

'Networkings

A Publication of Locknet®
Managed IT Services

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Your Network. Safe.

Greetings!

Can you believe 2018 is already coming to a close? It's been a busy year for the Locknet team! If you've been keeping up with our newsletters, we've tackled a number of strategic initiatives, enhanced and added several products and services and grew our team substantially, all to be able to deliver better results to you!

To give you a brief recap, here are some of this year's highlights:

- We acquired **Cornerstone Technologies** located in Wausau, WI to help expand our capacity, especially in the central and eastern Wisconsin areas, and welcomed an extremely talented IT team to our organization.
- We invested in our future in the Iowa market by purchasing an office building in **Waterloo, IA**.
- The Locknet team was recognized with the **Channel Futures MSP 501** award, ranking at #28 out of 501 managed service providers in the world and also named to **CRN's The Solution Provider 500** award list which serves as the industry standard for recognition of one of the top solution providers in our channel.

- We began our exciting new **Locknet brand transformation** to give us an updated look. We are pleased to officially announce that we now have a brand new web experience as part of this initiative. There's more to come in Q1 of 2019, including a newly redesigned newsletter.



Peter Kujawa
Locknet® Division
President

Although we are wrapping up 2018, the Locknet team is busy working to bring you new solutions, products and services in 2019. Stay tuned! We will have much more to share with you in our upcoming newsletters.

On behalf of Locknet and the rest of the EO Johnson Business Technologies family, we'd like to wish you and your colleagues a Merry Christmas and wonderful 2019!



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Important Information Regarding Future Access to Locknet's Client Report Portal

During Q1 of 2019, Locknet will be implementing Two Factor Authentication (2FA) in order to access its Client Report Portal.

2FA is a second verification layer to be used in conjunction with a password. As part of this implementation, Locknet will be providing two free 2FA product seats to those businesses who access this portal.

If you are one of those businesses, detailed instructions regarding this change will be coming to your inbox soon!



THANK YOU FOR YOUR FEEDBACK

Our 2018 Annual Survey has officially concluded and we would like to thank our managed service clients for taking the time to complete this important assessment of our business and providing us with their candid feedback.



If you ever wonder if
your opinion really
matters, the answer
is unequivocally,
YES!

We received over a 45% response rate which is very high and shows our clients' commitment to our partnership. The results from this will help drive our upcoming client experience strategy to enhance your services, products and needs for 2019. To give you an idea of how instrumental your feedback is, here is one example of a significant outcome from previous years' surveys.

Based on 2016 feedback, we created strategic Support Teams in 2017 and aligned them with each of our Keysuite clients to provide them with their own dedicated team of technical experts. With additional feedback last year, we took this model another step further by providing additional layers of engineers and leadership for a more heightened level of service in 2018.

Here are some of the comments we've received back in this year's survey related to these initiatives:

- "We really like the team concept. Our Support Center Reps know us and are always professional and willing to explain."
- "My experience this year has been positive. I personally appreciate the 'team' structure."
- "The team we've been assigned does a wonderful job!"

Stay tuned! We will be sharing our 2019 client initiatives in our upcoming newsletters.

KNOW YOUR VENDORS KNOW YOUR PROCESS

by Gary Powell, Locknet Compliance Officer

Security incidents are never fun, but they become easier when you and your vendor have a plan of action in place. Locknet works with a number of regulated entities and is entrusted to ensure that information remains protected from disclosure. As regulated entities, our clients are expected to have a plan in place, and as stewards of their data, so are we.



Successful resilience against potential security incidents involves a coordinated effort among your team. Setting deadlines that meet the data privacy regulations in your industry or location, establishing root-cause analysis practices, and standardizing reporting and communication documents can ensure that

appropriate security incident documentation and reporting can occur to fix weaknesses in your security infrastructure and meet your regulatory obligations.

To shore up these practices, it is advisable to talk through security incident processes with involved team members from your organization to make sure they know how to search for security breach points for their role, where templates and report documents are located, and when reporting deadlines are set.

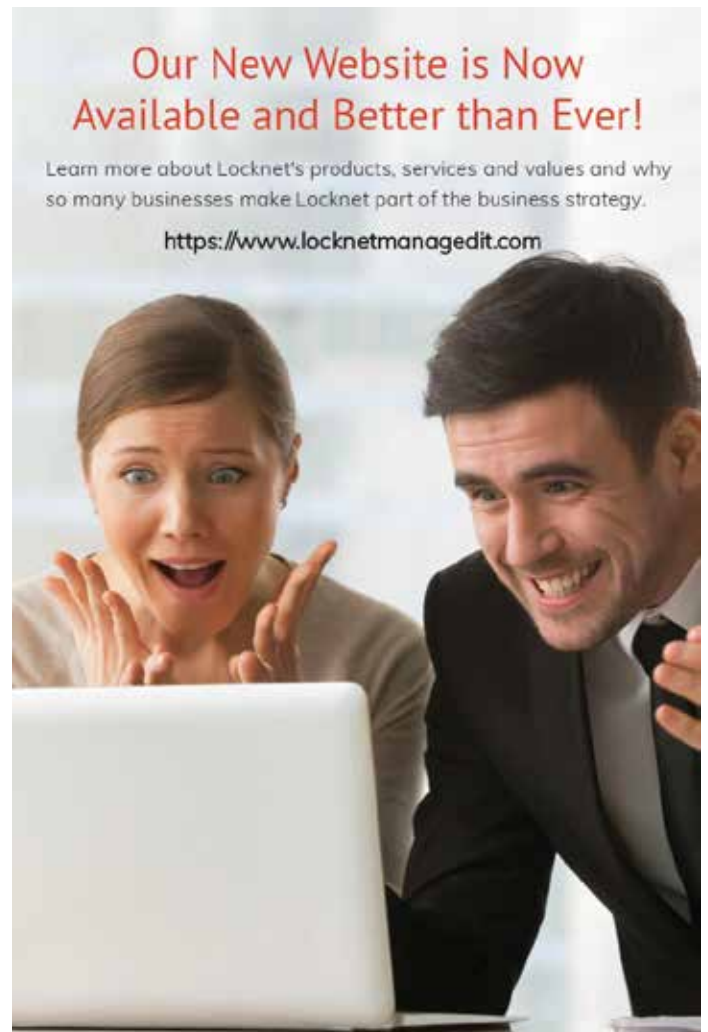
When you have a vendor in place, you have less control over the process. You have control over your environment, but your vendor may have their own set of policies or regulatory requirements they must meet because of industries they may serve or states they may work in. As part of your organization's vendor due diligence, your vendor's policies don't have to exactly match your policies, but they must meet or exceed the requirements established by your regulators, and ideally, you would be aware of them.

