

2026 Cybersecurity IT Services

TIPS Contract #240101 - Authorized Government IT Services Provider



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MOBILE DEVICE MANAGEMENT

- Device Enrollment: Allows for the registration of devices into the MDM system, enabling the organization to manage them. This can include both company-owned and personal (BYOD) devices.
- Device Configuration: Enables the configuration of device settings remotely. This can include network settings, email configurations, and application permissions.
- Application Management: Allows for the distribution, updating, and removal of applications on managed devices. This includes both public apps from app stores and custom enterprise apps.
- Security Management: Provides tools for enforcing security policies on devices. This can include password policies, encryption, remote lock and wipe, and detection of jailbroken or rooted devices.

SERVER MONITORING & PATCH MANAGEMENT

- 24/7 Server Health and Performance Monitoring
- Automated Windows Updates and Patch Deployment
- Critical Service and Process Monitoring (CPU, RAM, Disk, Network)
- Monthly Vulnerability Scans and Remediation Guidance
- SOC2-Compliant Image-based Backup Oversight
- Alerting for Resource Thresholds, Outages, or Security Anomalies
- Inventory of Software, Hardware, and Configurations
- Support for Domain Controllers, File Servers, and Line-of-Business Servers
- Integration with NinjaOne and ConnectSecure

VoIP AND UNIFIED COMMUNICATIONS

- Voicemail to Email
- Yealink VOIP phones
- Auto Attendant
- Call Routing
- Mobile and Desktop Apps
- SMS
- Video
- Call Recording
- Analytics
- 99.999% SLA Uptime

ADD-ONS

.GOV/.COM Domain Setup

- Assistance Registering a .GOV Domain through the U.S. Government
- DNS Configuration for Email and Website
- MX, SPF, DKIM, and DMARC Record Setup for Secure Email
- Identity Verification and Support through the Application Process

Email Migration

- Full Migration of Email, Contacts, and Calendar from Existing Provider
- Support for Gmail, Yahoo, GoDaddy, Zoho, Exchange, IMAP, and Others
- Includes Account Setup and Testing in Microsoft 365
- Zero-Downtime Cutover and Validation

CLOUD FIREWALL (SOC, SIEM and EDR)

- Secure Access Service Edge (SASE)
- Zero Trust Network Access (ZTNA)
- Location Based Conditional Access, Always-On VPN
- Software Defined Perimeter/Conditional Access
- Internal Segmentation/LAN Zero Trust
- Next-Gen L7 Firewall
- DPI & SSL Inspection
- Web Proxy & Malicious URL Defense
- Content Filtering
- Secure DNS w/DoH & DoT Guard
- Secure RDP
- Advanced Malware Threat Detection (scans with 15 different AV engines)
- Wi-Fi Security & Integrated Privacy VPN
- Security Information and Event Management (SIEM)
- Setup, Administration, Support, and Ongoing Security Best Practices
- 24/7/365 Live Security Operation Team

PATCH MANAGEMENT, WORKSTATION MANAGEMENT, BACKUP & HELPDESK

- 24/7 Patch Management of Windows Workstations
- Setup, Administration, Support, and Ongoing Security Best Practices
- BitLocker Enforcement
- OneDrive Backup Management
- Standard Account Management
- SOC2 Compliant Image Based Cloud Backup
- Software and Hardware Inventory
- Proper Workstation Disposal
- Quarterly Vulnerability Scans
- Business Hours Helpdesk

MICROSOFT OFFICE 365 BUSINESS PREMIUM (or Government G3) W/ ADVANCED SECURITY CONFIGURATION

- .COM/.GOV Domain Management
- Entra ID Joined Workstations
- Setup, Administration, Support, and Ongoing Security Best Practices
- External Email Flagged
- DMARC/SPF Configuration
- Cybersecurity Awareness Training
- Defender for Office Plan 2 (Includes Phishing/Training/Improved Security)
- 3rd Party Backup
- Global Admin Management
- Least Privilege Management
- MFA Enforcement
- Location-Based Conditional Access
- 7 Year Retention Policy (email, onedrive, sharepoint)

NETWORK MONITORING

- Continuous 24/7 Monitoring of Firewalls, Switches, Access Points, and Network Devices
- Real-Time Alerting for Outages, Unusual Activity, and Critical Failures
- Monthly Network Health Reports
- Asset Inventory and Lifecycle Tracking
- Uptime and Performance Monitoring
- Configuration Backup and Change Tracking
- Network Map and Device Topology View
- Integration with Helpdesk for Automated Ticketing
- Optional On-Site Escalation as Needed