



The Swenson Group
People · Passion · Purpose



All Covered 
IT SERVICES FROM KONICA MINOLTA

Livermore Area Recreation and Park District

Strategic IT Review / Technology Recommendations

October 2021

Presented By:

Jeff Schneider, Business Services Manager

Jeff Swenson, The Swenson Group, Principal, Vice President Client Experience

David Traube, Senior Systems Engineer , All Covered

Maureen Sullivan, Managing Director, All Covered

David Helms, Director of Service Delivery, All Covered

Tom Calil, Solutions Architect, All Covered

Cari Ferguson, Account Manager, All Covered

AGENDA ITEM NO. 3.1

- Introductions & Roles
 - The Swenson Group
 - All Covered
- The Swenson Group & All Covered Overview
- All Covered Care for Livermore Area Recreation and Park District
- Projects/Security Enhancements Completed
- Recommendations
- Q&A

The Swenson Group (TSG) is a leading Bay Area Managed Service Provider with complete, customized office IT & print management solutions. TSG has been helping organizations reduce costs and improve productivity with Bay Area office technology and IT infrastructure support services since 1993.

LARPD began its relationship with (TSG) in October, 2019. Along with experts from its partner, All Covered, they immediately completed a review/assessment of the District's Information Technology (IT) environment and identified, and have since acted upon, opportunities to enhance system reliability, security, and performance.

<https://www.theswensongroup.com/why-tsg/about-tsg/>



- About All Covered
 - Founded in 1997. A division of Konica Minolta Business Solution U.S.A., Inc.
 - All Covered helps companies achieve their goals through better management of information and more effective collaboration
 - Over 900 employees covering more than 20 markets in North America with local leadership in every market, local IT Management, and local Engineering resources in each market to support clients
 - Headquartered in Foster City, CA
 - Clients across all verticals including Legal, Healthcare, Education, Government, Finance, Non-profit, Construction, Manufacturing, Printing, Architecture, Real Estate
- All Covered Care for Livermore Area Recreation and Park District
 - All Covered team partners with client & premium suite of Information Technology (IT) Services designed to address ongoing IT management , security and support needs.





All Covered Care

Remote and On-site Support

All Covered
Help Desk

Remote
Workstation
Management

Remote
Server
Management

24x7
Monitoring

All Covered
Security

Project
Services

Cloud
Services

All Covered
Procurement

Cybersecurity Statistics

Data Breaches Data Findings 2021*

The data* shows that there have been a significant increase in breaches to small organizations

Hiscox, the international specialist insurer, reveals that in the past 12 months, **23%** of small businesses suffered at least one cyber attack, with an average annual financial cost of \$25K

- The pandemic creates ‘cyber-stress’ for small businesses: With 63% of the small business workforce now working remotely, over half (53%) of US small businesses believe they are more vulnerable to cyber attacks. Securing the company servers, the most common point of entry for cyber criminals, is a critical step to minimizing vulnerabilities.

- For small businesses, over one in three US small businesses (35%) do not fully disclose to all relevant internal and external stakeholders when a cybersecurity incident has occurred.

- Cyber protection is set to grow: Although 49% of US small businesses do not currently have a cyber insurance policy, 39% expect their cyber security spending to increase over the next 12 months.

Top Patterns

System Intrusion, Miscellaneous Errors, and Basic Web Application Attacks represent 80% of breaches

Threat Actors

External (57%), Internal (44%), Multiple (1%), Partner (0%) (breaches)

Actor Motives

Financial (93%), Espionage (3%), Fun (2%), Convenience (1%), Grudge (1%), Other (1%) (breaches)

Data compromised

Credentials (44%), Personal (39%), Other (34%), Medical (17%) (breaches)

