



# **Request for Qualification Response Network Operations Center (NOC)**

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**Prepared for City of Superior, Wisconsin  
10/29/2024**

**Bid #24-42-IT**

## Table of Contents

<b>4.0 Statement of Qualification Requirements.....</b>	<b>2-9</b>
<b>4.1 Company Overview and Qualification.....</b>	<b>2</b>
<b>4.2 Key Personnel and Managerial Structure.....</b>	<b>2-6</b>
<b>4.3 Relevant Experience and Case Studies.....</b>	<b>7</b>
<b>4.4 Scope of Services Overview.....</b>	<b>8</b>
<b>4.5 Subconsultants.....</b>	<b>8</b>
<b>4.6 Addenda Acknowledgement and Conclusion.....</b>	<b>9</b>
<b>5.0 Scope of Services.....</b>	<b>10-13</b>
<b>5.1 Event &amp; Incident Management.....</b>	<b>10</b>
<b>5.2 Change Management.....</b>	<b>10</b>
<b>5.3 Break / Fix Support.....</b>	<b>11</b>
<b>5.4 Back Office Systems.....</b>	<b>11</b>
<b>5.5 Security &amp; Compliance.....</b>	<b>11</b>
<b>5.6 NOC &amp; Break Fix Support SLA's.....</b>	<b>12</b>
<b>5.7 Quarterly Reviews.....</b>	<b>12</b>
<b>5.8 Performance Management.....</b>	<b>12</b>
<b>5.9 Onboarding Requirements.....</b>	<b>13</b>

### Appendix

- 1. Subconsultants Listing Form**
- 2. Addenda Acknowledgement Form**
- 3. Panera Bread Case Study**
- 4. European Wax Center**
- 5. HealthTrackRx**

## 4.1. Company Overview and Qualifications

NETRIO, LLC  
116 N Tennessee St  
Ste 200  
McKinney, TX 75069

**Headquarters:** McKinney, Texas

**Experience:** NETRIO has been simplifying the complexities of managing technology since 2003. With over 120 US based W2 employees, we are one of the fastest-growing Managed Service Providers (MSP) and Managed Security Service Providers (MSSP) in the U.S. NETRIO manages over 10,000+ inbound support calls and 100,000+ incidents managed monthly.

### **Key Differentiators:**

- **U.S.-based workforce:** Our entire NOC and SOC staff are U.S.-based W2 employees, providing a high-touch, responsive customer experience 24x7x365.
- **Geo-redundancy:** We operate three NOC/SOC locations with full redundancy, ensuring zero downtime.
- **Managed over 200,000+ circuits** and over 50,000 IT assets, supporting clients globally across various industries, including government, healthcare, and technology.

## 4.2 Key Personnel and Managerial Structure



**Mark Clayman – Chief Executive Officer**

Mark brings over 25 years of experience building and leading global technology companies. As CEO of NETRIO, he focuses on evolving the company into a top managed services provider, helping clients leverage technology to achieve business goals. Previously, Mark was CEO of Navisite, where he led successful mergers, including its acquisition by Accenture in January 2024. He also served as President and CEO of TriCore Solutions, which was acquired by Rackspace in 2017. Earlier roles include Senior Vice President at Navisite, driving revenue through innovative managed services, and CIO at Surebridge, Inc.



**Gina Murphy – President and Chief Transformation Officer**

Gina leads NETRIO’s strategic initiatives, driving growth, advancing service capabilities, and supporting customers’ digital transformation. Previously, she held the same role at Navisite, where she successfully led acquisition strategies, including its integration into Accenture. With over two decades of experience, Gina has helped companies scale through cross-functional leadership and innovation. Before Navisite, she was SVP and General Manager at Rackspace Application Services and COO at TriCore Solutions, which was acquired by Rackspace in 2017. Gina has also held executive positions at Surebridge, TVGuide, and Lightbridge.



**Brian DeVault – Chief Technical Officer**

Brian oversees Managed IT Services, Cybersecurity, and NOCaaS for mid-market and enterprise clients. With over 20 years of experience, he has led technology initiatives, optimized IT infrastructure, and managed large-scale projects in both corporate and government sectors. His expertise includes strategic planning, team alignment, and service delivery. Brian has a strong track record in business solutions development, leveraging technology to drive business outcomes and efficiency.



