Focus On What You Do Best. We’ll Handle The Rest.

TruManage Managed Services from Vector Security® Networks.
Running a multi-site business can be complex. While fast, reliable communication is crucial to your overall business operations, managing and maintaining a network environment requires time, human capital, and expense – resources that many enterprises just don’t have. The lack of network infrastructure can result in outdated technology, poor customer experiences, and a frustrated staff.

TruManage Managed Services from Vector Security® Networks can help. Our managed broadband solutions allow for rich deployment of applications across your enterprise, driving business performance, protecting your assets, and improving the overall customer experience.

With customized levels of service delivered through our world-class Network Operations Centers, your business will benefit from a wide range of solutions and coverage options, a total lower cost of ownership, and the freedom and flexibility of choosing from multiple carriers…all from a single point of contact.

**TruManage Managed Services**

While Vector Security Networks offers several scalable TruManage packages to meet the unique needs of your business, you’ll enjoy the peace of mind knowing our experts provide 24/7 management, monitoring, change control and support of your network operations…whichever level of service you choose. So let us manage your network while you focus on running your business.

**Features and Benefits:**

- Freedom to choose from multiple carriers and a variety of technologies that are the best fit for your business.
- A wide range of network solutions and coverage options to meet your enterprise’s needs now and into the future.
- Quality network services at a lower total cost of ownership helps reduce expenses.
- The convenience of having a single point of contact for your networking needs.
- Flexibility to adapt to changes in your business requirements, as well as emerging needs in security, compliance and business communications so you’re always up to date with the latest solutions that are right for you.

Vector Security Networks manages the entire network life cycle including design, implementation, integration, monitoring, network operations, move, adds, change and deletes (MACD) for complete continuing network management.
Scalable Solutions That Fit Your Needs

We offer several tiers of TruManage Managed Services. Whatever your needs are, our experts can help determine the level of service that’s right for you:

**TruManage 24x7 Pro Active (Lite) Monitoring**

We’ll monitor an IP address or DNS hostname using ICMP (Ping). At predetermined missed ping intervals, our monitoring system automatically generates a trouble ticket and immediately begins the remediation process.

This service includes an online management portal that displays the current health and status of a managed node as well as active and closed trouble tickets, so you’ll always know the status of your network at a glance.

**TruManage Total Device Management (TDM)**

We proactively monitor an IP address or DNS hostname using ICMP (Ping) and SNMP (Simple Network Management Protocol). We receive SNMP traps from your device and manage spawned events, including remediation and device health, 24/7.

This service includes an online management portal that displays the current health and status of a managed node as well as active and closed trouble tickets, so you’ll always know the status of your network at a glance.

You’ll also benefit from our Performance Management System, Change Management, and Reporting, including:

- Reports that let you identify over-utilized links, routers and other devices before performance is impacted.
- Real time access to up to 12 months of historical performance data.
- Reports that let you identify links that are candidates for upgrades, downgrades or re-negotiation of services.
- Flexible report distribution and a range of personalized performance reports.
- On-demand reports accessible via web portal, including detailed reports for network engineers and “best/worst” performance reports.

You can also receive configuration updates to networked devices (up to three routine changes per device per month, and up to two software upgrades per device per year) at no cost with our monthly Change Management Service.
TruManage Total Security Management (TSM)

Our premium service, TSM provides complete transparency and access to current status, alerts and historical records through the TSM portal as events are fed from Vector Security Networks proprietary security tool sets and commercial Security Incident and Event Management (SIEM) tools.

We’ll help prevent significant potential risks for fines or sanctions due to security non compliance, while our Security Log Management solution provides aspects of some key regulations and standards such as:

- The Payment Card Industry’s Data Security Standard (PCI DSS) Section 10 requirements regarding implementing securely recording, reviewing, and retaining automated audit trail entries for all access attempts, successful or otherwise, to credit card data.
- North American Electric Reliability Council (NERC) requirements for monitoring electronic access control.
- Logging requirements for Sarbanes Oxley (from the IT Governance Institute’s, ITGI, IT Controls for Sarbanes Oxley Framework).
- The Health Insurance Portability and Accountability Act (HIPAA) and Graham Leach Bliley Act (GLBA) requirements for logging access to personal information.
- ISO 17799 section 10.10, “Monitoring.”

Who We Are

Vector Security Networks is a division of Vector Security, Inc. a top 5 integrator of physical security solutions and managed services for North American retailers and multi-site businesses, including many Fortune 500 companies. Vector Security Networks serves nearly 90,000 national account sites across North America.

Let Vector Security Networks help you simplify the complex task of managing and maintaining your network environment. Contact us today to meet with one of our experts.

www.vectorsecurity.com/networks