



SYMPHION

Printer Fleet Cybersecurity as a Service™

WEAKNESSES IN YOUR PRINT FLEET EXPOSE YOUR ENTIRE ENTERPRISE—WHAT TO DO?

Printers on corporate networks are often not configured or maintained with cybersecurity hygiene. Each unprotected printer not only exposes your data, but also your customers' data and your entire business to unnecessary risk. Print fleets can number up to thousands of devices with many different makes, models, and ages of printers. Until now, there has been no way to protect them affordably and easily—and keep them protected.

THE ANSWER: SYMPHION'S PRINTER FLEET CYBERSECURITY AS A SERVICE™

Symphion specifically designed its **turnkey** Printer Fleet Cybersecurity as a Service™ solution to economically fill this unaddressed gap for you—and keep it filled.

ADDRESSING PRINTER ENDPOINTS—A KNOWN CYBERSECURITY RISK

Cybersecurity and IT teams often have no visibility or control over printers. Printer manufacturers have built-in sophisticated security features, but those features aren't always used. Manufacturers offer firmware updates for printers, but they aren't consistently implemented. Manufacturers also offer device management software, but it's limited to only their own brand and only their newest devices, not the entire fleet. Plus, that software is not self-operated. Managed print service providers and managed security service providers are also equally without visibility or control.

SYMPHION'S PRINTER FLEET CYBERSECURITY AS A SERVICE™

Symphion's Printer Fleet Cybersecurity as a Service™ solution overcomes these obstacles for you and delivers the results necessary to protect your business, your valuable data, and your customers' valuable data. Symphion establishes and maintains a comprehensive printer fleet cybersecurity program, chosen by you, and delivered for you to fill the known cybersecurity gap presented by networked printers.

Benefits

- **Established program of printer fleet cyber hygiene** that perpetually hardens, patches, and maintains your chosen controls **on all printers in your print fleet.**
- **Seamlessly adapts to changes** in printers, fleet, network, business, audits, and regulations.
- **No operational responsibilities for you.**
- **Affordable, inclusive pricing** (per device with minimum levels) to meet any budget and the ability to value engineer based on number of devices or scope of hardening and patching.
- **Extensible to other Internet of Things (IoT) devices.**



What devices make up our fleet?
What controls can and should we use?
How are we doing?

KEY FEATURES

Symphion Software, Architecture, and Concierge Delivery

It is important to first understand that Symphion delivers its solution utilizing the highest level of delivery by combining its leading-edge technologies (software products), dedicated remote concierges, and proven delivery process.

- **Symphion Software.** As a leading software developer since 2004, Symphion utilizes its own proprietary software products to deliver this valuable service, each of which is included in documentation available for architectural review. Symphion software products are agentless—there is no software to be installed on the printers.
- **Symphion Architecture.** Symphion’s architecture is a blend of on-site and remote. Symphion deploys its software products on customers’ allocated servers that are hosted in customers’ datacenters. No data leaves customers’ premises, helping provide a secure deployment. Symphion provides detailed specifications for required servers, database, and access and is available for any architectural review.
- **Concierge Delivery.** Symphion-trained professionals known as “concierges” work remotely (never on site) to deliver this valuable solution for you using Symphion’s software and the planning and processes presented by Symphion and pre-approved by your involved stakeholders. These Symphion professionals are trained and experienced in Symphion software, printer security configuration management and patching, remote delivery in sensitive information technology environments, and excellence in customer service.

It Starts with Evergreen Inventory and Continued Device Lifecycle Management

First, Symphion software inventories all the in-scope printers (regardless of make, model, age, or location). We maintain that accurate inventory that we call “Evergreen Inventory” with comprehensive device lifecycle management throughout the term of the service. Our software monitors and updates the inventory to maintain its accuracy and automatically accounts for changes in inventory by using extensive device identifiers to address changes in IP address, device configuration changes, and many others changes that have prevented other accurate inventory efforts.

Our Blueprinting Process

During the initial inventory phase, Symphion software also “blueprints” the available (and not available) in-scope security settings/capabilities and the state (e.g., on/off) of each setting/capability on each device. In this stage, Symphion also identifies and reports devices that do not have the requisite capability to be hardened to achieve the desired cyber hygiene and should be retired.

