

Municipal Association of South Carolina

**VC3** Cybersecurity and Technology Services

▶ 2023 SMALL CITY SUMMIT  
OUTSOURCE SERVICES SESSION

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**PRESENTER** 

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Strategic Partnerships

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**We now live and work in a world that cannot be hindered by technology**

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**Top technology needs and risks?**

*My city needs help with... I have concerns for... I hear from others...*

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.



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**How do you envision addressing the needs and risks?**

*We have tried to... We are planning to... The problem is... I hear others have...*

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.



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**Too many towns and cities wait until...**

*Disruption!*

1. **Underserved** by IT vendors pursuing businesses, health care industry, financial services, or larger cities.
2. **At risk** due to dated hardware, dated software, unpatched systems, and misconfigured technologies.
3. **Inadequately protected** because technology and cybersecurity quickly evolve but they haven't kept up.
4. **On their own** when failure happens, or an incident occurs. Who do they call? What do they do?



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**MASC's Cybersecurity and Technology Services**

*Includes affordable and comprehensive services for all Towns and Cities*

1. **Manage Essentials** (formally IT in a Box) for IT support and managed services.
2. **Managed Security** (Protect Shield) for protection against ransomware and cyberattackers.
3. **Managed Backups** (Rapid Data Recovery) for when an incident happens.

**The smallest city we serve is 123 in population – a clerk with a PC.**



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### Manage Essentials

ALL YOUR IT AND TECHNOLOGY NEEDS COVERED

**MONITOR**

- Proactive patching and overall IT health management
- Endpoint Detection & Response + 24x7x365 SOC
- Data backup & disaster recovery

**RESPOND**

- Proactive patching and overall IT health management
- Endpoint Detection & Response + 24x7x365 SOC
- Data backup & disaster recovery
- 24x7x365 Remote Support
- Vendor Co-Ordination + Procurement

**PROACTIVE**

- Proactive patching and overall IT health management
- Endpoint Detection & Response + 24x7x365 SOC
- Data backup & disaster recovery with increased data retention / archiving capabilities
- 24x7x365 Remote + Onsite Support
- Vendor Co-Ordination + Procurement
- Custom Website + Records Management
- Body Camera/Squad Car Video Archiving
- Strategic Planning + IT Best Practices
- O365 Licensing + Management




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### Managed Security

Different levels of protection provided to come alongside where you need help

**PROTECT SHIELD (USER)**

Puts protection where it is needed most – the end user while enabling organizations to meet cyber liability requirements.

- Advanced Endpoint Detection & Response
- 24x7x365 Security Operations Centre (SOC)
- Security Awareness Training
- Dark Web Credential Monitoring
- Web / Content Filtering
- Email Protection
- O365 Security Event Management
- Monitors O365 for signs of malicious activity

**PROTECT PERIMETER (NETWORK)**

Extends protection beyond the end user and to the entire network. Introduces strategic security services, as well as allowing organizations to meet compliance objectives.

All the features of Shield PLUS:

- MFA (For all users & network endpoints)
- Security Information & Event Monitoring (SIEM)
- Quarterly vCISO Services

**PROTECT FORTRESS (STRATEGIC)**

Builds on the strategy provided within Perimeter, allowing organizations more access to the vCISO Services.

All features of Perimeter PLUS:

- Monthly vCISO Services
- Annual Assessment

**PROTECT SELECT**

A la carte offering from all of the features included within each of the three cyber security bundles.




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### Managed Backups – Rapid Data Recovery

MAKE DOWNTIME A THING OF THE PAST

**Reduce downtime during a security incident or emergency**

**Quickly restore key information for minimal disruption**

**Help maintain regulatory compliance**

**WHAT YOU CAN EXPECT TO RECEIVE:**

- 24x7x365 Backup Monitoring and Support
- Disaster Recovery Plan, detailing your Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)
- Best in class backup automation and security.
- Flat fee for storing your data in the cloud.




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**MASC's Cybersecurity and Technology Services**

Powered by VC3

1. **Manage Essentials** is tailored IT Support and Managed Services for small towns and cities.
2. **Protect Shield** with **Rapid Data Recovery** is proactive measures to reduce the chance of an incident occurring, while confident when an incident happens that you can recover.
3. **Priced** for towns and cities. Again, the smallest city we serve is 123 in population – a clerk with a PC.
4. **Endorsed** by MASC as a part of a suite of comprehensive Cybersecurity and Technology Services to meet the needs of every member town and city.

**Don't wait for disruption!**



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**Thank you!**

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