

AVANT
COVID-19
Solutions Report

Complimentary Report Provided By



APRIL 2020

v2.0

Complimentary Report Provided By



We are excited to provide you with a complimentary copy of the AVANT COVID 19 Solutions Report. As your Trusted Advisor, we aim to empower you with the information and resources you need to support your company's digital transformation. There has never been a faster pace of change in IT, and the pace is accelerating every year. This COVID 19 Solutions Report arms you with the most relevant information and insights necessary to assist you in evaluating solutions that address the needs of the current IT environment.

We look forward to supporting your business outcomes to help you differentiate and stay ahead of your competition in this fast-paced and ever-changing world.



Introduction

The Problem

In response to COVID-19, many companies are scrambling to find technologies that enable employees to work from home (WFH) as painlessly as possible. A number of questions emerge with a WFH initiative. For example, employees need access to company resources such as phone service and software/applications. Their home networks (typically DSL or cable modems) must have sufficient bandwidth to accommodate desired applications, including audio and video. In addition, the corporate imperative regarding IT security must also be uncompromised.

Because of this, many are looking at solutions for remote security and productivity to help their businesses run normally while work environments are anything but. For instance, 85% of surveyed IT professionals are somewhat to extremely worried about cyberattacks due to WFH users.

This document outlines the solutions in our portfolio that are in highest demand during these unprecedented times. We call out what they are, how long they take to turn up, and which providers offer them. In this document, we also list the special promotions available to help businesses cope with this unforeseen WFH challenge.

Table of Contents

Cloud-Based VPN	3
Mobile Connectivity	4
Unified Communications as a Service	5
Email Security.....	6
End User Cybersecurity Training.....	7
Contact Center as a Service.....	8
Desktop as a Service.....	9
Help Desk as a Service	10
Endpoint Security (Antivirus).....	11

Cloud-Based VPN

Cloud VPN allows users to securely connect to data center applications over the public, unsecured Internet. This is a real challenge for companies where users primarily worked from office locations, because their existing VPN solutions can't scale to meet the needs of the entire workforce. Cloud VPN requires no additional hardware and allows users to access the applications they need to be productive. During the COVID-19 pandemic, 43% of surveyed IT professionals list VPN-related issues as their largest concern.

For more data on IT security, please download our latest 6-12 Report from AVANT Research & Analytics at www.goavant.net/security-report.

Turnup Time: days, up to a week or two

Pricing: a few dollars per user per month, plus a couple hundred for the main site; see sister document for promotions

Provider Solutions

- **Cato Networks** – remote VPN - [Mobile Access Optimization](#)
- **Masergy** – remote VPN - [NaaS VPN](#)
- **Cloudflare** – limited remote VPN – [Cloudflare Access](#)
- **AppGate** – VPN replacement and much more - [Software Defined Perimeter \(SDP\)](#)
- **Evolve IP** – IDaaS to secure SaaS application access - [Clearlogin](#)

Assistance Offers

- **Masergy** - [VPN & UC promo offers 1-pager for channel partners](#)
- **Cloudflare** - [Free seats of Cloudflare for Teams](#)
- **AppGate** - [Keeping your employees safe and connected](#)
- **Evolve IP** - [Special Promotion Emergency](#)

Mobile Connectivity

Businesses look to mobile connectivity so they can provide a reliable method for all employees to WFH productively. Mobile connectivity allows users to connect to the Internet using a cellular data plan. This connection is done via a mobile hotspot, a dedicated, carrier-supplied device (ex. Verizon, AT&T) that provides an ad hoc wireless access point. WFH users can then connect to the device using their laptops or mobile devices, without relying upon their home Internet connections, which may deliver insufficient bandwidth.

