



EMERGENCY REMOTE ACCESS

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 Palo Alto Networks, is offering secure remote access services leveraging Palo Alto Network's Prisma Access solution for immediate availability to our Customers.

Why is this important

- Leveraging a cloud-based solution means that you have immediate access to the solution and can scale up and down based on demand, as needed
- Prisma, is proven in a large deployment capacity and TeraMach has the expertise to deploy it today
- Prisma is a next-generation security offering that scales based on the workload requirements and connections from remote users

How can this be done

- Edge data centre firewalls need only to establish a site-to-site VPN to Prisma
- Security policies can easily be migrated from existing platforms to Prisma leveraging Palo Alto Networks Expedition migration tool, a GUI driven wizard that guides you step-by-step
- TeraMach's certified engineers are trained and available on-demand to expedite the enablement of Prisma solution

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 throughout this pandemic.**

We recognize the strain COVID-19 is placing on our customers and their operations as they prepare for increased telecommuting. The surge in "**work-from-home**" policy is impacting our clients, as employees everywhere must access internal resources as well as internet and SaaS applications.

Please know that your dedicated PANW team, together with TeraMach are here to support you and help ensure business continuity as you make this shift.

In an effort to help in these difficult and challenging times, we are offering to help our customers secure remote employees impacted by the COVID-19 by providing the Prisma Access solution:

Securely Connect and Scale Remote Workforces : if purchasing Prisma Access (secure remote access via cloud service) in response to COVID-19, Professional Services Acceleration Bundle will be provided at no charge.

Prisma Access from Palo Alto networks offers a cloud-based Security-as-a-Service that provides secure access to internal and external resources for mobile workers and work from home employees. **Prisma Access has cloud gateway points of presence at over 100 locations in 76 countries to provide global and highly scalable connectivity options locally and regionally.**

We know there has been a huge impact to our customers and our goal is to support our Customers with a short-term strategy that can help maintain business operations in a secure manner.

Please let us know if this would be of value and we can schedule some time to discuss options remotely. Attached is are high-level documents for your review.

Thank you and stay safe.

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