**Mike Cromwell – Chief Revenue Officer**

Mike Cromwell collaborates with technology providers and channel partners to drive digital transformation for enterprises. With 26 years of experience in technology sales and executive leadership, he has led organizations through major growth, including sales and marketing efforts for a \$1.5B company and launching new business units. Mike specializes in helping companies navigate complex technologies like SD-WAN, UCaaS, IoT, and Managed Security by focusing on customer experience, partner enablement, and innovation to achieve transformational growth



**Kevin Charest, PhD, CISSP –Executive Vice President, Cybersecurity Services**

Kevin Charest oversees the expansion and development of NETRIO's cybersecurity services. With over 30 years of industry experience, he educates sales partners on strategic solutions and assists in service delivery, enabling clients to understand and mitigate cybersecurity risks effectively.

Previously, Kevin served as CTO at HITRUST, CISO and Head of IT Infrastructure at Health Care Service Corporation, and VP of IT Security and Cyber Defense Operations at UnitedHealth Group. He also led the Information Security Office at the Department of Health and Human Services (HHS) as CISO, managing its cybersecurity technology portfolio. Notably, he initiated the (ISC)<sup>2</sup> Certified in Cybersecurity (CC) certification, addressing industry skills gaps. Kevin is a sought-after keynote speaker at major events like HIMSS, (ISC)<sup>2</sup> Conferences, and GovTech.



### **Chad Frazier - VP Solutions Engineering**

An accomplished IT executive with a 26 year record of defining and executing strategic visions. Skilled in Strategy, Business Development, Professional Services, Support Services, and Financial Management. Adept at aligning IT and Operational Technology teams under a unified business vision, navigating ambiguity to achieve results.

Known for a direct communication style that builds strong relationships with teams, clients, and partners. Polished in verbal, written, and presentation skills, fostering collaboration with executives and stakeholders.

**Specialties:** Research | Solution Development | Service Management | P&L Management | Business Development | Contract Administration | Strategic Planning | Business Transformation | Sales Support | Vendor Management | IT/OT Alignment



### **Ernie Montesana – Director, Strategic Alliance & Channel Sales**

Ernie focuses on driving channel growth and strategic alliances. With over 15 years of experience in technology sales, Ernie has held key roles at Fortinet, Pure Storage, and NetApp. He specializes in MSP & MSSP enablement, enterprise sales, and developing channel strategies that align with business objectives. His expertise lies in building strong partnerships and delivering tailored technology solutions for enterprise clients.



### **Chance Frazier – Project Manager**

Chance is an accomplished Project Manager with over 20 years of experience in Managed Services (MSP) and Managed Security Services (MSSP). He specializes in building and managing technical support teams tailored to meet customer requirements, ensuring alignment with business goals and optimal client satisfaction. Skilled in customer onboarding and cybersecurity projects, managing cross-functional teams, and maintaining compliance with industry standards.

### **NOC & SOC Technical Team Members**

Our team is comprised of highly certified NOC & SOC technicians with extensive experience managing complex networks and adhering to stringent SLAs. Each member holds certifications across multiple platforms and technologies, allowing us to seamlessly integrate and manage diverse environments.

As we move toward finalizing the sales process, we tailor the technical team based on the customer's detailed requirements and specific solutions. This ensures that each technician's expertise aligns precisely with the client's needs. Upon contract execution, we schedule pre onboarding calls to introduce the team and establish communication channels for a smooth transition.

## 4.3 Relevant Experience and Case Studies

### **Case Study: Panera Bread**

NETRIO provided a complete solution for Panera Bread's 2,000 locations, involving proactive NOC monitoring, incident management, and network optimization. We reduced downtime by shifting from a reactive to a proactive support model and achieved significant cost savings through vendor aggregation and optimized network design. (See Appendix 3)

### **Case Study: European Wax Center**

For over 800 locations, we managed 24/7/365 IT and network support, including monitoring hardware, software, and application performance. Our proactive support reduced business interruptions and enhanced customer satisfaction. (See Appendix 4)

### **Case Study: HealthTrackRx**

Facing a 30-day deadline to upgrade its cybersecurity for insurance renewal, HealthTrackRx partnered with NETRIO. NETRIO implemented firewall and cloud management, SIEM, intrusion detection, and vulnerability assessments, ensuring compliance and a successful insurance renewal. This allowed HealthTrackRx to enhance its security posture and focus on its core business, relying on NETRIO for IT management and support. (See Appendix 5)



## 4.4 Scope of Services Overview

NETRIO is fully prepared to manage all aspects of the Connect Superior fiber network. Below is a summary of how we will address each of the major services requested:

### **Event and Incident Management:**

- We will monitor the Nokia Internet Protocol (IP) Core and Subscriber Access components 24/7/365 using our advanced tools.
- NETRIO will generate alerts and open incident tickets when operational parameters exceed thresholds, providing tiered escalation and resolution support.
- A dedicated dashboard will provide real-time status updates for ongoing incidents.

