open
systems

Helping the Helpers

**INDUSTRY
SOLUTION BRIEF**

Managed security operations
on a shoestring budget

Open Systems services are
ISO 27001 certified.

What are some of the current IT operations challenges in an NGO setting?

Connecting to difficult locations

Securely ship, install and interconnect devices anytime, anywhere, ensuring high availability plus flexibility in a zero-trust environment.

Security and compliance

Comply with GDPR and shield the sensitive data of online benefactors as well as the people you are helping so they can stay safe.
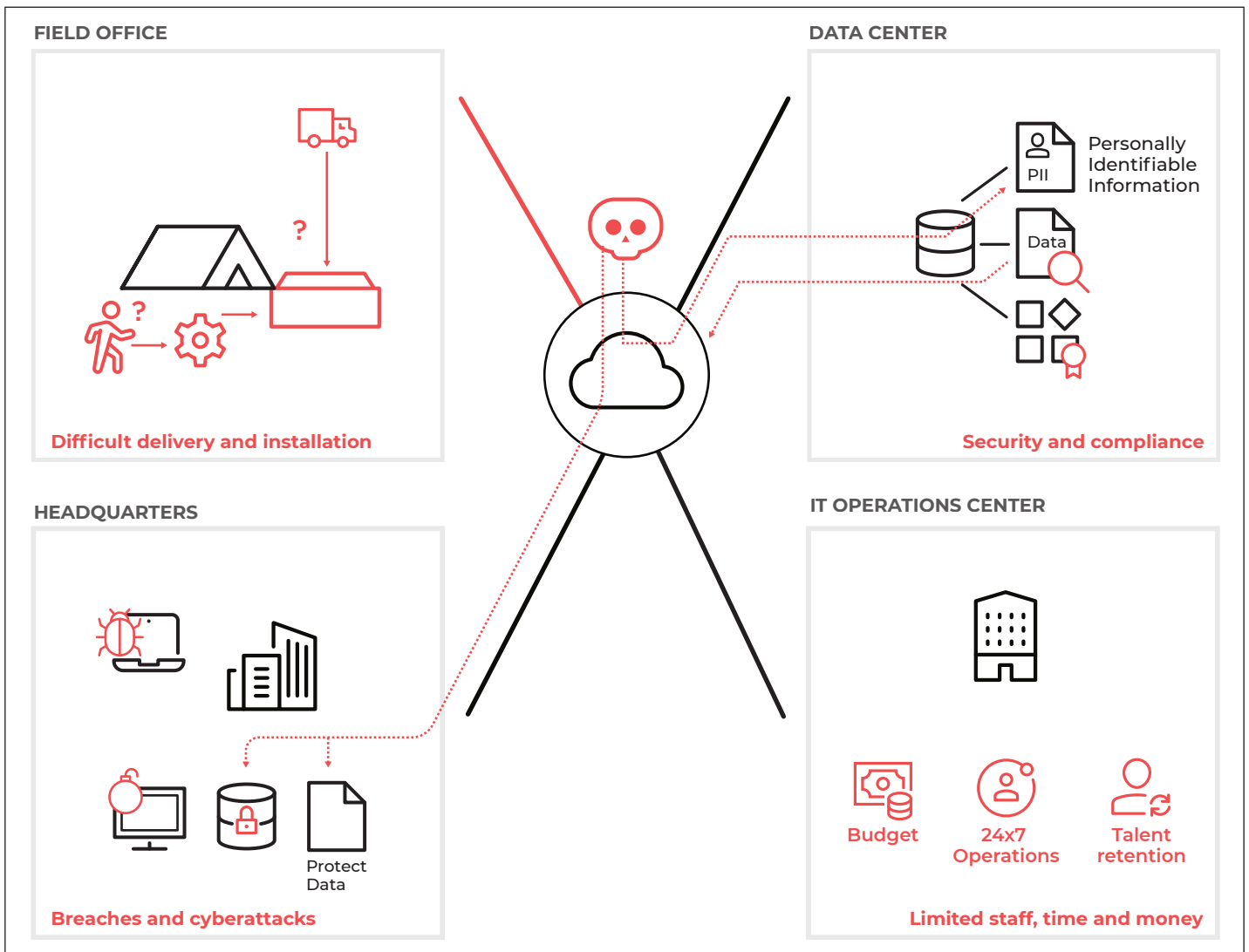
Breaches and cyberattacks

Fend off targeted attacks in an expert way, in spite of a large attack surface, while protecting sensitive information. Stay tuned to real alerts and leverage your existing IT solutions.

Limited staff, time and money

Budget up front for an all-inclusive 24x7 operations without hidden charges. Concentrate on your main work, knowing that a reliable, competent partner can help your staff with IT.

