



Managed Security Services



Overview About RemoteTechs

In the bustling technological landscape of Los Angeles, businesses are constantly seeking reliable solutions to manage their IT infrastructure efficiently. Amidst this quest for excellence, Remote Techs, Inc. emerges as a beacon of proficiency and reliability.

Founded in 2003, Remote Techs is a leading managed IT company dedicated to providing comprehensive and tailored technology solutions to businesses of all sizes across various industries. We call it MMIP and stands for Manage, Maintain, Improve and Promote. Our unique approach to IT support allows you to make quick, educated decisions about your business.

Headquartered in the heart of Los Angeles, we have established ourselves as a trusted partner for businesses seeking to optimize their IT operations. Our ethos revolves around the belief that technology should empower businesses, not hinder them. Therefore, we offer a diverse array of services designed to streamline IT processes, enhance cybersecurity, and drive productivity. From proactive network monitoring to strategic IT consulting, our team of seasoned professionals possesses the expertise and dedication to meet the unique needs of each client.

What sets Remote Techs, Inc. apart is our unwavering commitment to customer satisfaction. We understand that no two businesses are alike, which is why we take a personalized approach to every project we undertake. By forging strong partnerships with our clients, we ensure that our solutions align seamlessly with their goals and aspirations.

At Remote Techs, Inc., innovation is at the core of everything we do. We stay ahead of the curve by embracing cutting-edge technologies and methodologies, enabling our clients to stay competitive in an ever-evolving digital landscape. Whether it's implementing cloud solutions for scalability or fortifying cybersecurity measures to safeguard sensitive data, we are dedicated to helping businesses thrive in the digital age.

In essence, Remote Techs, Inc. is more than just a managed IT company; we are a trusted ally committed to your success. Join hands with us, and let's embark on a journey towards technological excellence together.





Tools Offered Under MSSP

At RemoteTechs, our commitment to delivering unparalleled Managed Security Service Provider (MSSP) solutions is anchored in our relentless pursuit of utilizing the foremost tools available in the market. We prioritize the deployment of industry-leading technologies, ensuring a sophisticated and innovative approach to meet our clients' evolving needs.

Our ethos revolves around selecting and implementing robust tools that guarantee reliability, scalability, and seamless integration. Each tool undergoes rigorous scrutiny, empowering us to craft tailored solutions that surpass industry standards. By harnessing cutting-edge technologies, RemoteTechs stands prepared to deliver tailored, future-ready MSSP services, empowering our clients to thrive in a dynamic digital landscape.

The following is the list of tools that we will keep in place to ensure a secured environment -

Tool	Price (per month/device)	Price (per month/mailbox)	Price (per user)
VMWare Carbon Black	\$9.00		
Huntress Intrusion Detection	\$3.00		
Huntress E365 Monitoring & Isolation		\$2.50	
SEIM Basic	\$4.00		
SEIM Advanced	\$8.75		
DNS Filtering & Security	\$4.75		
Email Security – Barracuda		\$2.75	
Security Awareness & Phishing Simulations			\$3.00
RMM Tool (Free)			

Ruby Package			
CB / Huntress IDS / Email Security / SEPS & RMM	\$14.75		

Saphire Package			
All Of The Above	\$30.00		

* All of this requires a Maintenance & Support Package (Silver or Gold Only) as a starter.



Statement of Work for Managed Security Services (MSSP)



The Service Provider will coordinate with the Customer to prepare for and enable the provision of the Services as set forth herein.

1. Endpoint Detection and Response (EDR) Services -

- Provide next-generation anti-malware solutions with EDR capabilities.
- Stop execution and spread of threats via unpatched vulnerabilities
- Signature and Behavioral based detection of malware, adware, and other potentially unwanted programs.
- Network isolate infected devices.
- Protect fileless, in-memory, and living-off-the-land attacks
- Determine the scope and impact of threats found in your environment
- Quarantine infected and malicious files.
- On demand scan
- AI and ML learning, capable of detection and response.
- Threat hunting
- Implementation Support (Guidelines and Tools)
- Implementation Assistance
- Policy Implementation
- White/Blacklist Applications
- Manage IOCs
- Detection and Investigating Malware
- Threat Monitoring
- Anti-Malware Compliance Checks
- Threat Remediation
- Endpoint Protection

2. Security Information and Event Management (SIEM) Services-

- Collect logs from endpoints, and servers.
- Analyze security data and information to detect any signs of malicious activity based on the log output received from the monitored Equipment(s).
- Identify and report critical alerts categorized as P1 and P2 through email.
- Provide Security Incident response – full guided remediation recommendations
- To provide a monthly security report
- Maintain log archives for 100 days
- Provide threat intelligence.

3. Domain Name System (DNS) Filtering Services -

- Provide web content filtering service using advanced DNS service





- Protect devices from Malware download and phishing links
- Reports available on Ad hoc basis on demand.

4. Email Security Services

- Advanced protection against malicious URLs and attachments
- Phishing and Spam protection
- Inbound and Outbound Email Filtering
- Custom block and allow domain list
- Spam filtering based on the spam score
- Custom filtering rules
- Impersonation protection
- Daily Quarantine digest report
- 24x7 emergency inbox.





Let's Get In Touch

info@remotetechs.com

626-398-4004

www.remotetechs.com