

# PACE MANAGED SERVICES

## MSP SERVICES OVERVIEW



### More than Your Standard IT Support

Pace's all-in-one MSP Service incorporates some of the best management and security solutions in the industry.

Your devices will have **24/7 support**, protection, and patching. We partner with key vendors to create a help desk service that gets eyes on your issues quickly, efficiently implementing simple fixes, and freeing our technicians to address business-critical problems. Our ThreatOps and EDR solutions actively protect every endpoint, reviewing vulnerabilities and any Indicators of Compromise (IOC).

As your Managed Service Provider, you can focus on your profitability rather than your vulnerabilities.

Pace can help you be in compliance with the following security frameworks, improving your organization's cybersecurity posture:

- > NIST
- > PCI-DSS
- > ISO 270.01 & 27002
- > COBIT
- > CIS Controls
- > CISA
- > SOC2

## WHAT WE OFFER

**RMM (ITSM)**

Remotely monitor, troubleshoot, patch, and manage desktops and servers.

**PSA (Professional Services Automation)**

Ticketing, issue tracking, and service desk functionalities for efficient customer support and workflow management.

**Cloud Storage**

A secure and scalable platform for file sharing, collaboration, and data backup, while ensuring high availability and data protection.

**Firewall**

Safeguards networks by monitoring and controlling network traffic, preventing unauthorized access and cyber threats.

**EDR/MDR (Endpoint/Managed Detection & Response)**

Proactively identify, investigate, and mitigate security threats across an organization's endpoints.

**Penetration Testing**

Simulate real-world cyberattacks to strengthen overall cybersecurity measures.

**Vulnerability Assessment**

Systematically scan and analyze systems to identify and prioritize known vulnerabilities.

**SDLAN (Infrastructure)**

Leverages software-defined (SD) principles to centrally manage and automate local area networks (LAN) for improved flexibility and scalability.

**Network Monitoring**

Tracks and analyzes an organization's network to ensure optimal performance and troubleshoot issues.

**SIEM (Security Information & Event Management)**

Provides real-time threat detection, incident response, and compliance management from various sources across an organization's IT infrastructure.

**SOC (Security Operation Center)**

A unit or organization that monitors, detects, responds to, and mitigates cybersecurity threats in real-time.

**CBRS (Citizens Broadband Radio Service)**

A spectrum of frequencies to create private 5G or LTE networks, with longer range than a typical Wi-Fi setup, reducing the number of access points required.



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