FIELD OFFICE

Difficult delivery and installation

DATA CENTER

PII — Personally Identifiable Information

Data

Security and compliance

HEADQUARTERS

Protect Data

Breaches and cyberattacks

IT OPERATIONS CENTER

Budget | 24x7 Operations | Talent retention
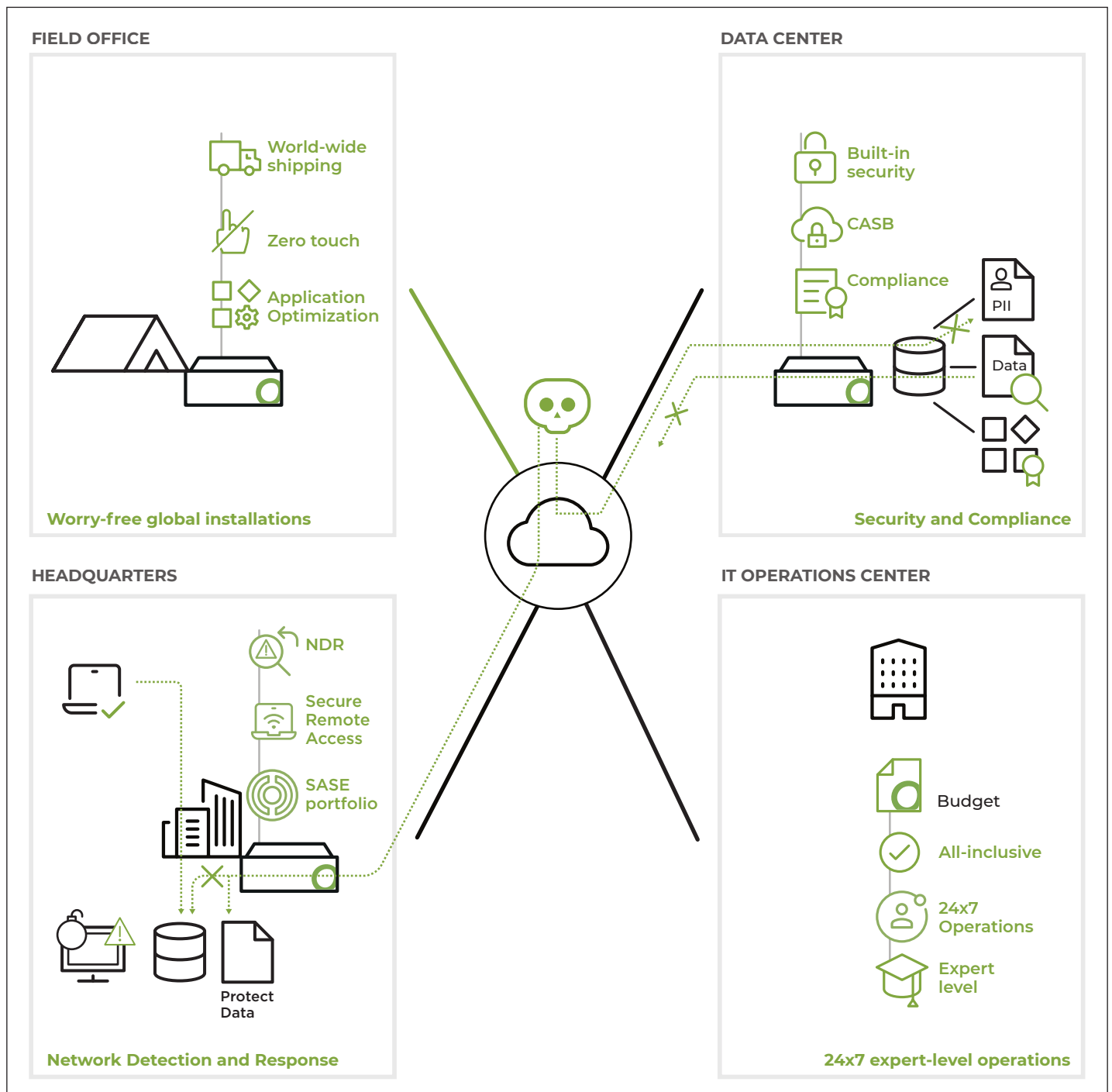
Limited staff, time and money

Most common pain points of non-profit organizations in their IT network and security environments