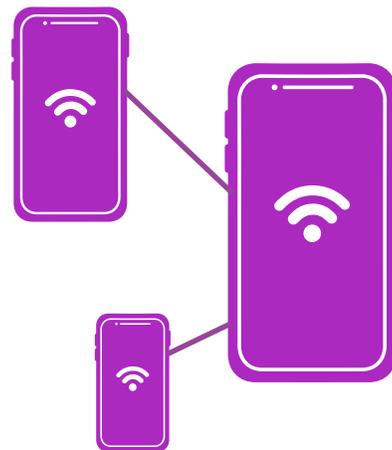
Note: Providers may not have enough device inventory to accommodate the growth in demand spurred by the pandemic. Enterprise decision makers are urged to act quickly in order to avoid potential issues with availability.

Turnup Time: 2-7 days + shipping

Rough Pricing: \$25-100/user MRC + device NRC

Provider Solutions

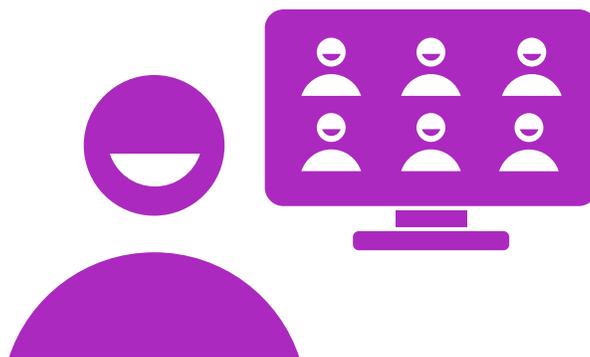
- **Granite** – [Enterprise Mobility](#)
- **MetTel** – [Mobility](#)



Right now, the biggest challenge facing every enterprise is how to remain productive with employees dispersed across the country. Unified Communications as a Service (UCaaS) is a technology offering that combines collaboration (chat, presence, file sharing, video calls); conferencing (audio, video, web, screen share); and PBX services (voice, SMS, fax, and more) – all from a single cloud platform. (Additional Services can be also be available on an a la carte basis.) Users can access UCaaS from corporate handsets (desk phones), mobile phones, and desktops/laptops/tablets. It truly allows employees to work from anywhere and carry out meetings as if everyone was in the same room.

Companies are making big waves in the marketplace by powering eLearning, teletherapy, and conferencing solutions so that businesses can keep in touch, generate revenue, and generally keep the lights on.

Typically, UCaaS can take weeks or months to deploy, when shipping physical phones and porting over existing phone numbers. During the COVID-19 pandemic, businesses are eschewing all of that in favor of speed and efficiency.



UCaaS (cont.)

Turnup Time: 1-2 days for conferencing, 2-5 days for voice/PBX

Rough Pricing: \$10-20 for video conferencing, \$15-25 for voice/PBX; see sister below for significant promotions (i.e. free for three months)

Provider Solutions

- Countless, including **RingCentral**, **8x8**, **Zoom**, **Dialpad**, **Fuze**, **GoTo**, **Masergy**, **CallTower**, and more. See the [AVANT UCaaS Matrix](#) for a full breakdown.

Assistance Offers

- **RingCentral** - [We are in this together!](#)
- **8x8** - Video Meetings - [Home is Where the Meeting is](#)
- **Zoom** - [Use Zoom for Online Learning](#)
- **Dialpad** - [DialpadTalk And UberConference PRO versions For Free](#)
- **Masergy** - [VPN & UC promo offers 1-pager for channel partners](#)
- **CallTower** - [Free Video Conferencing Solutions with Quick Deployment](#)
- **CBTS** - [Increase Remote Employees' Productivity](#)
- **LogMeIn** - [Emergency Remote Work Kit](#)
- **Vonage** - [We are here to help](#)
- **Bullseye** - [Remote Worker Kit](#)
- **EvolveIP** - [Special Promotion Emergency](#)

Email Security

Secure Email Gateways provide pre-delivery protection by blocking email-based threats before they reach a mail server. This is accomplished by scanning all incoming, outbound, and internal email communications, including attachments and URLs, for signs of malicious or harmful content. Threats include spam, viruses, malware, denial of service attacks (DDoS), phishing, business email compromise, and more.

