



FLIGHT Professional Services

Risk management is a core business enabler. TELEHOUSE is your risk management partner.

Reducing cost, maximizing service quality, and maintaining an acceptable level of risk, security and compliance is the primary mission of IT organizations today. TELEHOUSE FLIGHT services provide you with an innovative, cost-effective, and highly efficient suite of consulting solutions customized to meet the needs of your organization.

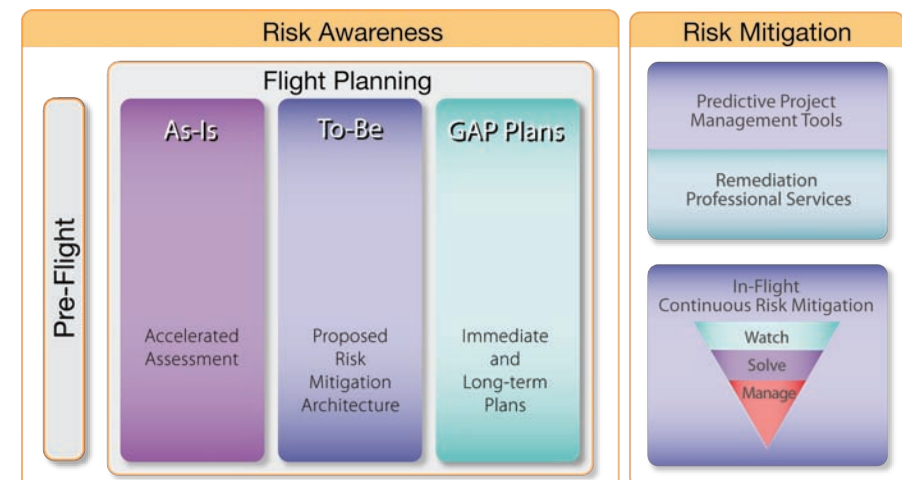
Solutions and a way forward

FLIGHT services provide you with a risk management roadmap based on solutions and initiatives. Our services include accelerated assessment, gap identification, and proposed architecture in the context of your business and your return-on-investment (ROI). We systematically look for low-hanging fruit and "big wins" as we work with you, as trusted advisors, in enhancing your risk management solution framework.

We understand that risk extends to overall business sustainability, performance, availability, and protection. That's why we offer a range of services targeted to meet your organization's current and future challenges:

- Comprehensive Business-focused and Balanced Risk Advisement
- Recommendations in a language key stakeholders can understand and buy-into
- Innovative prioritization for driving management decisions includes Relative Return-On-Investment
- Harmonized Compliance—ask a question once not N times for every compliance framework
- Industry experts on-site
- TELEHOUSE comprehensive trusted advisor and managed services

- Secure mobile computing solutions from handheld security to removable storage and laptop encryption
- Identity and access management
- Software as a Service (SaaS) and 3rd party supplier or partner risk assessment
- Data loss protection and enterprise rights management
- Voice over IP (VoIP) security
- Disaster recovery and business continuity
- Comprehensive IT-GRC compliance services
 - Payment Card Industry (PCI), state data breach and citizen data privacy laws, ISO 27001, Sarbanes Oxley (SOX), GLBA, SEC, HIPAA, and much more
 - Innovative TELEHOUSE compliance mapping ensures that all of our consulting services are articulated in terms of one or more compliance frameworks relevant to your organization



For more information visit www.TELEHOUSE.com



TELEHOUSE FLIGHT services set the stage for sustainable risk management with quantifiable value to the enterprise. TELEHOUSE's comprehensive 24x7 global managed services offer our customers continuous risk management services to reduce cost, augment staffing, improve service levels, and maintain compliance while having world class visibility into their IT security and risk operations. FLIGHT consulting services offer an ideal path towards continuous managed risk.

The power of executive buy-in, experience, and return-on-investment

Overall IT budgets are compressing and increasingly the entire IT budget is managed from the perspective of risk reduction and maximum service delivery rather than the individual components of security, network devices, software applications, storage, and so forth. We understand that, in this environment, you must gain buy-in at all levels in the organization for your risk management investments.

Every TELEHOUSE consulting service articulates solutions and a way forward targeted to three audiences: **executive, management, and technical action planning.**