### **Change Management:**

- NETRIO will coordinate change control tickets and planned maintenance, minimizing service impacts. We will issue detailed notifications of planned outages and provide real-time reporting.

### **Break/Fix Support:**

- NETRIO engineers are trained in troubleshooting and resolving hardware and software failures. Our NOC will act as the first point of contact for all issues and will escalate unresolved matters to ConnectSuperior staff when necessary.

### **Security and Compliance:**

- We will implement advanced cybersecurity solutions, including SIEM and Managed Detection and Response (MDR) systems, ensuring that your network is protected against emerging threats.
- NETRIO adheres to SOC2 and NIST compliance standards and will integrate these into your environment.

## 4.5 Subconsultants

Currently, NETRIO does not anticipate the need for subconsultants on this project. However, should the need arise Pivital, Inc will be used for global onsite support. Pivital is based in Longmont, Colorado at 2015 Ionosphere St. They can be contacted at 1-866-506-2979 or <https://www.pivital.com>.

#### **4.6. Addenda Acknowledgement**

NETRIO affirms that it has conducted a comprehensive examination, investigation, and analysis of all conditions related to the scope of work outlined in the RFQ. We have reviewed the methods, requirements, labor, equipment, materials, and quantities necessary to perform the work effectively. Based on our research and assessment, NETRIO is fully satisfied with the information obtained and is prepared to enter into the Service Agreement.

NETRIO acknowledges that our decision is based on our own independent investigation, and we understand that any estimates, statements, or interpretations provided by any officer or agent of the City are not guaranteed. We agree not to make any claims against the City in the event that such estimates or interpretations prove to be inaccurate.

#### **Conclusion**

NETRIO's decades of experience, commitment to operational excellence, and advanced NOC capabilities make us the perfect partner to manage the ConnectSuperior network. We look forward to the opportunity to collaborate with the City of Superior and ensure the success of this critical initiative.

## 5. Scope of Services Detail (RFQ Section 5)

NETRIO is fully prepared to manage all aspects of the Connect Superior fiber network. Below is a summary of how we will address each of the major services requested:

### 5.1 Event and Incident Management:

- NETRIO will leverage SNMP and/or ICMP polling to monitor the Nokia Internet Protocol (IP) Core and Subscriber Access components from its 24/7/365 staffed operations centers using US-based W2 NETRIO employees.
- NETRIO will ingest and process alerts to determine actionable events/incidents and prioritize the incidents according to severity.
- NETRIO will provide level 1 incident management in accordance with best practices as defined by ITIL. These duties will include incident creation, triage, routing, escalation and tracking based upon created runbooks.
- NETRIO will provide specific notification procedures for service impacting events that will be defined in runbooks created during onboarding.
- NETRIO will provide online access to ConnectSuperior and partner ISPs for real-time status on incidents.
- NETRIO will define Major Incident Management procedures during onboarding and will participate in post-incident root cause analysis and resulting process improvement activities.
- NETRIO will provide incident status daily to be incorporated into dashboards. NETRIO will provide regular summary reports for incident management.

### 5.2 Change Management:

- NETRIO will develop Change Management policies and procedures in conjunction with ConnectSuperior for regular and emergency maintenance windows, planned outages, and other known service-impacting activities. This will include changes by ISPs, transport providers and other third-party provider changes that impact service.
- NETRIO will define notification procedures within the Change Management process for ConnectSuperior and other impacted parties.
- Real-time status information shall be provided for incorporation in ConnectSuperior.com as required.

Visibility to current and historical incident management, service requests, and change management activities will be provided in a web-accessible interface.

Jointly developed Service Level Agreements (SLAs) will be offered for services by NETRIO. Standard NETRIO Service Level information provided below.