This is especially relevant now, as coronavirus and COVID-19 phishing scams are going through the roof. For example, 13.5k suspicious domains related to COVID-19 were set up on 3/15. Another 35k the next day, and 17k more the day after that.

Turnup Time: a few days

Pricing: a few dollars per user per month

Provider Solutions

Trustwave – proprietary – prefer 500 users, but will take less

RapidScale – Mimecast – minimum of 20 seats

Evolve IP – Mimecast – minimum of 100 seats

Thrive – Mimecast or Proofpoint – minimum of \$1000 MRC

Assistance Offers

EvolveIP – Special Promotion Emergency

Rapidscale - Office365 Promotion



End User Cybersecurity Training

Security awareness training is an educational process that teaches employees about cybersecurity. Topics may include how to avoid phishing and other types of social engineering cyberattacks, spot potential malware behaviors, report possible security threats, follow company IT policies and best practices, and adhere to any applicable data privacy and compliance regulations (GDPR, PCI DSS, HIPAA, etc.) During the coronavirus pandemic, 52% of IT departments list a lack of end-user security awareness as the weakest link in their overall posture.

Turnup Time: 1-2 days

Rough Pricing: a few dollars per user per month

Provider Solutions

- Trustwave
- **Quest** – minimum of 20 users
- **Thrive** – KnowBe4 – minimum of \$1000 MRC
- **RapidScale** – Mimecast Ataata – 50-100 users or more

Assistance Offers

- **Rapidscale** - Office365 Promotion



Contact Center as a Service (CCaaS) delivers all the separate parts that comprise a conventional contact center – including interactive voice response (IVR), automatic call distribution (ACD), computer telephony integration (CTI), email, text, chat, social media channels, and quality management – delivered through a cloud-based service in which one vendor is responsible for all maintenance and upgrades. CCaaS allows contact center agents to work from any location, with only a laptop and a headset.

This is especially important for businesses offering customer support, as they need to maintain their service reputation and preserve as much revenue as possible in the current market. Companies that have previously relied on contact center software within an office or data center may not be able to scale as quickly or support the number of WFH agents they now have.



CCaaS (cont.)

Turnup Time: under current conditions, 1-2 weeks with rapid assistance from provider.

Rough Pricing: \$100 to \$200 per user per month; see below for promotions.

Provider Solutions

- Countless, including **NICE inContact**, **Five9**, **Talkdesk**, **Serenova**, **Genesys**, **8x8**, **Evolve IP**, **Masergy**, and more. See the [AVANT CCaaS Matrix](#) for a full breakdown.

Assistance Offers

- **FIVE9** - [FastTrack Deployment](#)
- **Genesys** - [Rapid Response offer](#)
- **NICEinContact** - [Move Your Contact Agents Home in 48 Hours](#)
- **Talkdesk** - [Business Continuity Program](#)
- **Vonage** - [Quick Start & Disaster Recovery](#)
- **8x8** - [Rapid Expansion Program](#)
- **Serenova** - [CxEngage Rapid Response](#)
- **EvolveIP** - [Special Promotion Emergency](#)

Desktop as a Service (DaaS) delivers cloud-hosted virtual desktops to any device, from anywhere. With DaaS, a third-party cloud provider handles maintenance, security, upgrades, data backup, and storage of the virtual desktop infrastructure (VDI). For clients who've implemented VDI on-prem, this is the same thing, delivered remotely as a service.

For those companies using legacy equipment, their users are probably struggling to work from home without access to their corporate desktops, likely in an office that's closed down. DaaS allows business to virtualize their desktop experience, and deliver all the applications employees need to be productive and available on any device, including laptops, desktops, tablets, smartphones, etc. It's also more secure since no sensitive data is actually stored on the end device.

