



OPERATIONAL TECHNOLOGY SERVICE OFFERINGS

The Art of Smart OT

Our team possesses IT expertise and OT knowledge to determine your unique needs. We deliver design, installation, and support services built on industrial cybersecurity for the hardware and software systems that control and monitor crucial equipment in your facility. The unique challenges in this environment require solutions focused on securing systems and ensuring production uptime. We draw on our wide range of controls expertise across OT environments, industrial facilities, factories, and plants to anticipate your needs and provide a comprehensive OT solution — staying ahead of the curve with constant training and innovation in this dynamic area. Our team has a global reach with the flexibility to provide you with the resources you need when you need them.



RELY ON GLOBAL OPERATIONS FOR IMMEDIATE REMEDIATION AND AID IN PROACTIVELY PREVENTING DOWNTIME SITUATIONS.

Our 24/7 Global Operations is a centralized location for designing, planning, delivering and operating your OT services and platforms. We designed Global Operations to help you increase efficiency and provide you with excellent service at a lower cost.

OT Service Pillars

Solution Desk/Service Management | Comprehensive Incident Management | Proactive Health Monitoring
Asset Management | User Access Management | Global Platform Health & Availability | Lifecycle Management Proactive Health Maintenance Alerts

ENDPOINT PROTECTION WITH INDUSTRIAL PATCHING

Endpoint Protection (EP) starts with patching and antivirus solutions from best-in-class software and tools. Interstates can give you the ability to manage and maintain systems without the need to support the corresponding server infrastructure.

AVAILABLE SERVICES:

- Patch & Antivirus Management Application
- Application Control
- Device Isolation

How it works:

Each client system will communicate with Interstates servers to report on system status, automatically deliver manufacturing vendor software information, compare to approved baselines and offer automation vendor-tested and approved patches. Site personnel can utilize endpoint management consoles to install patches, schedule scans and perform other management, monitoring and reporting tasks. OT Security Dashboard is included to show security status of each device.



NETWORK SERVICES

With multiple network certified professionals, Interstates offers an array of networking services and support options accessible via our client portal.

AVAILABLE SERVICES:

Change and Configuration Management
Configuration Back-Ups/Restores | Performance Monitoring | Troubleshooting | IP Address Management | Network Traffic and Bandwidth Monitoring | Switch Port Level Monitoring and Mapping

How it works:

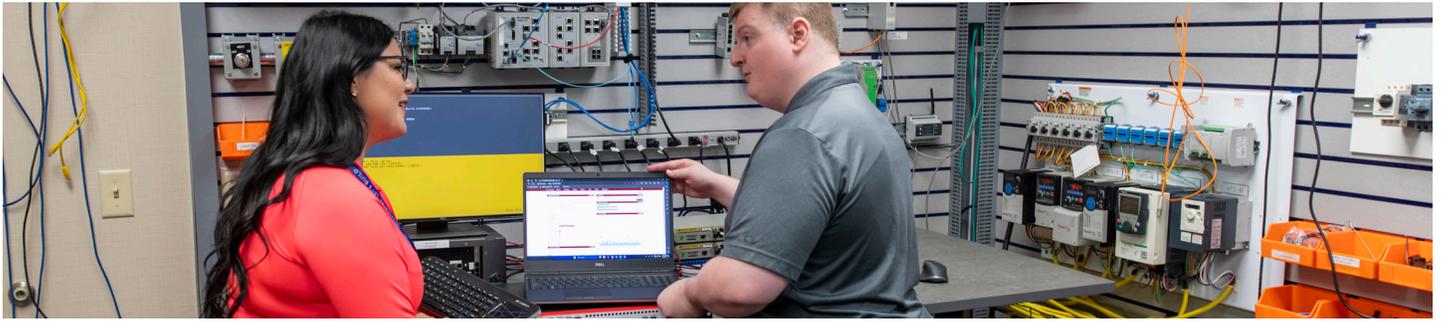
After performing an on-site network assessment or working with the site to get information about the network, Interstates will provide recommendations on enhancing performance and security, creating resilience, and upgrade options. Near-time monitoring and routine backups of switches provide sites with the assurance their network can be quickly recovered and back in production in the event of failure. Interstates also offers remote support to reconfigure network equipment based on changes at the site.

BACKUP & RECOVERY (INCIDENT RESPONSE & DISASTER RECOVERY)

Fast recovery of OT resources, such as servers and/or workstations, will provide minimal downtime. Offsite replication options are available for meeting compliance requirements as well as turnkey solutions for a hands-off, quick and easy solution.

How it works:

Utilizing the latest technology in backup and recovery software and hardware, Interstates provides a complete managed solution for protecting your physical and virtual server and workstation environments. This includes periodic system restores to verify backups are valid.



ASSET IDENTIFICATION & INVENTORY

Tracking OT assets deployed at a site can be difficult. Having the ability to manage an asset through its entire lifecycle on the production floor is key to managing it well.



How it works:

Our solution joins our EP service and other discovery tools to automatically bring your assets together. The discovery, tracking and review of all devices, including network-connected I/O, switches or other equipment, is also possible and can provide a single source to store information. In addition, you can export asset information periodically to centralized databases.

VIRTUALIZATION MANAGEMENT

With multiple certified professionals, Interstates provides an array of virtualization infrastructure design and day-to-day support options.



How it works:

We design, implement and support virtual environments (VMware, HyperV) including thin clients, specializing in Thin Manager. Thin clients can display applications from multiple servers across one or more screens with the option of utilizing touch screens. Interstates also manages virtual machine images, ensuring they are up-to-date, secure, and ready-to-deploy quickly.

IDENTITY MANAGEMENT

Interstates deploys, manages, and maintains an OT Controls Active Directory domain as a service. The domains were designed and created specifically for manufacturing control systems to provide a robust level of access and control unavailable from the corporate active directory domain.

How it works:

OT Active Directory domain service offer custom group policies to enforce configuration settings, define access permissions and ensure compliance with company requirements. This includes reporting of user access to ensure your company meets cybersecurity compliance. Interstates can assist in designing and implementing an OT Active Directory domain, including the creation of users, groups, and the organizational structure necessary for site personnel to manage their systems.



FIREWALL MANAGEMENT

Understanding the necessary rules a firewall needs is crucial in allowing for the seamless functioning of manufacturing control systems with added security.

How it works:

Interstates can provide firewall analysis, monitoring, log review, rules management and VLAN management throughout Global Operations.

