



**MANAGED SERVICES
PROVIDER**



Dynamic Solutions. Superior Results.

REVOLUTIONIZE YOUR INSTITUTION BY FULLY LEVERAGING THE BENEFITS OF TECHNOLOGY



➤ **MAXIMIZE YOUR TECHNOLOGY INVESTMENTS**



➤ **ENHANCE SECURITY OF YOUR SYSTEMS**



➤ **OPTIMIZE IT PERFORMANCE**



➤ **LEVERAGE OUR TEAM OF VIRTUAL CIOs & IT EXPERTS**

Technology grows increasingly complex by the day. Financial institutions need an easier, more cost-effective IT strategy, and CSI delivers solutions that give you a competitive advantage. With CSI Managed Services, you have access to the largest, most trusted managed services provider in the financial industry. Our technology is built on decades of experience and continuous investment in innovation, while our financial industry experts possess extensive knowledge relevant to your business. Whether you outsource one IT function or many, CSI maximizes your IT investment and alleviates your burdens, so you have more time to focus on your customers.

With CSI Managed Services, financial institutions can achieve the following key results:

- Maximize your technology investments while reducing your operational burdens so you can focus on the business of banking
- Enhance the security of your systems, data and applications with enterprise-level defenses and 24x7 monitoring
- Optimize IT performance so your institution can work faster and more efficiently
- Leverage our team of virtual CIOs and IT experts to give your organization a competitive edge with forward-thinking IT strategy and design



CLOUD SUITE

**Secure, cloud-delivered infrastructure and applications
that provide cost control and scalability**

Maintaining a high-performance IT infrastructure can be costly and complicated. With cloud-delivered services, it doesn't have to be. In today's highly competitive market, your technology resources should be nimble, secure and available when and where you need them. CSI enables you to accomplish more with less. By leveraging our Cloud services, you can tap into one of the largest and most secure cloud-hosted environments in the financial services industry.

By transitioning assets to the Cloud, you can achieve the following benefits:

- Eliminate expensive investments in new or replacement hardware and software
- Create redundancy and backups so that your IT operations are secure and readily available
- Leverage CSI's secure data hosting sites and industry experts to maximize your IT enterprise
- Customize the level of service that's appropriate for your institution

CSI Managed Services provides various cloud offerings, making it easier than ever to streamline your IT enterprise:

- Cloud Infrastructure
- Secure Messaging Suite, CSI's Hosted Microsoft Exchange Service
- Shared Virtual Desktops
- Customized Disaster Recovery Solutions
- Hosted Backup

Through our Cloud Suite, you can choose the level of cloud integration that best aligns with your strategy and goals.

SECURITY SUITE

Stringent protection that ensures your financial institution's safety and compliance

Your IT security is a top priority at all times, both day and night. The variety and maliciousness of cyber threats targeting the financial industry have increased drastically in recent years. CSI recognizes your need to protect your institution's integrity and establish peace of mind for your customers. We understand the security threats you are up against every day. Through Security services, we implement prevention and defense protocols specifically for financial institutions that create a highly secure, compliant IT environment.

With Security Suite, you can capitalize on the following:

- Gain 24x7, end-to-end monitoring and mitigation, performed by industry experts and certified professionals in redundant Network Operations Centers (NOC)
- Ensure your systems are patched, protected and monitored, so threats are prevented and mitigated
- Leverage real-time reporting to streamline audits and examinations
- Rest assured that you're working with a financially stable partner that is as stringently tested as you are, including third-party and internal audits

CSI Managed Services delivers Security offerings that mitigate risk through an integrated end-to-end platform to monitor, analyze and manage the security of your entire environment. With this service, you can safeguard against sophisticated attacks, utilizing protection designed for the threats that target financial institutions.

