secured, corporate devices in an office. No matter how trained they are (via Security Awareness Training) and how many suspicious emails are blocked (via Email Security), sooner or later, some threat is bound to penetrate. When that happens, an Endpoint Security solution can be the last line of defense for an end user. The ideal solution detects both known malware signatures and behavioral anomalies to protect users from existing and zero-day attacks.

That said, a software platform is only as strong as the people behind it. An MSSP (Managed Security Service Provider) can wrap managed services and a SOC around an Endpoint Security product to create an MDR (Managed Detection and Response) solution. MSSPs help clients to not only detect an issue, but then know exactly what to do to contain it.

Turnup Time: a few days to a week

Rough Pricing: a few dollars per user per month

Provider Solutions

- **Quest**
- **Trustwave** – minimum of 500 endpoints
- **Alert Logic** – minimum of 256 endpoints

Assistance Offers

- **Alert Logic Promotion** - 90 Day Essentials Free Offering

Endpoint Security (Antivirus)



We know what it's like to stake your job on a tech contract and have helped hundreds of companies find the perfect tech. And when you find the right solution, you'll stop worrying, you'll meet business objectives, and the company will grow.

With thousands of negotiated contracts, Clarksys can help you buy and implement the right tech.

Our approach is simple.

- 1. Schedule an Intro Call**
- 2. We'll provide customized recommendations**
- 3. You can feel safe with the right tech**

Tech should make your life better. If you're uncertain about the tech you need, you'll endlessly search google which leads to decision paralysis. Schedule a call with us today. Why? Because you deserve to have peace of mind when signing on the dotted line.

**Schedule
a Call Today!**



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