



DEVICE  
MANAGEMENT

MANAGED  
SERVICES

DEVICE  
MONITORING

LOG  
MANAGEMENT  
& ALERTING



# Managed Services:

Offload the day-to-day operations and support of your infrastructure to an organization with proven expertise and experience.

Unprecedented technological changes such as mobile solutions, omnichannel commerce, and more complex infrastructure along with the ever-increasing demands for immersive rich media customer experiences, leave many retail IT departments today stretched to capacity regarding operations and support. Individual systems, networks, and overlapping applications running on older client-server architecture make it difficult to cost effectively deploy and integrate new applications. And when new systems are deployed, technology support and operation budgets rarely increase at the same rate, which easily leads to growing gaps in both systems support and compliance. While no organization has unlimited resources, the fact is that outsourcing certain day-to-day operational responsibilities can significantly free up staff to focus on more critical strategic responsibilities. For today's busy retail and restaurant managers who demand agility with lower operational costs, Reliant provides just the right solution. Reliant has multiple managed services offerings which can seamlessly complement your existing IT staff while providing best of breed services for the support and operation of your technology infrastructure.

## Why Reliant Managed Services?

Reliant's managed services program addresses the many challenges facing today's busy retailer by leveraging the specialized services of a best-in-class service provider. We act as a "force multiplier" which means we empower your core IT operations group to better focus on higher value strategic functions while ensuring that your critical day-to-day operations and support are also being addressed.

What's more, we leverage our DevOps driven Reliant Platform technology to fully manage the applications and systems we support. This gives us the ability to be extremely cost-effective as well as highly agile in our managed services offering.

### BENEFITS OF OUR MANAGED SERVICES PROGRAM

- Reduces operational expenses
- Frees existing IT resources to focus on strategic initiatives
- Provides prioritized access to Reliant's specialized skills and expertise
- Predictable OpEx costs

### OPERATIONAL SUPPORT

- Manage configuration changes and overall health of the Reliant Platform infrastructure
- Perform capacity planning and major system upgrades
- Support operational incidents and diagnose issues that may involve multiple system and network components and telecommunication services
- Manage mission-critical applications, including PCI in-scope systems, such as payment card processing, by a PCI validated Level I service provider

# Managed Services: Program components

Reliant's Managed Services Program includes multiple options and levels of service. This flexible service accommodates many retailers' existing in-house capabilities, fills the gaps where skills or staffing may be lacking, and can be customized as necessary to meet your needs. Typical service program components include:

## 1. BASE RELIANT PLATFORM DEVICE MONITORING

This Level 1 support program is designed to monitor the status of each In-Store Platform deployed in your retail chain. Key support features include:

- Automated event detection, incident creation and notification
- Incident evaluation and root-cause analysis
- Resolution of known issues and notification
- Referral to the appropriate resolver group
- Informing client when Level 2 & 3 Support is required

## 2. RELIANT PLATFORM DEVICE MANAGEMENT

This service includes responsibility for the client In-Store Platform operating environment, including the overall health of the In-Store Platform, configuration changes, and program-level monitoring of security controls. Support features include:

- Dedicated Reliant Platform technical account manager
- Reliant Platform infrastructure management, including system maintenance, capacity planning, updates, and upgrades
- Access and firewall rules management in conformance with client policy and PCI DSS requirements, including execution of firewall rule changes
- Executing quarterly internal network vulnerability scans

## 3. PAYMENT INFRASTRUCTURE MANAGEMENT

Includes support and operations of managed payments infrastructure. This includes:

- Management of payment application environment including payment software and payment terminals
- Technical support for payment environment, including application and system troubleshooting
- Application of changes to payment environment including lane, store, and merchant wide configuration modifications

## 4. RETAIL APPLICATION SERVICES AND SUPPORT

Reliant can support a variety of in-store retail and hospitality applications, providing critical Level 1, 2, and 3 support desk and internal customer service functions. This service includes the following:

- Application and system monitoring and proactive response
- On-call 7x24 support resources available for direct escalation from your store personnel
- Integration with customer ticketing systems and customer support desk ACD/IVR system
- Development and maintenance of application run-books and support documentation
- Issue tracking, follow-up, and reporting of KPI and status

## 5. PCI SECURITY ACCOUNT MANAGEMENT

PCI compliance is a journey, not a destination and Reliant operates Reliant Platform PCI controls on behalf of our client and provides ongoing PCI compliance consulting to meet objectives in the client's PCI policy, including:

- Analysis of alerting trends and incidents in conformance with Incident Response Policy
- Analysis of vulnerability scanning reports and results
- Regular rotation and changes of account access controls and keys, according to the client's PCI policy
- Monitoring all security events collected from cardholder data network and host systems
- Reviewing all alerts of suspicious activities across the enterprise, and communication of potential issues to client
- Managing syslog online storage, offline backup, and management
- Conducting Security Operations Reviews which are attended by both the client and Reliant
- Maintaining a Security Calendar (Scans, Access Reviews, Firewall Rule Reviews, and more)
- Maintaining Reliant Platform infrastructure documentation in an "audit-ready" state, including troubleshooting documentation, run-books, and the Reliant Platform Auditor's Guide