GUARDIAN CYBERSECURITY

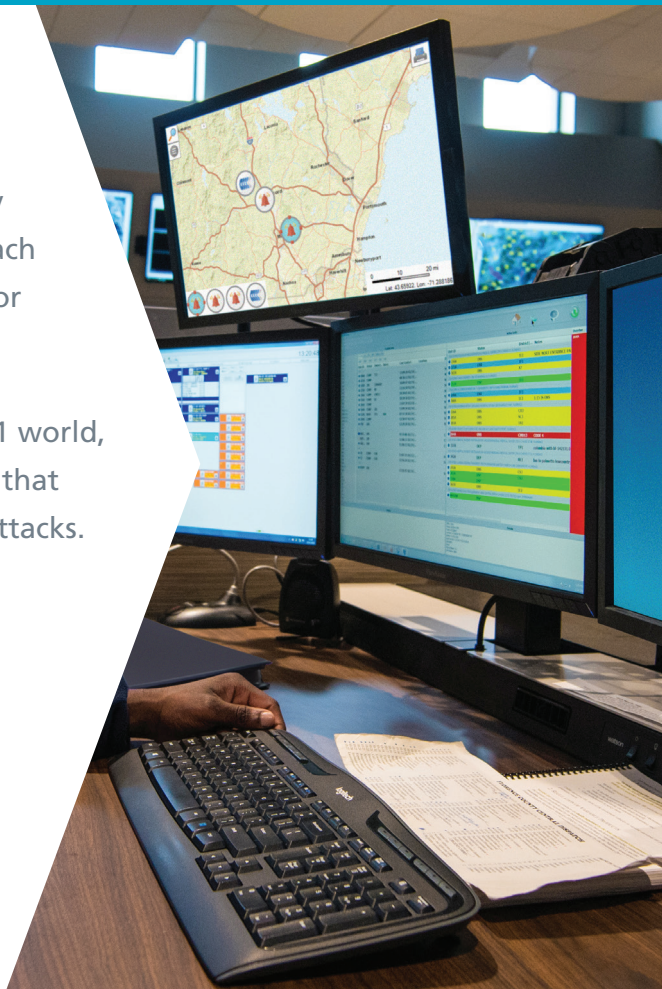## Complete, Turnkey Cybersecurity Services for PSAPs

SOLUTION BRIEF

With the move to IP-based Next Generation 9-1-1 (NG9-1-1) systems, PSAPs face new, more sophisticated, and potentially devastating cybersecurity threats. A single cybersecurity breach can compromise or cripple PSAP operations for hours, days, or even weeks.

To ensure business continuity and public safety in an NG9-1-1 world, every PSAP must implement a layered cybersecurity strategy that helps them prevent, detect, and quickly recover from cyberattacks.

SOLACOM

A Subsidiary of
Comtech Telecommunications Corp.

Solacom Guardian Cybersecurity offers the most complete set of cybersecurity services available to PSAPs. These turnkey, enterprise-grade services combine Solacom's deep understanding of PSAP operations and public safety with expertise and technologies from leading cybersecurity agencies to meet PSAPs' unique cybersecurity requirements at each stage of NG9-1-1 evolution.

With Guardian Cybersecurity, PSAPs of any size, using any vendor's hardware and software solutions, can dramatically reduce cybersecurity worries and risks:

- Get easy access to pre-vetted, industry-leading cybersecurity technologies and skillsets
- Pay a fraction of the amount it would cost to employ an in-house cybersecurity team
- Eliminate the need to source, manage, and pay for cybersecurity solutions from multiple vendors, most of whom are not familiar with PSAP environments

Tailor Services for Your Environment

To ensure you get exactly what you need, you can choose any or all of the following Guardian Cybersecurity services:

- Continuous Threat Monitoring, Detection, and Response
- Cybersecurity Risk Assessment
- Strategic Consulting and Security Controls Implementation
- Remediation and Recovery Assistance
- Cybersecurity Awareness and Training

Each service is customized for your operational requirements, IT footprint, and stage of NG9-1-1 evolution.

Choose a Cost-Effective Approach

With our highly flexible, operating expenditure (OPEX)-based pricing models and our partnerships with leading IT security specialists, even the smallest PSAPs can afford to implement the very best cybersecurity strategies and technologies.

