OUR MISSION

Embracing a culture devoted to outstanding service, technical excellence and positive client experiences, we at Appalachia Technologies provide relevant, secure and forward-thinking IT Solutions that scale to the business goals, strategies and dreams of our clients

Quick Facts:

- **HQ Located in Mechanicsburg, PA**
- **Local Presence, National Reach**
- **17 Years of Service Excellence**
- **49 Employees**
- **40 Certified Consulting Engineers**
- **Our NOC/SOC is staffed by all US-based, W-2 employees.**

info@appalachiatech.com

888.277.8320

5012 Lenker Street

Mechanicsburg, PA 17050

APPALACHIA
TECHNOLOGIES, LLC.

We get IT. We build IT. We secure IT.

ABOUT APPALACHIA

Appalachia is a full-service Managed Services Provider with a focus on cybersecurity and the best engineers in the business. We do not sell hardware which allows our services to be delivered in an un-biased manner. Our engineers maintain up-to-date IT professional certifications to ensure they bring the most current knowledge to their roles daily. Our NOC/SOC is staffed by all US-based, W-2 employees.

Service Organization Controls
SOC 2 Type II Audited

Cybersecurity Maturity Model Certification
Registered Provider Organization

TABLE of CONTENTS

WE'LL MANAGE YOUR TECHNOLOGY, SO YOU CAN MANAGE YOUR BUSINESS.

Appalachia offers a comprehensive Managed Service offering with 3 service-levels that successively build-on each other, designated **Monitor**, **Manage** and **Protect**. This fully customizable approach allows you to select the level of management *your* organization needs.

Network Devices

Monitor	Manage	Protect
• Monitor Up/Down availability	• Includes all Monitor-level services	• Includes all Monitor and Manage-level services
• Monitor SSL certificates	• Hourly device config back-ups	• Annual device config/best practices review
• Monitor KPIs	• Semi-annual point-release updates	• Monitor Device config changes
• Log retention (7 days)	• MACDs for *administrative* changes.	• MACDs for *security-based* changes

Server Devices

Monitor	Manage	Protect
• Monitor Up/Down availability	• Includes all Monitor-level services	• Includes all Monitor and Manage-level services
• Monitor KPIs	• Windows Patching	• Virus and malware threat protection
	• 3rd Party Application Patching	• Secure DNS filtering.
	• Manage DNS, DHCP, AD, GP, Print &File Services	• Monitor critical security log events

Workstation Devices

Monitor	Manage	Protect
N/A	• Monitor KPIs	• Includes all Manage-level services
	• Windows Patching	• Virus and malware threat protection
	• 3rd Party Application Patching	• Secure DNS filtering.
		• Monitor critical security log events

MANAGED IT SERVICES

It's easy to not think about the health and maintenance of your computer's, your servers, and your overall network until there's actually a problem. Unfortunately, when an issue does occur it costs your business time, productivity, and revenue. To avoid unexpected downtime and IT expense pitfalls, we strive to take a proactive, future-minded approach to your business technology.

Everything we do is designed to proactively improve your efficiency, so your technology helps your business become more profitable.

MANAGED MICROSOFT 365

Whether your business simply requires licensing provisioning and access to end user support or is looking for a fully managed solution, our experts are here to help. With two (2) service-offerings, designated Base (Tenant) and Premium (User Management), you can choose the level of support you need.

Managed M365 - Base (Tenant)

✓ Microsoft365 Tenant Management

✓ Access to end user support for Office applications

Managed M365 - Premium (User Management)

✓ Synchronize users between on-premise Active Directory and Office365 cloud users

✓ Hosted Exchange Management

- Activation of new employees/Removal of terminated employees
- Apply and update user aliases and distribution group memberships
- Shared/resource mailbox permission management

✓ Hosted SharePoint Management

- Apply file permission group memberships
- SharePoint Site design services excluded and scoped as a separate project

✓ Microsoft OneDrive Management

- Synchronization of individual Desktop, Documents, and Pictures folders, similar to traditional redirected profiles

✓ Microsoft Teams Management

- Creation/removal of Teams
- Apply Team permissions and group memberships

To reap the many benefits available through M365, Appalachia's Managed Microsoft 365 Services can help!

The Microsoft 365 (M365) platform benefits organizations through increased productivity for individuals as well as the organization, greater collaboration, additional security features, ease of mobility, and OneDrive cloud storage. With extensive features and opportunities for business improvement, it makes sense to work with a Managed Services Provider who has the experience to maximize and seamlessly utilize all the benefits.

While Microsoft is one of the largest business platforms used, often organizations make the transition to M365 and soon realize their internal IT staff has become bogged down dealing with role changes, licensing changes, and numerous Microsoft-application management updates.

