FAQs

MANAGED IT SERVICES - FREQUENTLY ASKED QUESTIONS

Q **What is included in the Managed IT and Cybersecurity Services Suite?**

A We provide a full suite of support, including 24/7 help desk, network management and monitoring, server and workload management and monitoring, IT project support, and more. Consider us your convenient, cost-effective, and turnkey 24/7 IT team.

Q **How do you work with our existing IT staff and systems?**

A We operate an integrated Network Security Operations Center (NSOC) that can co-manage your environment and augment existing investments. This allows you to stay in administrative control of your infrastructure, while we provide round-the-clock support, updates, and security monitoring, helping to eliminate silos and unnecessary finger pointing.

Q **What service level agreements (SLAs) and response times do you guarantee?**

A Our core SLAs include:
- Analyst engagement on critical security alerts within 15 minutes.
- Containment guidance within one hour and infrastructure remediation initiated within 30 minutes.

Live help desk support with a 30-second answer target and level 2/3 engineers on every ticket.

Q **Where will our data be stored, and how will it be protected?**

A Your data is stored based on your requirements, typically in our North American data centers both during transfer and at rest. Backups are also kept in separate locations based on geography for added protection, and customers have anytime web access to reports and audit logs.

Q Do you adhere to compliance standards like HIPAA or SOC 2?

A Yes. We're certified in ISO 27001, ISO 20000 1, ISO 9001, and SOC 2 Type II. We also support compliance with standards like HIPAA, PCI DSS, GLBA, SOX, and more.

Q How does onboarding work, and how long does it take?

A We assign you a dedicated project manager who will create a 30-60 day deployment plan based on your needs. This includes discovery, sensor/agent install, asset inventory, baseline security snapshot, and runbook alignment. We also hold regular service review meetings conducted one month after adoption to help keep things on track.

Q How are your services priced? Do we have to sign a long contract?

A Subscription services are billed monthly with transparent pricing on a 36-month term. For shorter projects or consultation, we offer fixed pricing so you can start small, if you prefer, prior to committing to recurring services.

Q What disaster recovery and business continuity capabilities come with the service?

A We have you covered with automated off-site backups, technology that supports fast recovery, and "anytime, anywhere" recovery plans designed to help you minimize downtime. Everything is encrypted and stored off-site to help provide additional protection.

Q Can we see reports or benchmarks to prove the services are working?

A Yes. We provide detailed monthly reports showing everything from incident counts, dwell times, and vulnerability trends to patch compliance and SLA performance. We can also run a baseline vCISO assessment or external pen test before and after to show measurable improvements.

Q What makes your integrated NSOC different from other managed service providers?

A Unlike others who outsource their SOC or separate it from the NOC, we combine them under one roof. This means you have 24/7 access to top certified specialists with more than 25 years of expertise, resulting in fast response times, strong communication, and a single accountable team.

Canon

1-844-50-CANON | usa.canon.com/ManagedIT