Your Budget, Your Chosen Controls, Your Gold Standard

Your Gold Standard(s) are the controls that you choose for your print fleet hardening including configuration of security settings and patching. We are capable of hardening to the most stringent standards such as NIST or DOD. Symphion offers the options ranging from 1) a Base Model of eight (8) essential controls that you choose including password hardening and management and patching, 2) an Advanced Security Configuration that

includes more controls such as hardening to Symphion's NIST-like hardening recommendations, and 3) add-ons such as more frequent patching and security certificate deployment. We also address any budgetary constraints by designing the sizing and scope of your solution to fit your needs. Many choose to start with a Base Model configuration and upgrade.

Built-in Consulting Included: Program Management Office (PMO)

Symphion has built consulting into this solution in the form of Printer Fleet Cybersecurity Program Management Office (PMO). In the PMO, Symphion consulting professionals will regularly conference with you and your printer fleet stakeholders to assist in establishing and delivering the printer fleet cybersecurity program, printer fleet cyber hygiene, and best practices. PMO activities include determining and establishing your Gold Standard configuration whether using Symphion's Base Model security configuration or Symphion's Advanced security configuration, defining and delivering Testing and Turn Up.

Avoiding Business Interruptions: Essential Testing and Turn Up Methodology

Production usage of printers has not been documented. To address this fact, Symphion specifically designed its Testing and Turn Up methodology to help prevent disruptions of customers' business operations while establishing security configuration management and patch management in a production print fleet. Symphion follows its proven methodology to test each control before establishing that control fleet-wide. Symphion's software also tracks and identifies quiesce periods (when each printer is not being used) to align testing and turn up periods to avoid interruptions.

Keeping Them Hardened. Ongoing Remediation: Symphion Software Surveils and Maintains Settings, Alerts, and Events

After your Gold Standard(s) controls are set, Symphion software monitors and maintains those settings. Symphion's highly configurable alerting and event management system also offers customers current, historical, and future (trending) visibility to security configuration, inventory, asset management, and firmware related security events.

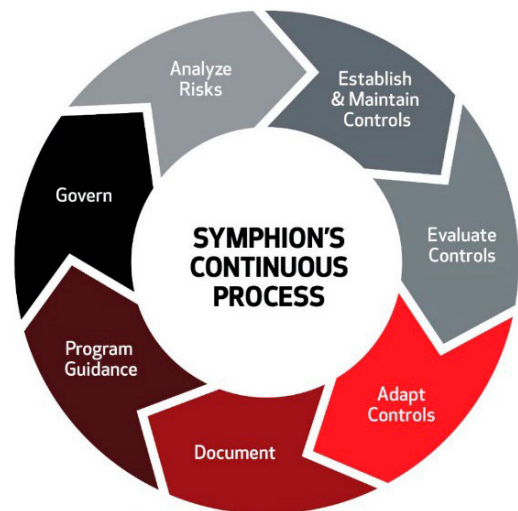
Patching: Firmware Deployment Service™

Symphion Firmware Deployment Service™ is included to fill the need for patch management. This turnkey, vendor-agnostic service includes deployment automation for firmware payloads to enable updating and maintaining current firmware on all printers in print fleets, i.e., cost-

effective patch management for printers. These patches are also included in Symphion's Testing and Turn Up Methodology before deployment.

Ongoing Continuous Process with Records Maintained

In security, if it's not documented, it's not done. In addition to monitoring and remediation, our disciplined process automatically establishes a regular risk assessment, a regular security evaluation of chosen controls, and historical records of your chosen controls and measures taken to secure your enterprise. These records are readily available for auditors or incident response teams, without requiring a project or dedicating your employees' time. Our continuous process and records match most security mandates for regular assessment and record keeping including NIST RMF, HIPAA Security Rule, and others.



Concierge Reporting Included

Symphion also includes comprehensive reporting from 100s of available stock reports, ad hoc reporting from the extensive data available, and custom reporting requiring coding, all prepared, analyzed, and provided by Symphion concierges. Simply make the request and your concierge will deliver the report or reports.

Security Certificate Management and Update Service™

Symphion's Security Certificate Management and Update Service™ is Symphion's service to deploy and manage either self-signed or customer-provided certificate authority issued security certificates and can be included in your program.

Extensible to Other Internet of Things (IoT) Devices

Symphion's solution is easily extensible to hardening and patching other IoT devices such as IP cameras.

ABOUT SYMPHION

Symphion, Inc. is a Dallas, Texas based software and services company that is the world's leader in comprehensive print fleet cybersecurity. Since inception, Symphion has been focused on continual innovation, seamless delivery, and dedication to excellence in customer service. Symphion's turnkey, Printer Fleet Cybersecurity as a Service™ solution affordably delivers perpetual cybersecurity hygiene across all makes, models, types, ages, and firmware versions of imaging devices—to fill the global printer cybersecurity gap.



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