Your primary focus is the people you're helping, not IT

Keeping things going means interconnecting the devices of employees, volunteers and visitors anywhere in the world, without an always-on network to fall back on. It means dealing with a variety of legacy systems, as well as assorted online tools. At the same time, sensitive personal and campaign data needs to be protected in an inhomogeneous infrastructure. On top of this, there are budget constraints to balance against the risks of breaches and attacks, and the concrete damage to clean up, as well as the more elusive potential harm to reputation, and hence donations.
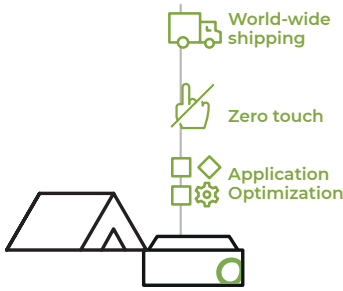
IT security strategy that meets your needs and supports your reputation

We enable your employees to collaborate with our experts to develop and maintain a strategy that covers an inhomogeneous environment, so that you can do what you know best and concentrate on the needs of the people you set out to help. We deliver the broad experience and services that are necessary for different devices and network participants, as well as specific expertise on how to respond to breaches and attacks. In this way, you can plan ahead while watching your costs.

FIELD OFFICE

World-wide shipping

Zero touch

Application Optimization

Worry-free global installations

DATA CENTER

Built-in security

CASB

Compliance

PII

Data

Security and Compliance

HEADQUARTERS

NDR

Secure Remote Access

SASE portfolio

Protect Data

Network Detection and Response

IT OPERATIONS CENTER

Budget

All-inclusive

24x7 Operations

Expert level

24x7 expert-level operations

Open Systems can support non-profit organizations by protecting sensitive data and simplifying complex infrastructure

FIELD OFFICE

World-wide shipping

Zero touch

Application Optimization

Global connectivity and worry-free delivery

Let's address the NGO challenges one by one

Connect to difficult locations reliably

Flexibility in a patchwork environment is the daily reality of a non-profit organization, where users are constantly on the move, volunteers come and go depending on their availability, and where change is the steady norm. Hardware needs to be delivered quickly to remote locations, and possibly to embargo countries. It needs to arrive and be installed by any available staff without hitch, and then to function with the best-manageable bandwidth and response. Securely.

Open Systems configures and takes care of a flexible network architecture that makes frequent dynamic changes painless. Hardware shipping methods are worry free, and engineers at Open Systems Mission Control manage the rest. Remote work is easy to configure and manage with the Secure Remote Access solution. Open Systems Firewall uses a zoning and policy concept to keep important assets separate and less likely to be attacked.

Challenge   ## Open Systems solution

1

You need to ship hardware to remote locations and embargo countries at short notice.

Open Systems provides **flexible and worry-free shipping** methods, working with its **trusted logistics partners** in almost every country.

2

You're responsible for ensuring that installations go smoothly without any technical personnel on site.

Preconfigured, **zero-touch** devices are shipped, which are ready to connect upon delivery. **Open Systems Mission Control** does the rest, including regular patching, and **monitors** the devices and network as necessary.

3

Dealing with low bandwidth, high latency (VSAT) and suppressions of the internet in a variety of countries are part of your daily routine.

Secure SD-WAN by Open Systems comes with optimal network **Path Selection**, as well as traffic prioritization via **Bandwidth Control** and **Application Optimization**. The WAN traffic encryption uses the latest cyphers and regular key rollovers.

4

Due to the nature of your work, flaky uptime, depending on location, can be a matter of life and death for the people whom your organization is supporting.

Custom escalation timeouts are possible, which will cover the **99.9% SLAs** at larger offices and headquarters, as well sporadic needs of very remote locations that can additionally use flexible hardware with **redundancy options** to increase their uptime.

DATA CENTER

Built-in
security

CASB

Compliance

PII
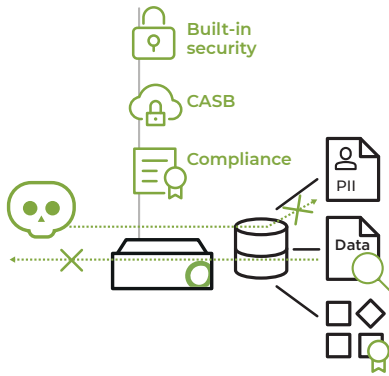
Data

Security and Compliance

Ensure data protection according to regulations

Non-profit organizations deal with sensitive information daily, not only about employees, volunteers and projects, but also about the people they are helping. Data leaks can endanger people's lives or provide fodder for industrial espionage. Both are factors with the potential to affect an organization's reputation and resources substantially. In addition, the communications and IT networks can contain vulnerable legacy devices that need to be protected accordingly.

Open Systems solutions address these challenges with a variety of integrated technologies – like a global, zone-based firewall, DNS Filter, Secure Web Gateway, and NDR – that means you can stay focused on what you need to do. All solutions come with a premium service: 24x7 expert-level support, continuous technical consulting and complete lifecycle management.