When considering vendors, start a discussion about security incident procedures can help make a potential security incident less hectic. Talking with your vendors about turnaround times, content of reports, and notification procedures can ensure that you get what you need when you need it, which can lead to you meeting notification deadlines and quickly gathering resources to handle a potential incident.



Gary Powell
Locknet Compliance
Officer

If you have any questions about Locknet's vendor policies, please contact us.



BEHIND THE SCENES with LOCKNET'S SECURITY INTELLIGENCE COMMITTEE

by Ben Potaracke, Senior IT Director, Locknet

IT can be a risky business!

Our number one priority as an IT Managed Service provider is to ensure that our products and services perform according to our strict specifications and meet our clients' requirements, including security requirements.

To keep this commitment, Locknet assembled senior members from its core technology teams; Leadership, Security, Engineering and Support to form a governance we call, the **Locknet Security Intelligence Committee (LSIC)**. **LSIC** proactively reviews Locknet's portfolio and seeks to drive a holistic approach to evaluate the security and regulatory posture of our managed service clients.

As part of its standard work, **LSIC** meets regularly both as a team as well as with other various sources including but not limited to industry experts, vendors and peers

to harness technology advances and survey the ongoing threat landscape. **LSIC** also studies new techniques in which networks are being exploited, collects and analyzes data to discover ways to continually optimize our clients' environments and strengthen their networks.



Ben Potaracke
Senior IT Director,
Locknet



A great example of **LSIC's** work included the conception and development of Locknet's **Vulnerability Management** and **Blockade Gold** managed products.

LSIC together with Locknet's Product Development and Management teams work together to ensure the products and services we deliver to our clients are state of the art, secure and continually being monitored to stay current today as well as well into the future.

All good things must come to an end.

After January 14, 2020, Microsoft will no longer provide security updates or support for PCs running Windows 7.

Time will run out quickly! Contact your **Locknet Account Executive** at **844.365.4968** to help you devise a plan to move to Windows 10.



LOCKNET
AN EO JOHNSON COMPANY

At Locknet, Cloud isn't just a bunch of fluff anymore.

You've asked for it.

Locknet has been providing a variety of cloud related products and services to its clients for many years. Although inquiries for Private and Public cloud hosted services have been infrequent, we've met the needs of those clients who it was a fit for.

Thanks to client feedback we received from a recent survey and our Account Executives, we learned that more and more of our clients are showing some readiness to venture out and begin moving into hosted cloud services. Our Product Development team set out this year to explore and scrutinize multiple Cloud offerings and providers to find the right solution that will work with our clients' specific needs.



Drum roll please...

We are happy to announce that we have made our selection and have chosen to further our partnership with Microsoft to bring you Azure cloud hosted solutions and services. But that's not all! We plan to expand our offering even further so stay tuned for additional product announcements we will be bringing to you soon!



**Interested in learning more about Microsoft Azure?
Contact your Locknet Account Executive.**

RECENT LOCKNET AWARDS:



What's All the Buzz About Vulnerability Management?

Vulnerability Management is a **continuous risk overview** consisting of 4 high level oversight processes that include discovery, reporting, prioritization and response. The processes require an ongoing, continuous cycle that improves the security of your network while reducing the risk profile of network assets.

If you are a bank or credit union, your examiners are requiring you to have an effective vulnerability management program. If you are any other type of business, regulated or not, it is an effective holistic approach to keeping your business safe.

Vulnerability Management is a managed service available through Locknet. If you are a Blockade Silver client, you can simply upgrade to the Blockade Gold package to receive these additional benefits.



To learn more about Vulnerability Management or any of our Blockade Managed Security products, contact your Locknet Account Executive today!



OUR OFFICE LOCATIONS

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From all of us at Locknet, we wish you and your families a wonderful holiday season filled with joy, good health and prosperity in 2019 and the years to come.

Document Scanning & Conversion

Looking to securely and easily convert your paper files and microfiche into searchable electronic documents?

The experts at EO Johnson Business Technologies can help!

Contact your Locknet Account Executive to learn more about this affordable process.



Your Business. Better.