NETRIO is aligned with ITIL for IT Service Management best practices and has an established Continual Service Improvement (CSI) process. NETRIO service delivery managers regularly review service delivery metrics and customer feedback to identify areas where improvement can be made. NETRIO prioritizes these areas according to improvement impact. Key performance indicators (KPIs) are identified to measure current service performance and baselines are established to track progress and measure the impact of the improvement. Data is collected and analyzed to identify trends and patterns. The data is then processed and further analyzed to identify root causes, trends, and evaluate the effectiveness of current processes. Improvement plans are created and executed according to change management policies and procedures. Improvements are monitored to track the effectiveness and adjusted accordingly based on the results of the monitoring. NETRIO will collaborate with ConnectSuperior to review end-user satisfaction, plan new features, and review and plan processes and communications related to improvements.

NETRIO will assist in completing timely RCA on major incidents and conduct weekly service delivery reviews, which may include discussion on CSI.

NETRIO can integrate with ConnectSuperior's Source-of-Truth (SoT) via an API integration. A 2-way integration will allow NETRIO to receive information from the SoT, as well as get information from the SoT on an as needed basis.

### **5.3 Break/Fix Support:**

NETRIO engineers are trained in troubleshooting and resolving hardware and software failures. Our NOC will act as the first point of contact for all issues and will escalate unresolved matters to ConnectSuperior staff when necessary. NETRIO will monitor the ConnectSuperior environment to detect routine operation failures and undertake appropriate activities to restore normal service operations and escalate unresolved incidents to ConnectSuperior on-the-ground staff for assistance. Runbooks will be updated for incident types that may be remediated remotely. NETRIO will perform coordinate with smart hands resources and third-party providers for incident resolution and RMA processing, as well as other activities described above.

### **5.4 Backoffice Systems:**

NETRIO leverages the following tools to support its operational teams:

- Zoho Desk - Incident Management, Change Management, SLA Management
- Zabbix – Network Management (SNMP, ICMP polling)

NETRIO has a mature BC/DR plan to ensure 24X7X365 availability for staff and tools at its 3 secure US-based operations centers.

NETRIO will coordinate with ConnectSuperior on backup verification and annual failover/disaster recovery exercises.

### **5.5 Security and Compliance:**

- We will collaborate with ConnectSuperior to assess the overall cybersecurity posture of the environment. NETRIO can also provide advanced cybersecurity solutions, including SIEM and Managed Detection and Response (MDR) systems, ensuring that the environment is protected against emerging threats.
- NETRIO is SOC2/Type II certified and follows NIST standards. and will integrate these into your environment.
- NETRIO follows best practices with respect to Identity and Access Management and provides and will isolate the ConnectSecure environment and data, eliminating the potential for exposing either to unrelated third-party access.
- NETRIO will share its BC/DR plan and remediation for specific uses case with ConnectSecure.
- NETRIO will align with ConnectSuperior security policies and participate in regular risk assessments.
- NETRIO employees are all required to participate in monthly security awareness training.

## 5.6 NOC and Break/Fix Support SLAs:

SLO Metric	Priority 1	Priority 2	Priority 3	Priority 4
Mean Time To Acceptance (MTTA)	30 Minutes	2 Hours	4 Hours	8 Hours
Mean Time To Remediate (MTTR)	4 Hours	8 Hours	24 Hours	48 Hours
Updates (UPD)	Hourly	4 Hours	24 Hours	48 Hours
MTTA SLO Target Goal	90%	90%	90%	90%

**Priority 1 (P1)** - An existing asset or service is "down" or there is a critical impact to business operations. Client and NETRIO will commit all necessary resources around the clock to resolve the situation. Proactive monitoring alarms classified as a severity of 'Critical' fall into this category.

**Priority 2 (P2)** - Operation of an existing asset or service is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of covered products. Customer and NETRIO commit full-time resources around the clock to resolve the situation. Proactive monitoring alarms classified as a severity of 'Major' fall into this category.

**Priority 3 (P3)** - Operational performance of the network or service is impaired while most business operations remain functional. Customer and NETRIO commit resources during normal business hours to restore service to satisfactory levels. Proactive monitoring alarms classified as a severity of 'Minor' fall into this category.

**Priority 4 (P4)** - Operational performance of the network or service is only minimally impaired while business operations remain functional. Customer and NETRIO commit resources during normal business hours to restore service to satisfactory levels. Proactive monitoring alarms classified as a severity of 'informational' fall into this category.