Let CSI customize your security solution based on your organization's needs, including:

- 24x7 Correlated Log Monitoring and Management
- 24x7 Threat Mitigation
- Firewalls
- Intrusion Prevention
- Secure Mobile Device Management
- Vulnerability Scanning
- Content Filtering
- Encryption
- Endpoint Security





IT SYSTEMS SUITE

Strategic planning and optimization of systems that increase long-term performance and reliability

You rely on your IT systems to support your everyday banking operations, so each one must function at optimal levels to avoid any chance of disruption. You need systems that are strategically designed, carefully maintained according to best practices and monitored to ensure uptime. CSI's IT Systems services enhance your institution's technology performance and output.

Our IT Systems managed services provide the following performance advantages:

- Ensure system and network device uptime and availability with 24x7 monitoring
- Increase efficiency with systems that are proactively maintained according to best practices
- Streamline vendor management by utilizing our ability to provide critical connectivity solutions via circuits and telephone line ownership, with one responsible party owning and managing the network end-to-end
- Rely on our Professional Services to identify and implement technology that achieves business goals

Our services allow you to maximize the performance of your entire IT enterprise, so you can consistently and efficiently provide optimal service to your customers.

CSI's IT Systems Suite offers you access to the following services:

- 24x7 Device Monitoring and Maintenance
- Professional Services
- CSI Telecom
- Service Desk



Professional Services

On-demand experts with the knowledge to improve IT operations and reduce costs

Remaining competitive requires you to take a holistic approach to your technology offerings so you can build a road map for success. Our Professional Services team, a group of highly certified consultants with deep financial industry experience, works with you to develop your IT strategy, identify and implement technologies that affect profitability, and minimize risk.

With elite skills and top-tier experience, our experts can assist with the following services:

- Network and Systems Environment Assessments
- Improvement Projects
- Firewall, IPS and Router Deployment
- Microsoft Server Technologies and Implementations
- Multifactor Authentication
- Failover and Backup Network Configurations
- SAN and Storage Data Management
- Server Consolidation and Virtualization

Service Desk

IT support from highly certified, caring professionals

Who do you call when a desktop or laptop crashes? Or when Outlook won't send and receive email? What do you do when you can't access your core provider's applications?

It's increasingly difficult for financial institutions to find talented IT professionals in the highly competitive technology field. But that's a cost and burden that can easily be mitigated with our Service Desk offering. Take advantage of our help desk services, which deliver IT support through the financial industry's most knowledgeable technology professionals.

NOC

Redundant, 24x7 state-of-the-art network operations centers staffed with experts

Technology provides the platform, but people provide the service. The NOC is an elite operating network anchored by redundant, multi-layer operations centers. Our NOC is staffed around the clock with full-time, certified IT experts to ensure rapid response when you are in need. Your institution is assigned with the experts that know your systems best, so you can consider them an extension of your team.

Through the NOC, you receive the following world-class customer support benefits:

- Gain access to a team of highly responsive experts dedicated to your success
- Leverage 24x7 redundant sites to ensure safety, compliance and peace of mind
- Receive superior value by tightly integrating technology with human intelligence

EDGE

24-hour insight and comprehensive data on the health and safety of your entire IT environment

CSI Managed Services provides cutting-edge reporting and dashboards to inform administrators, executive teams, boards of directors and auditors. The Enterprise Data Gateway Environment (EDGE) offers anytime access to information about the health and security of your entire IT environment, as well as real-time and ad-hoc reporting, interactive controls and pertinent security news.

VCIO

C-level support to assist with strategic business objectives and alignment

For some financial institutions, hiring a full-time executive for an IT role isn't always possible. With CSI's virtual Chief Information Officer (vCIO) service, your bank has access to knowledgeable industry professionals with significant bank-related CIO experience. CSI's vCIOs provide your organization with a holistic approach to addressing critical daily issues as well as planning and preparing for future needs.

Through our vCIO services, you receive the following from a dedicated professional:

- Participation on your IT steering committee
- Development and maintenance of your IT strategic plan
- Examination and IT audit support
- Disaster recovery planning and testing