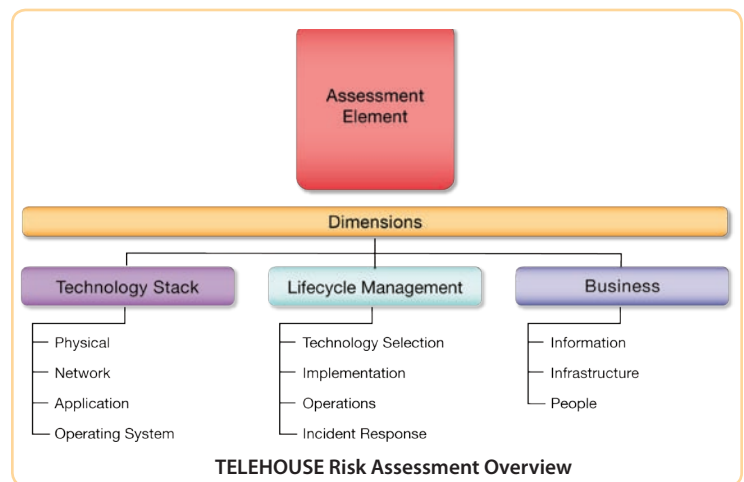
We help you drive buy-in by demonstrating value to each of these audiences in terms of acceptable levels of risk, relative return-on-investment, realistic opportunities, savings, compliance, and core value to your business. An inherent part of the FLIGHT process is our understanding of your business, people and processes as well as full IT stack infrastructure knowledge. We expand the solution set well beyond security point products and the perimeter.

Illuminating and managing risk

Guiding IT investment decisions requires a commitment to the optimal use of resources, infrastructure, and budget. FLIGHT services provide a rapid pre-assessment and discovery process, ensuring value by clearly illuminating specific areas of enterprise opportunity and compliance risk.

TELEHOUSE offers deep visibility into your organization's current risk posture. During an intensive pre-assessment period, experts collect, correlate and analyze data to provide three key stakeholder perspectives—executive, IT manager, and technical staff—summarizing and prioritizing key recommendations. Prioritization and ROI is articulated in language that each of these audiences appreciate and understand.

The TELEHOUSE FLIGHT service for driving risk awareness starts with a comprehensive 40 dimension security review. Each of the TELEHOUSE 40 security dimensions are mapped to a planning framework that combines a



consistent view of IT technology components (the IT and security stack), operationalization of risk management (lifecycle management), and a focus on the components of the business (information, infrastructure, and people). The relationship of employees, customers, owners, suppliers, and partners to the company is a key component of the methodology.



Through a rapid questionnaire and interview process, we capture information across the 40 dimensions. During this process, we are alerted to unique aspects of your business and infrastructure, including specific areas of focus and importance. This process produces an "As-Is" view of your infrastructure.

TELEHOUSE FLIGHT services include a repeatable prioritization process that addresses capital and operational expenditures. The TELEHOUSE team employs a strong analytic methodology combined with experience and knowledge of the business process. TELEHOUSE clearly maps business recommendations to specific technology initiatives and addresses one-time and ongoing activities. TELEHOUSE provides specific action items that are phased, categorized, and prioritized. We provide a clear and crisp roadmap.

Save money and increase efficiency of your compliance efforts

With FLIGHT Compliance Mapping services, you gain more value from your compliance efforts and answer a compliance question once and not over-and-over again for every compliance standard your organization must adhere to.

FLIGHT Compliance Mapping capability means that for every service—from straightforward penetration testing to comprehensive disaster recovery services—we map our risk assessment and initiative results to one or more compliance frameworks of your choice providing you a high value and actionable harmonized compliance solution. This allows you to see compliance and core business risk management through a common prism. You attain the benefit of a true risk management solution while also achieving compliance. We help you save money by answering compliance questions once instead of N times, once for each compliance framework. Compliance is the result of strong risk management, FLIGHT puts this into action.

Key features of TELEHOUSE FLIGHT services

Comprehensive Business-focused and Balanced Risk Advisement - Based on TELEHOUSE's industry-leading risk methodologies TELEHOUSE will review infrastructure implementation and architecture, both current and planned.

Recommendations in a language key stakeholders can understand and buy-into – TELEHOUSE will provide Business, IT Management, and Technical As-Is, To-Be, and Remediation prioritized recommendations in a language key stakeholders can understand and act upon. This helps produce buy-in at all levels for value of risk management activities to the business.

Innovative prioritization for driving management decisions includes Relative Return-On-Investment - Meaningful action plans help you decide the best next-step and subsequent steps for reducing risk, achieving compliance, reducing cost, and improving service levels. TELEHOUSE's unique relative Return-on-Investment, including weighing of capital versus operational spending, provides you with a roadmap to achieving the optimal balance of service level, security, and budget.

Harmonized Compliance—ask a question once not N times for every compliance framework - Based on unique TELEHOUSE intellectual property and experience in the area of governance, compliance, and harmonized controls, TELEHOUSE will provide you a mapping of report findings to compliance standards that matter to your business including PCI, ISO 27000, GLBA, SOX, and much more.

Industry experts on-site - Professional services will be performed by published industry experts with industry-notable experience and training.

TELEHOUSE comprehensive trusted advisor and managed services - You get the benefit of working with a company that can support you in the fully delivery of services—from professional services to procurement and ongoing managed services. One partner to help with all aspects of your risk, security, and compliance needs.

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