SLO Ranges	% of MRC Credit
91 – 100%	0
81 – 90%	10%
71 – 80%	20%
61 – 70%	30%
51 – 60%	40%
41 – 50%	50%

Should NETRIO not meet the Mean Time To Acceptance (MTTA), Service Level Agreement goal of 90%, NETRIO will credit CLIENT in ten percent (10%) increments of the Monthly Recurring Charge (MRC). Service Levels are based on average of all tickets supported and measured monthly. Total Service Level credits for the MTTA SLO may never exceed fifty percent (50%) of one (1) month's billing. The SLO metrics are calculated monthly by using the MTTA for each ticket opened during that service period and calculating average results. NETRIO will not provide research on single incident missed SLO's during this service period. If the average SLO drops below a performance target during a given service period, NETRIO will provide the client with a summary performance improvement plan upon request.

All NETRIO services are offered on a 24X7X365 basis.

## 5.7 Quarterly Reviews:

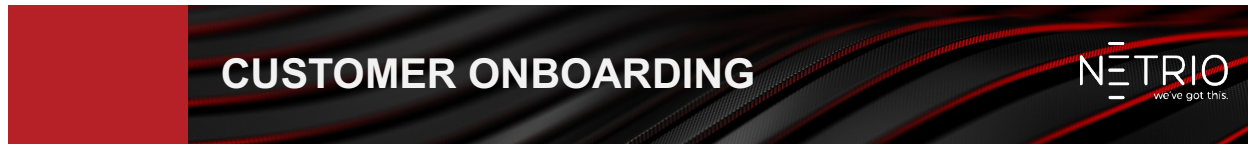
NETRIO will meet with ConnectSuperior on a quarterly basis to discuss upcoming activities, milestones, previous quarter observations, process improvements, and other strategic items.

## 5.8 Performance Management :

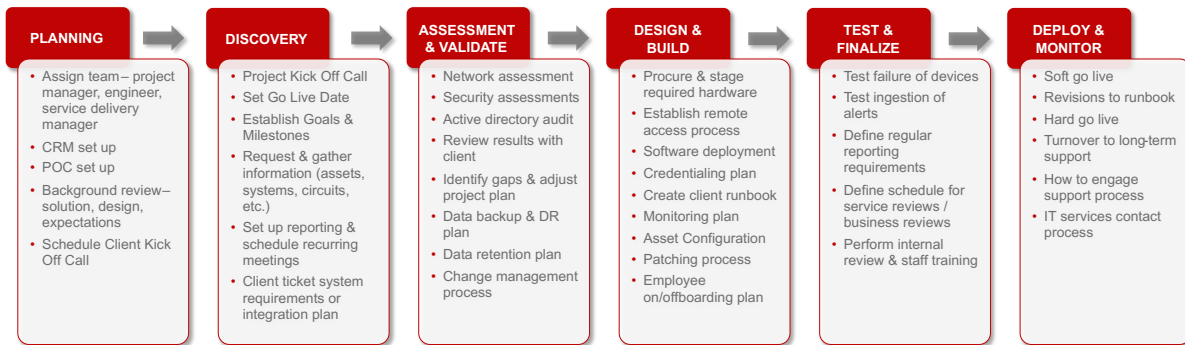
The NETRIO service delivery team will be responsible for managing all services with respect to escalations. An escalation list will be provided up to the NETRIO executive sponsor.

### 5.9 Onboarding Requirements:

NETRIO has a PMO with resources dedicated to onboarding and follows detailed project plans that can be customized to meet any non-standard requirements. The high-level onboarding process follows:



**White glove approach** for onboarding establishes a strong foundation for sustained **execution** and **client success**



# Appendix

**6. SubConsultants Listing** (Must be submitted with Qualifications.)

**Network Operations Center (NOC)**

The undersigned agrees to employ the following listed **subConsultants** for the following enumerated classes of work and not to alter or add to such list without the written consent of the City of Superior, WI. Use separate sheet as necessary.