Challenge   Open Systems solution

1

You are required to secure highly critical and personally identifiable information (PI) of individuals, comply to GDPR (and BDO) and shield your organization against industrial espionage.

1

Open Systems provides **built-in security** at every level: global, zone-based Firewall, Secure Web Gateway, CASB, NDS Filter and Secure Email Gateway. Meanwhile, NDR, ensure accurate detection and response.

2

Damage to reputation through data leakage can have adverse effects on projects, sponsorship and donations.

2

CASB provides visibility about shadow IT and allows you to define policies for SaaS apps.

3

There are pending certifications and recertifications to do with ecommerce apps for donations.

3

Open Systems understands the importance of **certifications**, and knows that is easier to get certifications in other areas if – as your partner – it can already fulfill some of the obligations with overlapping certification areas.

HEADQUARTERS

NDR

Secure Remote Access

SASE portfolio

Protect Data
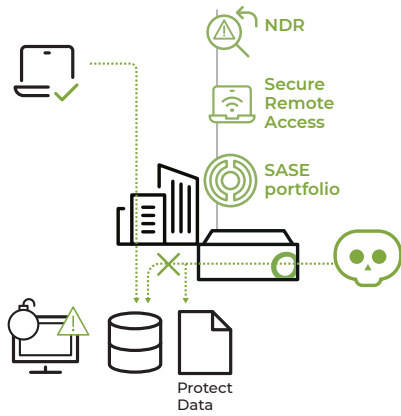
Network Detection and Response

Deal with breaches and cyberattacks proactively and effectively

It's clear these days that cyberattacks are a matter of when, not if. Open Systems provides a best practice framework for detecting threats and it will continually evolve to keep pace with the changing nature of modern cyberattacks.

Whereas our SD-WAN protects you against external threats with built-in, best-of-breed security features, NDR and Advanced Threat Protection are responsible for detection and blocking. Our expert-level support engineers respond to – and coordinate all actions – in the event of a security incident.

Challenge

Open Systems solution

1

In your area of work, your organization can often be first in the line of fire for targeted cyberattacks, particularly in high visibility projects and state-sponsored groups.

1

As part of our **Network Detection and Response** (NDR) service, the Operations Center provides automatic alerts about network anomalies and suspicious traffic patterns, so that you can detect the attacks early enough and do something about them.

2

You're taking care of sensitive data with a large attack surface in spite of limited means for cybersecurity.

2

Users always connect to the network via **Secure Remote Access**, no matter where they are. **SASE** (Secure Access Service Edge) with DNS Filter, and Firewall protects the weakest parts of the network, while NDR and Advanced Threat Protection detect threats early to shield users from ransomware and malware.

Budget

All-inclusive

24x7
Operations

Expert
level

24x7 expert-level operations

Manage IT operations with limited staff and resources

Non-profit organizations are no strangers to making the most of limited resources. At the same time, they need advice with highly technical aspects of networks and how to use all the tools they have at their fingertips in the most efficient way.

The service packages of Open Systems are flexible at a cost that is budgetable in advance. Benefit from transparent, user-based pricing without surprises. Experience the outstanding support and guidance through talented and competent engineers working in our Operations Center – Open Systems Mission Control.

Challenge

Open Systems solution

1

Having to do more with less, and to plan ahead when it comes to budgets, especially for administrative departments such as IT.

Open Systems Mission Control is your go-to **Network Operations Center** (NOC), **24x7** worldwide. Mission Control is all inclusive: the setup, deployment, professional services, all changes and incident tickets are part of the support fee, which makes it much easier to calculate costs in advance.

2

Your globally distributed IT staff needs to focus on operations and cannot build up enough in-depth expertise for tasks related to security and networks.

Your designated local contacts communicate with Open Systems Mission Control directly to resolve the issues that affect them – together. Mission Control has accumulated **expertise** and more than **30 years of experience** in the field, as well as dedicated Technical Account Managers and Security Analysts working with you. And being there when you need them, so that you can be there when others need you.

3

In addition to employee rotation and large numbers of volunteers of varied availability, the challenge is enormous of retaining talented and competent IT personnel in a competitive market.

Open Systems attracts, **trains and certifies level-3 engineers** for our **DevOps** as well as making sure that the infrastructure to support you is kept up to date.

open systems

Open Systems simply connects and secures hybrid environments so companies can focus on meeting their business goals. The Open Systems SASE Experience helps reduce risk, improve efficiency, and accelerate innovation with a comprehensive, easy-to-implement and use combination of SD-WAN and Security Service Edge delivered as a Service with a superior user experience. That's our Service Experience Promise.