



Client's Guide to the IAG Program with OneIT

PROGRAM OVERVIEW AND
STEP-BY-STEP GUIDE

IAG
Infinity Assurance Group





What is the Program About?

The first measure of defense against cybercrime shouldn't be insurance – it should be a thoughtful and resilient IT architecture. Recovery systems should be on standby in the case of a ransomware attack, internal attack, data deletion, or disaster to restore lost data and keep the organization running through the unforeseen.

The program offered by IAG, in conjunction with OnelT, is designed to benefit clients who implement secure and resilient IT environments.

Participants are rewarded in two ways:

1. With a more stable premium for their cyber security insurance
2. Through a 20% bulk discount with OnelT, for cyber security solutions, vulnerability assessments, and backup and recovery services.
3. Assistance with completing IAG's cyber security insurance questionnaire.

The program developed for IAG clients meets the criteria for resiliency and will ensure policyholders don't experience data loss or downtime associated with cybercrime or other common threats to their IT infrastructure. All of this is offered at a budgetary rate much lower than companies could procure on their own.

Any new or existing client qualifies for the program.



What role does OneIT play in the Program?

OneIT is an integrator of custom IT solutions, delivering specific and intentional services to end users that meet their exact needs for security, resiliency and backup.

OneIT also performs security audits against the NIST framework, as well as against IAG's insurance questionnaire.

First, OneIT works one-on-one with clients to understand their current IT environments, risk palate, and budget. After a quick assessment, OneIT designs a solution that exactly meets the needs of the end user, right down to their specific recovery timeframe. We ensure that IAG's clients have the solutions in place to meet the criteria for cyber insurance.

After the IAG client places an order with OneIT, OneIT works with the client to fully implement and test the solution and then provides any training needed.

After the solution is installed and tested, OneIT continues to manage the hardware and backups so they will be operational when needed most. If an attack occurs, OneIT is available to restore data or fully stand up servers in the OneIT cloud, thus ensuring the client can continue operations with minimal downtime.

OneIT makes it as easy as possible to procure and maintain a customized, resilient and secure IT environment as well as a backup and recovery infrastructure.



How Do I Get Started?

1. Contact OnelT by email at sales@youroneit.com, or by completing the form found at www.youroneit.com/iag
2. OnelT will contact you within 4 business hours to discuss the high level details of the program, and then book an assessment call with your IT team.
3. After the assessment, OnelT will design and price a customized solution to meet your exact resiliency requirements. Pricing will be provided using the bulk discount for IAG.
4. After an order is placed with OnelT, their support team will contact you with a welcome packet and further instructions for onboarding your chosen solutions.
5. OnelT will work with you every step of the way to ensure your environment is ready and the solution can be implemented.
6. When you're ready, OnelT implements the solution and then provides testing and training to you.
7. You can now check the box on your insurance policyholder/client questionnaire to ensure you are receiving the best rates available on your premiums.
8. OnelT continues to provide support throughout the life of our relationship, and will always be ready to assist with day-to-day support, data recovery or stand up in the cloud.



How Should I Prepare for the Assessment Call with OneIT?

The assessment call is technical in nature, and a representative(s) from your IT department should attend. Some questions OneIT will ask regarding backup and recovery solutions include:

- How much data would you like to protect?
- What backup software, if any, do you use today?
- Number of servers you would like to protect?
- In the event of a production outage, how many servers would you need to stand up to stay operational?
- Which hypervisor are you using?
- Can you provide an export of your hypervisor showing the OS of each server and its storage?
- Are you using a NAS?
- What is your retention policy?
- What would you like your frequency of backup to be locally, as well as in the cloud?
- OneIT will also ask high level details about the LAN and WAN, to ensure they are properly sized to handle backups.

Questions regarding multifactor authentication and endpoint detection still require IT personnel on the call, but are not as technical in nature.

For security assessments, general questions will be asked about the IT infrastructure, network, and existing security to allow OneIT to write a Scope of Work for a quote for the formal assessment.

Answers to questions don't have to be provided on the call. OneIT will send a list of any remaining details needed via email, to be answered at your convenience.



How Long Does the Solution Take to Implement?

Security assessments are scheduled with clients at their convenience and take about 2-weeks from start to finish.

Multifactor authentication and endpoint detection implementation on it's own is fast, taking only a few hours.

For backup and recovery, while the time frame can vary based on the complexity of the solution, an average time from the first engagement a policyholder has with OnelT to handoff of the tested solution to the end user is 6-weeks.

There are two periods of time during implementation of BCDR solutions that have the opportunity to cause delays:

1. If network service needs added to accommodate the increased traffic of backups.
2. If the existing IT infrastructure is out of date, it will take some time for patches to be loaded and updates made to comply with Datto's minimum standards.

OnelT is committed to working diligently with their customers to ensure on time and successful projects. Customers work with a dedicated project manager to ensure smooth implementation and a clear deliverable for everyone.