Turnup Time: 1-2 weeks in current conditions, but typically 30-60 days

Rough Pricing: \$50-\$75 per user per month

Provider Solutions

- **dinCloud** – Citrix – minimum 10 users
- **Evolve IP** – VMware & Citrix - minimum 100 users
- **Green House Data** - Citrix
- **Matrix IBS** – Citrix - minimum 25 users
- **RapidScale** – Citrix – minimum 10 desktops
- **Quest** – VMware & Citrix – minimum 20 users

Assistance Offers

- **EvolveIP** - We are here to help!
- **RapidScale** - High Velocity DaaS

Help Desk as a Service

Help Desk Services consist of outsourced help desk staffing, to help end users with common IT issues. It can replace an internal help desk entirely or provide augmentation during peak hours. During the COVID-19 crisis, hundreds or thousands of employees at a given company may be struggling to adapt to a new WFH setting. How do they get access to their applications? How do they set up a VPN? What about making corporate phone calls? As IT support teams are inundated, Help Desk as a Service can take much of the burden off their plates by providing assistance to end users. (Note that Help Desk Services provide the actual help desk staff, but don't typically include the ticketing software.)

Turnup Time: under current conditions, less than a week, for basic IT requests

Rough Pricing: \$25 to \$50 per user per month

Provider Solutions

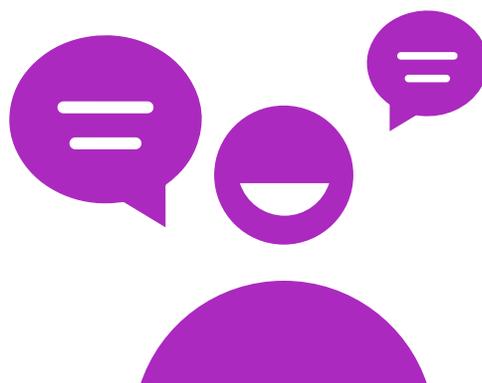
TierPoint - \$5000 MRC minimum, which is about 200 tickets

Quest – 10-20 users minimum

Netrio

Splice

Matrix IBS – 50 users and up

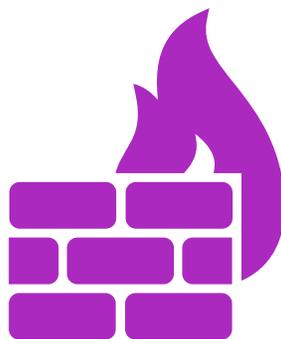


Endpoint Security (Antivirus)

Endpoint security is an umbrella term that encompasses varying products, starting with legacy antivirus software like McAfee, Norton, and Symantec. These days, the market has split into acronyms like NGAV (next-gen antivirus), EDR (endpoint detection and response), and EPP (endpoint protection platform). New solutions like Carbon Black, CrowdStrike, and Cylance have created the most buzz, but at their core, all of these solutions aim to detect and block malicious attacks or software on users' devices, primarily desktops and laptops.

In the wake of COVID-19, many users are stuck working with their own personal devices at home, as opposed to their hardened, secured, corporate devices in an office. No matter how trained they are (via Security Awareness Training) and how many suspicious emails are blocked (via Email Security), sooner or later, some threat is bound to penetrate. When that happens, an Endpoint Security solution can be the last line of defense for an end user. The ideal solution detects both known malware signatures and behavioral anomalies to protect users from existing and zero-day attacks.

That said, a software platform is only as strong as the people behind it. An MSSP (Managed Security Service Provider) can wrap managed services and a SOC around an Endpoint Security product to create an MDR (Managed Detection and Response) solution. MSSPs help clients to not only detect an issue, but then know exactly what to do to contain it.



Endpoint Security (cont.)

Turnup Time: a few days to a week

Rough Pricing: a few dollars per user per month

Provider Solutions

Quest

Trustwave – minimum of 500 endpoints

Alert Logic – minimum of 256 endpoints

Assistance Offers

Alert Logic - 90 Day Essentials Free Offering