Protection for M365 SERVICES SUITE

Appalachia's Managed Cloud Backup Service offers comprehensive backup and recovery for critical cloud data that lives in Microsoft 365 applications. A true cloud backup solution protects not just files and folders, but collaboration tools like conversations, calendars, and groups. Point-in-time backups capture relevant changes across the entire Microsoft 365 platform and provide an independent copy of data outside of cloud provider servers.

- ✓ Backup provided for Office 365 Exchange, OneDrive, SharePoint, and Teams
- ✓ Perform file and directory-level restores
- ✓ Portal access provided to client for visibility and co-management
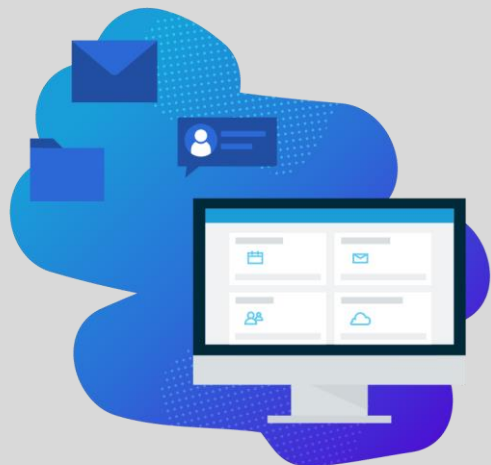
MANAGED BACKUP & RECOVERY SOLUTIONS

On-premise backups mirror to off-site cloud storage

Protect your business against unplanned events like malicious activity, natural disasters, technology failures, or user errors.

Monitor

- ✓ Configure regular back-up schedule based on server criticality.
- ✓ Verify first full back-up of all monitored systems.
- ✓ Alert client designated contacts of back-up process failures.

Manage

Includes all Monitor-level services noted above.

- ✓ Monitor and remediate back-up process failures.
- ✓ Perform file and directory-level restores

Protect

- ✓ Semi-annual validation of system-level back-ups to confirm the operating system boots and authenticates locally.
- ✓ Semi-annual file integrity validation to confirm usability of critical files as identified with the client. Critical files will be identified upon verification of first back-up and during the semi-annual integrity check.

A GOOD DEFENSE NEVER RESTS

– F. Lee Bailey

Your security depends on the ability to detect and defend against the rapidly evolving threats to your cloud and on-premises environments. Today's hackers are highly sophisticated and very motivated to find ways into your network. Like most complex business issues, there's no magic bullet for identifying and protecting your business against these threats. That's why Appalachia offers a multi-layered approach to cybersecurity.

Appalachia's Protect+ Managed Cybersecurity provides a platform to deliver security services to help your company meet compliance regulations, identify weak points in your environment, and most importantly, protect your company from malicious actors.

PROTECT YOUR BUSINESS FOR A STARTING PRICE LESS THAN HIRING A SINGLE SECURITY ANALYST.

MANAGED THREAT DETECTED AND RESPONSE:

Many businesses have trouble keeping up with today's dynamic threat landscape. As a result, many are enlisting the help of a Managed Security Service Provider to protect their networks cost-effectively and reliably. When you outsource your security operations to Appalachia, you can realize the full benefits of complete threat detection without investing the time or resources required to deploy and maintain a complex SIEM solution.

Appalachia's Security Operations Center (SOC) is staffed by highly-certified cybersecurity analysts who actively work to defend your business.

Proactive Threat Detection: We monitor network traffic for suspicious activity or anomalous behavior. Suspicious patterns are verified against known attack signatures and other indicators of compromise for early detection of active threats.