	<u>SUBCONSULTANT</u>	<u>CLASS OF WORK</u>
1)	<u>Pivotal, Inc</u>	<u>Global onsite support</u>
2)	<u></u>	<u></u>
3)	<u></u>	<u></u>
4)	<u></u>	<u></u>
5)	<u></u>	<u></u>

Submitted by: COMPANY Netrio, LLC  
ADDRESS 116 N Tennessee St, Ste 200, Mckinney, TX 75069  
COMPANY REPRESENTATIVE Ernie Mentasana



7. **Addenda Acknowledgement** (Must be submitted with Qualifications)

**Network Operations Center (NOC)**

I/we hereby acknowledge receipt of the following addenda(s):

Addendum No. 1 Dated 10/23/2024  
Addendum No. \_\_\_\_\_ Dated \_\_\_\_\_  
Addendum No. \_\_\_\_\_ Dated \_\_\_\_\_  
Addendum No. \_\_\_\_\_ Dated \_\_\_\_\_

I/we further certify that no agreement has been entered into to prevent competition for said work and that I/we carefully examined the site where the work is to take place, and the plans, specifications, form of contract and all other contract documents.

I/we further agree to enter into the contract, as provided in the contract documents, under all the terms, conditions and requirements of those documents.

\* If no addenda were issued, the consultant/firm shall so indicate and sign this document.

Netrio, LLC

\_\_\_\_\_  
Company

*Ernie Montesana*

\_\_\_\_\_  
Representative Signature

# NETRIO

CASE STUDY

26%

## OVERVIEW

Panera Bread is an American chain store of bakery-café fast food restaurants with over 2,000 locations, all of which are in the United States and Canada. Its headquarters are in Sunset Hills, Missouri. The chain operates as Saint Louis Bread Company in the Greater St. Louis area, where it has over 100 locations.



## CHALLENGES

- Legacy circuit aggregator lacked structure, consistency, and client tools in Project Management Office (PMO), support, and billing.
- Reactive instead of proactive monitoring and support from the Network Operations Center (NOC).
- No visibility into circuit inventory and support tickets.
- Broken workflows with ordering and implementing new circuits.
- Lack of options and due diligence to deliver diverse and alternative circuit availability.

## JOURNEY

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- Customized tools for client visibility into inventory and support tickets
- Customized circuit inventory and billing portal
- Implemented proper workflows for circuit activations and billing

## SOLUTIONS

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- Broadband aggregation
- Dedicated Internet Access (DIA) aggregation
- Proactive monitor and notify (ICMP polling)
- PMO service activation
- Network Operations Center (NOC) - 24/7/365

## CUSTOMER IMPACT

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Business efficiency related to all aspects of circuit delivery (sourcing, ordering, provisioning, activation, supporting / management, and billing).

Reduced downtime by implementing proactive support model.

## WHY NETRIO?

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- Best in breed aggregation of carrier services (100+)
- Turnkey process from sourcing all the way to 'Day 2' support
- 24/7/365 support
- Operational maturity (onboarding, long term support, billing)
- Reduced cost
- Support organization
- Methodical onboarding and turnup process

**98%**

customer retention rate

**100,000+**

IT assets under management

**2**

24/7/365 NOC's

Ready to drive greater client growth and profitability? Let NETRIO act as an extension of your business, taking the headache out of business enterprise technology so you can boost profits, lower operational risk and overhead and make the best use of your resources. Move full speed ahead with NETRIO.



# NETRIO

## CASE STUDY

### OVERVIEW

European Wax Center began as a family-owned business. Since 2004, they have provided their guests with a first-class waxing experience. They have over 1000 locations in the U.S.



### CHALLENGES

- Digital transformation of business - current architecture prevents a number of initiatives customer needs to deploy.
- New SaaS PoS and new tablet assets being rolled out to over 1000 locations.
- Incumbent cybersecurity vendor continuing to exceed SLAs and response intervals; incomplete work and resolution.
- Lack back office to handle volume of Tier 2 and Tier 3 support needs.
- Customer experience - current legacy infrastructure preventing investment in new applications.
- Competitive threats - limitations not enabling client to stay on cutting-edge to compete.

## SUPPORTED INFRASTRUCTURE

- Firewall - Switches
- Wireless LAN
- Windows/Mac Workstations
- iPad Tablets
- Windows/Linux servers

## OEMs SUPPORTED

- SonicWall (Dell)
- Apple/Windows
- Sophos
- Carbon Black

## SOLUTIONS

- 24/7/365 Monitoring - All Endpoints and Network
- Managed IT services - Remediate and Manage
- Hardware - Software - Application Support
- Log Mgmt of EDR - SIEM/SOC
- RMM of Endpoints for Inventory & Patch Mgmt

## JOURNEY

- Identified Client Support Needs
- Customized Solution and Pricing
- SOW Creation
- Network and Security Assessments
- Collaborative MOP and Escalation Procedures
- Detailed Onboarding Plan

## WHY NETRIO?

- Expertise to compliment client's staff.
- Focus on core business (retail / health services).
- Entrust partner to drive transformation from legacy architecture to next generation.
- Assist client in architecting solution that will meet compliance requirements (for both retail & PCI).
- Project management - requirement to migrate over 1000+ locations in phases.
- Orchestration with concurrent POS change and additions of new tablet assets.
- Cost savings both time and money.