*Verizon Security report 2021

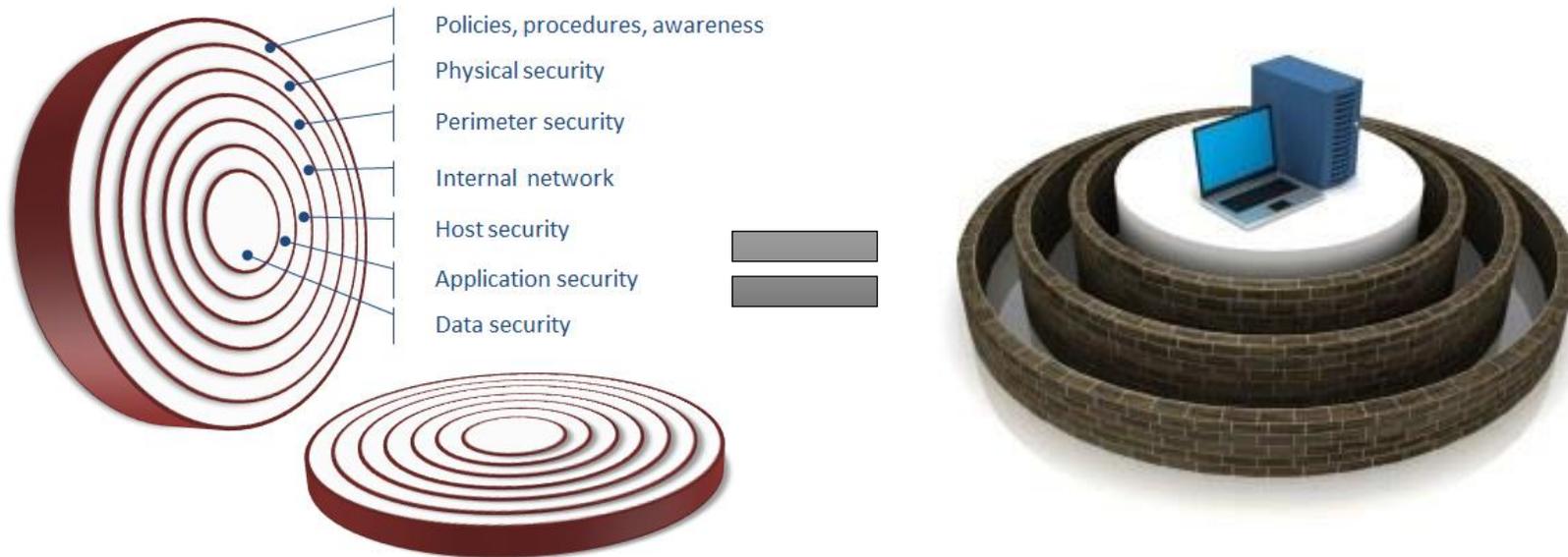
The Many Types of Security Threats

Criminals use a number of tactics to gain access to client data. Among the most common tactics are:

- Malware
- Spyware
- Adware
- Phishing
- Data Theft
- Vulnerabilities
- Web Application Misconfiguration
- Ransomware
- Viruses
- Password Hacking
- Vulnerability Scanners
- Packet Sniffers
- Employees



A LAYERED APPROACH



All Covered provides a suite of Security Services to address the multiple layers of security for organizations from SMBs to enterprise clients.



Technology Projects Completed



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Projects Completed	Q3 2019	Q4 2019	Q1 2020	Q4 2020	Q3 2021	Current
Network Assessment	X	X				
Onboarding ACC		X				
Great Plains Migration (Cloud)			X			
Firewall Upgrade – Fortinet			X			
Wi-Fi Upgrade (wireless)			X			
0365 Migration (email)				X		
Security Awareness Training/MDM						X
MS 365 Security Remediation Project						X
Hardware and Software Replacement and Decommissioning		X			X	X
Laptops/Desktops Win7/2008 Replacements			X	X	X	X



Proofpoint: Email filtering	Spam/Virus blocking and email encryption
Aegify: Managed Vulnerability Scanning	Environment scanning for vulnerabilities
Real Time Device Monitoring	Device monitoring and incident remediation. Managed patching for servers and workstations
Bitdefender: Anti-Virus	All Covered End Point Security
Cisco Umbrella	Managed web content filtering
Workspace One (AirWatch)	Mobile device management
Axcient	Business continuity and disaster recovery, Crypto recovery
M365 Security Remediation	Hosted email security (alignment with CISA recommendations)
AC Cloud	LARPD services (Great Plains) hosted in AC SOC2 compliant data center
KnowBe4	Managed security awareness training
AC Crypto Mitigation	AC developed real time crypto infection Mitigation tool



Recommended Security Solutions	Estimated Cost
External /Website Network Penetration Testing	\$5,550
Internal Network Penetration Testing	\$7,400
Wireless Security Testing	\$1,850
Multi-Factor Authentication for VPN	\$14,110 one-time \$14,787 yearly licensing cost (\$8.80 per user/month for license)
File Server/Cloud Or Replacement	On Premise - \$TBD Cloud – \$11,600 complete Sharepoint migration project, the contracted 2-hrs per month can be applied to the project
SIEM (Security Information & Event Management)	TBD
Managed UTM for Firewall (main site and AC Cloud)	\$1,406 per month



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