



# BUSINESS CONTINUITY SERVICES

**TeraMach** is committed to providing leading IT solutions to our customers, for the past twenty years, through today and continuing tomorrow. During such uncertain times, **our commitment to exceptional high-value services remains unwavering.**

It is our belief that the continuity of Essential IT Services is crucial to sustaining critical operations to service and support Citizens. Therefore, TeraMach is committed to providing the means and capability necessary to enable our customers to securely connect to these services from home and maintain consistent business activities. The health and protection of our Customers is paramount. Likewise, enabling you to continue to work and maintain IT operations is a priority.

**TeraMach, together with Cisco Systems, is offering business continuity services leveraging Cisco solutions for immediate availability to our Customers.**

## **Why is this important**

- Leveraging a cloud-based solution means the you have **immediate** access to the business services which can scale up and down based on demand, as needed
- Cisco's solutions are proven in a large deployment scenarios and TeraMach has the expertise to deploy Cisco's business continuity solutions today
- Cisco's portfolio of Umbrella, WebEx, Duo and AnyConnect are in place to enable remote workers to continue to conduct business-as-usual in the event of a crisis

## **How can this be done**

- Working closely with TeraMach, we will assist in signing up and onboarding Cisco solutions for your business
- TeraMach's certified engineers are trained and available on-demand to expedite the enablement of any of the Cisco business continuity services such as WebEx, Umbrella, Duo and AnyConnect
- Our Managed Services team can augment and extend your IT operations in managing and monitoring these solutions

Throughout this pandemic, TeraMach's social responsibility is to continue to provide critical services to our Customers. **Enabling remote tele-working is one of many services we will continue to deliver to provide.**

**Helping employees, customers and partners in a time of need is one of Cisco's core values.**

Right now, COVID-19 is forcing many people around the world to work remotely. This is putting a sudden strain on both IT and security teams who are being tasked with providing support for an unprecedented number of offsite workers and their devices.

Recently, **Cisco Webex** expanded its free offerings to allow employees to stay connected to their teams and continue their business operations. In response to customers asking us for guidance, today, Cisco is broadening this offer to include security for remote employees by providing extended free licenses and expanded usage counts at no extra charge for three of our key security technologies that are designed to protect remote workers anywhere, anytime and on any device.

**Cisco Umbrella** protects users from malicious Internet destinations whether they are on or off the network. Because it is delivered from the cloud, Umbrella makes it easy to protect users everywhere in minutes.

**Duo Security** enables organizations to verify users' identities and establish device trust before granting access to applications. By employing a zero-trust model, it decreases the attack surface and reduces risk.

**Cisco AnyConnect Secure Mobility Client** empowers employees to work from anywhere on company laptops or personal mobile devices. It also provides the visibility and control security teams need to identify who and which devices are accessing their infrastructure. Existing AnyConnect customers can exceed their user limit to support an increase in remote workers, and new customers can access a free license.

**These offers will be available from now until July 1, 2020.** Supporting our customers and partners remains a top priority, and we hope these proactive steps help companies manage the business impact and keep employees safe during this evolving situation.

To learn how Cisco can help you with business continuity planning during the COVID-19 pandemic, please visit: <http://cisco.com/go/covid19>

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