## IMPACT

Higher revenue driven from new online applications; lower cost structure; scalable solution; ability to open new stores more quickly.

## CUSTOMER EXPERIENCE

Significantly improved by delivering a complimentary online experience and better in-store experience.

Ready to drive greater client growth and profitability? Let NETRIO act as an extension of your business, taking the headache out of business enterprise technology so you can boost profits, lower operational risk and overhead and make the best use of your resources. Move full speed ahead with NETRIO.



## OVERVIEW

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HealthTrackRx is the premier PCR-based infectious disease laboratory, delivering industry-leading, next-morning testing results to healthcare providers nationwide. For more info, please visit [healthtrackrx.com](https://healthtrackrx.com).



## CHALLENGES

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- Client faced with Cybersecurity insurance renewal and required a checklist of deliverables and services to provide an Enterprise level security posture for their organization.
- 30-Day timeline to implement cybersecurity solutions to avoid lapse in coverage.
- Vertical positioning (healthcare) made client an attractive client for bad actors.
- Client had limited resources with extensive cybersecurity knowledge.
- Client had limited resources with extensive network and infrastructure knowledge.
- Complex Hybrid Environment with both on-premise and public cloud workloads (AWS) with interdependencies.

## JOURNEY

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- Multiple discovery calls to identify gaps
- Match solutions to cyber insurance requirements
- Identified existing IT staff to co-manage environment
- Compressed onboarding to meet completion date
- Used discovery for roadmap to fulfill other IT needs
- Built integrated workflows with IT team
- SIEM and log collection, analysis, and alerting
- Intrusion Detection - East/West Traffic
- UEBA-Behavioral Analysis
- Vulnerability Assessment
- Extended support to M365 and AWS environment

## SOLUTIONS

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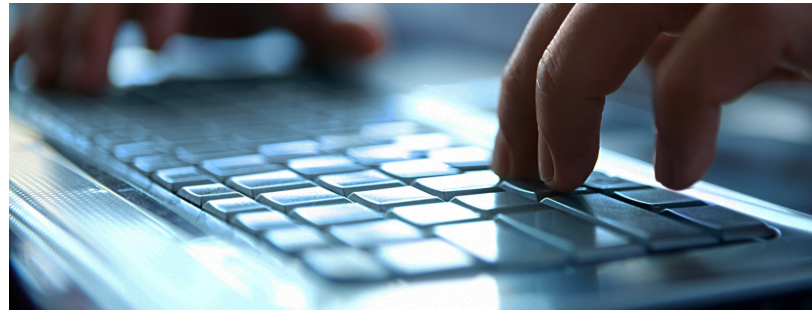
- Firewall
- Wireless Access Points (WAP)
- Switches
- Cloud assets (AWS IaaS - Servers, Other)
- On-premise server resources
- On-premise storage resources (NAS)
- 24/7/365 monitor, remediate, manage, protect
- Alert notification and escalation
- Backup management for servers and M365
- Carrier management
- Manage OEM support agreements
- SSO establishment and admin
- Onsite deployment for office and lab build outs

## CUSTOMER IMPACT

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Client was able to renew Cybersecurity Insurance without expiration or penalty.

Improved Cybersecurity posture and aligned with IT service management best practices to drive increased uptime and a more secure IT environment.



## WHY NETRIO?

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- Expertise to compliment client's staff
- Focus on core business (healthcare)
- Entrust partner to drive transformation from legacy architecture to next generation
- Assist client in architecting solution that will meet compliance requirements
- Implementing
- Ability to design comprehensive solutions that are secure and scalable while achieving maximum uptime
- Removed burden of hiring expertise and staff

**98%**

customer retention rate

**100,000+**

IT assets under management

**3**

24/7/365 operation centers

Ready to drive greater client growth and profitability? Let NETRIO act as an extension of your business, taking the headache out of business enterprise technology so you can boost profits, lower operational risk and overhead and make the best use of your resources. Move full speed ahead with NETRIO.