

# ENTERPRISE SERVICES

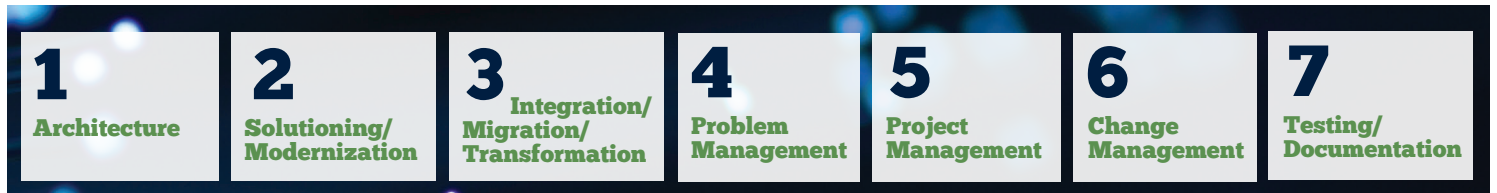
Transformation is a constant in life, and its effects on businesses are highly visible. When technology, customer demands, and the economy change, enterprises are also forced to reevaluate their business models and initiate significant change in order to stay in the competition. When it comes to your business, understanding and planning the ideal evolutionary path for important business processes is essential in bringing sustained value to your organization. Stefanini's Enterprise Services are geared toward change, helping your company maintain its high degree of usability for daily technological operations and critical business components. Our Centers of Excellence (CoE) within Enterprise Services include Enterprise Architecture, Cloud Services, Infrastructure Services, Unified Endpoint Management, and Security Services. When your enterprise is concerned, everything is a priority, and Stefanini works to handle your business' most important IT concerns with time-saving and cost-effective solutions.



# Enterprise Architecture

Our Enterprise Architecture (EA) provides turnkey solutions for everything in your business' data centers and offices, following a jointly designed roadmap that aligns with your company's desired timeline and ROI projections. In addition, our EA consulting solutions provide insight, recommendations, and customer comparison into industry trends. We are vendor agnostic when it comes to solutions, ROI, and cost.

With our top-tier talent from around the globe, we are able to deliver services at affordable prices, including:



# Cloud Services

No matter the size, Stefanini's end-to-end Cloud Services approach can benefit your enterprise. With industry expertise, deep experience, and strong capabilities, we can help your company navigate the challenges associated with cloud solution deployment and achieve the maximum amount of value. As a Microsoft Gold Partner, our cloud services span from cradle to grave, starting with the design and architecture and encompassing management, administration, support, and decommissioning. We utilize the "shift-left" approach for our customers and their end users, which has proven to be helpful in reducing costs and providing faster resolutions for our customers' needs. When repetitive processes are reviewed and handed over to the service desks, escalation keeps a keen eye on the services being provided for the "shifted-left" items.





## Infrastructure Services

A highly efficient IT infrastructure demands individual components function optimally, but realistically, this doesn't always happen. That's why Stefanini offers comprehensive services to ensure your organization's entire infrastructure is monitored, managed, and secured in order to yield the best business operations. Designed to support Linux, Windows, VMware, network, storage, backup, and Unix, Stefanini's infrastructure services can help increase your ROI with affordable pricing due to our service delivery model. We fine-tune your enterprise's infrastructure according to your needs, providing better management and maintenance.

With **OVER 20 YEARS OF EXPERTISE** delivering quality service with the best rates, we can provide:

- 24/7 Proactive Monitoring
  - Quickly and proactively identifying and addressing issues
  - Substantially reducing costs associated with downtime (lost productivity, opportunities, and service costs) by rapid resolutions and problem prevention
- Preventative Maintenance
  - Correcting problems, detecting trends, and implementing scripts to prevent problems from occurring
  - Traffic Analysis
- Resource Management
  - Reporting
  - Network Management
  - Server Management

## Unified Endpoint Management

With Stefanini's Unified Endpoint Management (UEM), we offer automated management of software, imaging, patching, software metering, and reporting, including self-service options that empower both end users and support staff across mobile devices, workstations, and servers. By simplifying imaging, automating software installations, and patching, our support staff is able to accomplish more in less time and focus on providing a higher level of customer service while reducing downtime for end users—saving every business valuable time and money. Integration with Microsoft technologies—including BitLocker, Intune, Office 365, ticketing systems, and asset management software—will extend the capabilities of these tools. Our in-depth knowledge and experience across multiple platforms, projects, and organizations enables our team to take automation and innovation to the next level to support your business.

Our UEM capabilities focus on:

<b>1</b> (OSD) OPERATING SYSTEM DEPLOYMENTS	<b>2</b> (TDM) TOTAL DEVICE MANAGEMENT	<b>3</b> (BYOD) BRING YOUR OWN DEVICE	<b>4</b> SECURITY PATCHES	<b>5</b> DRIVER UPDATES	<b>6</b> NEW DEPLOYMENTS	<b>7</b> LICENSE METERING
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# Security Services

When your organization's most critical data is involved, there's no such thing as a minor breach in network security. Every hole or fault in your network leaves your information vulnerable and can be detrimental to any enterprise, which is why we take active steps to supply you with maximum network security. We work to fortify your network boundary so your critical information will never be compromised or exposed to unauthorized users. To ensure your endpoints are secured and protected, Stefanini's Security Services team works to manage your IT security tools, policies, processes, and security operations. We provide support in security architecture, consultation, design, and implementation of security products, Security Operations Center (SOC), vulnerability management, endpoint security, network security, and identity access management areas. Our services are designed to help improve the overall security posture of your organization, and we do this through attracting top-tier talent from around the globe and providing our services at affordable prices.



Our **SECURITY OPERATIONS CENTER (SOC)** is working 24/7 and focuses on:

- Design, implementation, and management of security processes and tools
- Security architecture and consulting
- Security Information and Event Management (SIEM)
- Intrusion detection and response
- Incident response procedures
- Threat intelligence and threat hunting
- Security awareness training

To **MANAGE VULNERABILITIES** throughout the entire lifecycle, we provide:

- Penetration testing
- A review and comparison against DISA National Security Technical Implementation Guides (STIGs)
- Automated remediation solutions and tiered implementations
- Improved OS, application patching, and validation

Our **WELL-ROUNDED ENDPOINT SECURITY SOLUTIONS** are comprised of:

- Endpoint Protection
  - Antivirus implementation and administration
  - Incident response
  - Compliance management and reporting
- Endpoint encryption
  - BitLocker, MBAM implementation and administration
  - Third-party encryption tools
  - Compliance management and reporting
- Data Loss Prevention (DLP)
  - DLP implementation and administration
  - Policy management
  - Workflow management

With our **NETWORK SECURITY**, we deliver:

- IDS/IPS management
- Firewall management
- VPN – remote access gateway
- Web security gateway
- Event monitoring
- Configuration
- Incident response procedures

Our **ACCESS MANAGEMENT** includes:

- Identity and Access Management (IAM)
  - Single sign-on
  - Multi-factor authentication
  - Federation
- Public Key Infrastructure (PKI)
  - Certification Authority (CA) management
  - SSL certificates lifecycle
- Privileged access management



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