- Monthly subscriptions and individual professional services contracts align cybersecurity costs with PSAP budgets
- Pricing based on IT footprint aligns cybersecurity costs with PSAP size
- A pay-as-you-grow model aligns cybersecurity costs with PSAP expansion plans

PSAPs Are a High-Value Target for Cybercriminals

In 2018, all 50 U.S. states publicly reported at least one cyberattack against PSAP operations.

Stay Ahead of Cyberthreats

Rely on a fully managed Security Operations Center (SOC) and the expertise of highly trained security analysts to proactively identify potential cyberthreats against any of your IT systems and immediately provide mitigations — 24/7/365.

With our **Continuous Threat Monitoring, Detection, and Response** service, you gain peace of mind knowing that a highly trained team of security analysts using sophisticated intrusion detection system (IDS) and security information and event management (SIEM) software is continuously monitoring your IT systems in real time. If threats are detected, we work closely with you to implement the required remediation and recovery steps, providing fast access to additional professional services when needed.

To keep you up to date, our monthly subscription service includes regular reports summarizing all of the cybersecurity alerts received for your IT systems, the actions that were taken, and the latest assessment of your overall cybersecurity status.

Pinpoint and Prioritize Vulnerabilities

Get a clear view of your cybersecurity risk profile. We partner with you to create an overall **Cybersecurity Risk Assessment** that evaluates your existing cybersecurity posture, including related procedures, policies, hardware, and software. We also rank vulnerabilities and their potential impact on your operations.

You receive a prioritized remediation roadmap that your teams can implement, or that we can implement through a professional services contract. The risk assessment can also include vulnerability scanning as well as external and internal penetration testing.

If you extend the Cybersecurity Risk Assessment to include remediation, we can partner with your teams to address each identified vulnerability, or specific vulnerabilities based on the severity of the threat and the operational value of the IT assets at risk. To ensure we support you every step of the way, we can also provide the hardware and software required to mitigate vulnerabilities. Alternatively, you have the freedom to procure these items yourself.

Strengthen Compliance

Increase your compliance with leading cybersecurity standards and frameworks. With our **Strategic Consulting and Security Controls Implementation** service, you have the hands-on guidance and support needed to:

- Achieve certification in System and Organizational Controls (SOC) 2, ISO 27001 information security management systems (ISMSs), Federal Risk and Authorization Management Program (FedRAMP), and other industry standards.
- Design and implement PSAP-specific security frameworks that follow requirements defined by the National Institute of Standards and Technology (NIST), Department of Homeland Security (DHS), Federal Communications Commission (FCC), Association of Public Safety Communications Officials (APCO), and other organizations.

Our comprehensive professional services ensure you have a robust cybersecurity strategy that fully defines the required architecture, including policies and supporting documentation.

Minimize Cyberattack Impacts

Count on our support when you need it most. Our **Remediation and Recovery Assistance** service provides the guidance and support your teams need to quickly resolve cyber vulnerabilities and recover from cyberattacks should they occur. If you need more assistance, we can also step in and implement the appropriate remediation and recovery initiatives.

Our professional services contracts give you the flexibility to choose the optimal level of assistance for your organization and the impacts you've experienced.

Increase Cybersecurity Knowledge

Increase your knowledge and understanding of cybersecurity threats and best practices with our **Cybersecurity Awareness and Training** service. We offer in-person and online cybersecurity training programs that are tailored for your needs. For example, you can customize training for:

- The different roles in your organization — call takers, supervisors, executives, IT staff, administrative staff
- Specific aspects of cybersecurity
- General cybersecurity education initiatives

You define your training requirements as part of a professional services contract and we will structure a training program for your team.

Rely on a Trusted Public Safety Partner

Solacom provides PSAPs with purpose-built Guardian solutions for NG9-1-1 call handling and management. Our user-centric, multimedia solutions are built on more than 30 years of research and innovation in advanced hardware and software technologies for public safety. Today, Solacom solutions support thousands of agencies affecting millions of lives annually — from dense urban environments to statewide deployments.

Our Guardian Cybersecurity solution extends our deep understanding of PSAP operations to the critical area of cybersecurity.

With Solacom as your cybersecurity provider, you have an experienced and trusted public safety partner that is committed to ensuring you have the cybersecurity expertise and technologies needed to reduce risks in an NG9-1-1 world. And you have the flexibility to choose the type and level of cybersecurity support that's best suited to your organization, no matter how big or small your operation or which vendor's NG9-1-1 solutions you're using.

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