Threat Response: Our security analysts investigate events real-time to identify and alert you of potential threats in your environment. Once confirmed, our team works quickly to isolate and eradicate threats before they can spread further within your environment, or worse… your clients.
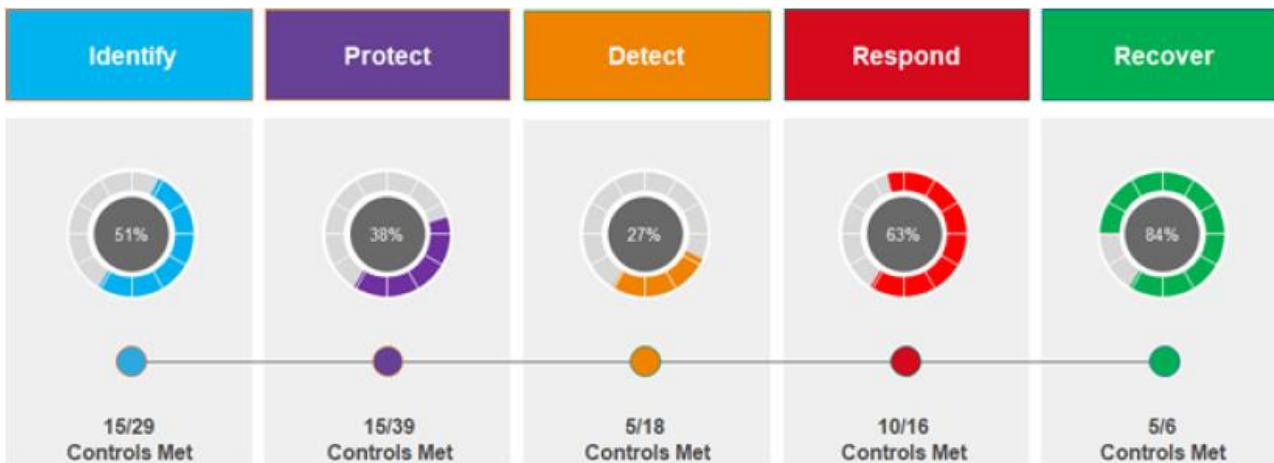
Compliance: Stay ahead of compliance requirements and auditors with regular reports to show progress towards compliance as well as identify weak spots in your environment. Appalachia's Protect+ service helps you meet compliance requirements such as PCI-DSS, NIST CSF, FFIEC, HIPAA, ISO 27001, CJIS, SOC 2, and more.

CYBERSECURITY ASSESSMENTS

When Your Data is at Risk, Your Reputation is at Risk

The modern business environment is an increasingly complex system with many shifting pieces. Over time, new end-points are added, software is installed or changed, and policies are adjusted. Cloud services are increasingly embraced, and workforces continue to be more mobile. This can lead to exploits that online threats and cybercriminals can take advantage of. Proactively assessing and protecting the assets you manage will go a long way in both preventing major issues from occurring and establishing trust with those you work with.

Appalachia's Security Assessment Services will benchmark your systems, network, policies, procedures, and overall security posture using National Institute of Standards and Technology (NIST). Conducted by highly experienced security professionals, Appalachia's Security Assessment Services pinpoint your organization's critical information security weaknesses and analyze and prioritize risks. Additionally, we can help remediate issues cost-effectively and in order of importance.

Identify	Protect	Detect	Respond	Recover
51%	38%	27%	63%	84%
15/29 Controls Met	15/39 Controls Met	5/18 Controls Met	10/16 Controls Met	5/6 Controls Met

Knowing your own weaknesses is critical to preventing disaster before it is too late.

Need Help Implementing CMMC?

Appalachia's CMMC readiness assessments help prepare DoD contractors for Certified Third-Party Assessor Organization (C3PAO) audits by identifying gaps and offering remediation solutions.

As an approved Registered Provider Organization (RPO) by the Cybersecurity Maturity Model Certification (CMMC) Accreditation Board (AB), Appalachia Technologies provides full-scope CMMC services, including:

- CMMC Readiness Assessment
- SSP and POA&M
- Remediation
- Ongoing Maintenance

All Appalachia CMMC assessments begin with a full network vulnerability assessment using the best tools in the industry – at NO additional cost. Our proprietary assessment process was designed by military cybersecurity experts, setting Appalachia apart from competitors who perform assessments as a "paper only" exercise. Our assessments are faster, more accurate, and provide actionable cybersecurity intelligence to our customers.

PENETRATION TESTING

The best defense is a great OFFENSE. *- Jack Dempsey*

Penetration testing and vulnerability scanning are often confused for the same service. A vulnerability scan is an automated, high-level test that looks for and reports potential vulnerabilities, categorized by criticality. A penetration test is an exhaustive, live exercise designed to exploit weaknesses in your system.

Both vulnerability scanning and penetration testing can feed into a cyber risk analysis process and help determine controls best suited for the business, department or practice. They must work together to reduce risk, but to get the most out of them, it is very important to know the difference, as each is important and has a different purpose and outcome.

- Internal & External Penetration Testing
- Web Application Penetration Testing

WHY PENETRATION TESTING:

Simulates a real cyber attack

Baseline your defenses

Train your team on how to defend

Test incident response processes

Meet compliance requirements

Learn your organizational weaknesses

Every 39 seconds there is an attack

Knowing your own weaknesses is critical to preventing disaster before it is too late. At Appalachia technologies our ethical hackers are some of the best and brightest in the business.

Our team consists of highly certified cybersecurity experts and CEH (Certified Ethical Hackers) who can reveal hidden vulnerabilities before hackers do. They use the same methods and tactics that cybercriminals would use, like exploiting software vulnerabilities, bugs, misconfigured devices, and other operational weaknesses. Ranging from:

- Common attack vectors
- Known exploits
- Common misconfigurations
- Brute force attacks
- Man-in-the-middle attacks
- Active phishing attacks
- Browser exploitation
- USB drops

BREACH RESPONSE

If you suspect your organization has been compromised, we can help. From rogue insiders to unknown outsider threats, Appalachia's Cybersecurity Breach Response establishes an efficient, effective and orderly response to a cybersecurity related condition(s).

Appalachia's Incident Response service is based on **the NIST 800-61 incident response procedures guidelines** and follows this framework when conducting consulting services related to incident response including Preparation, Detection & Analysis, Containment Eradication & Recovery, and Post-Incident Activity. This approach allows Appalachia to give standardized response services in cases of a cybersecurity incident.

The goal of Breach Response is to:

• Limit/minimize further loss of profits and information assets.
• Identify, contain, and rapidly respond to the condition(s) reported.
• Assess and ascertain the extent of the condition(s) reported quickly and effectively.
• Communicate our findings to the appropriate stakeholders within the Client's organization.

vCISO Services

For organizations who require this level of oversight, yet can't support the financial responsibility of a full-time CISO, outsourcing to a virtual CISO (vCISO) brings both strategic and operational leadership to your organization security posture.

Through Appalachia's vCISO Services, we can help your organization answer these questions. Our approach consists of two phases with key deliverables:

Initial Security Assessment
• Interview
• Vulnerability Scan
• Policy Review

Ongoing Guidance
• Security Architecture
• Policy Management
• Compliance Assistance
• Incident Assistance
• Organization Representation

Solving the information security dilemma through people starts with obtaining the right talent to execute the program. Appalachia's vCISO Services is the SOLUTION.

IT SYSTEMS & INFRASTRUCTURE
On-premise and in the Cloud

OUR METHODOLOGY

We tackle all IT challenges with a comprehensive four-step process:

Evaluation - We review and assess your existing IT infrastructure, identifying your future needs and potential weaknesses. We take a security-first approach, always prioritizing the protection of your data, your users, and your clients. We work with you to gain a solid understanding of your unique needs and objectives.

Design - Once we fully understand your needs, our consulting team develops a customized plan based on what you have and where you need to go. Where most IT providers will want to "rip and replace" solutions in order to sell you products from their vendors, we are vendor-agnostic and will work with your existing solutions, provided they meet your goals.

Implementation - Our project managers and engineers will obtain, document, and deploy the hardware and software required. We always take proper precautions to limit disruption that might impact ongoing business operations, so you have a smooth experience transitioning.

Knowledge and Training - No technology is truly "set it and forget it". Our consultants will work with your staff to ensure they have the requisite knowledge and training to effectively navigate any changes made to your network. We can also provide ongoing support and ongoing managed maintenance to keep your new solutions operating smoothly and securely.

SYSTEMS

- Microsoft 365
  - Office & GCC High
  - Teams
  - SharePoint
  - Intune
- Server Upgrades, Virtualization, Move to the Cloud
- Virtual Desktop Infrastructure (VDI)
  - VMware, Citrix, MS Hyper-V

INFRASTRUCTURE

- VPN
- MFA
- Firewall
- Wireless
- LAN, WAN, SD-WAN
- Unified Communications

Security Awareness Training and Simulated Phishing

Strengthen your first layer of defense!

By engaging in our security awareness training focused on phishing, ransomware, and business email compromise scams, you are implementing a proactive approach to preventing a data breach.

Interactive leaderboards increase employee engagement, quick and easy weekly training videos keep employees up to date, and quantitative analysis gives management unparalleled employee insight.

EMPLOYEE SECURE SCORE (ESS)

Transforming your weakest links into your strongest defenses, one employee at a time.

Technical Assistance with ATSupport

The Appalachia Technical Assistance Center (ATAC) provides technical support specific to the Client environment. Remote or On-site support, Planned After Hours or Emergency Support Web-based ticketing portal, Email, or Phone.

ATOn-Site: The Perfect Addition To Your Team

Our ATOn-Site service is designed to ensure consistent, prescriptive IT oversight via an Engineer-level resource. This recurring service promotes the overall health and performance of your IT environment.

ABOUT US

Appalachia Technologies helps businesses in our community, and around the world, stay ahead of the latest cyber security threats through a combination of technology, service, and education. Headquartered in Mechanicsburg, Pennsylvania Appalachia was founded in 2004. Appalachia is a full-service Managed IT Services Provider with a focus on Cybersecurity. Our cybersecurity practice includes managed threat detection and response, penetration testing, compliance-based security assessments, vulnerability management, breach response, and vCISO services. Additionally, Appalachia provides a variety of IT infrastructure and systems-based services, ranging from Microsoft 365, Virtual Desktop Infrastructure (VDI), Cloud Migrations, Network Assessments and Implementations, Wireless Site Surveys and Installations.