

# Work From Home Solutions



Get your work from home employees connected and productive with our managed solutions: Hosted Unified Communications, VPN/ Firewalls, Endpoints and Office 365 in the cloud

Hundreds of thousands of us are working remotely from our homes for many reasons including improved productivity and business continuity in times of natural disasters or fear and risk of infections, including the recent Coronavirus.

But to work remotely, you need tools for collaboration, communication, and coordination — such as voice, chat, video, desktop sharing and conference calls — to stay connected to your team and your customers. Security is also a major issue for businesses of any type. Have you taken precautions to safeguard your business from a

cybersecurity attack? It requires sophisticated tools, the right skills, a dedicated focus, and an efficient response — all of which can be difficult to coordinate with a dispersed workforce.

That's where TPx comes in. We provide a complete solution for Work From Home (WFH) employees with our Hosted Unified Communications, VPN, Endpoint Security and Office 365 in the cloud offerings.

UCx integrates multiple functions into a single app you can use on your computer, smartphone, and tablet.

## Hosted Unified Communications

TPx's Unified Communications platform, UCx, delivers improved collaboration and enhanced productivity for Work From Home employees. UCx integrates multiple functions into a single app you can use on your computer, smartphone, and tablet — so you no longer have to manage a patchwork of apps and vendors that each cover only one component of your communications requirements.

**Voice Calling** Place and receive calls on your computer, desk phone, mobile phone, or tablet using your business line identity. Seamlessly move calls between devices.

**Video Calling** Instantly start HD video calls and multi-point video conferences using the camera on your computer, desk phone, mobile phone, or tablet.

**Instant Messaging** Chat and share files with anyone in your company. Move a chat to voice or video with a single click. Use UCx chat to send SMS text messages to any mobile number, and receive SMS text messages on your UCx number.

**Presence** See if your contacts are available for communication. Your availability status automatically updates to “busy” when you're on the phone or in a meeting.

**Desktop Sharing** Instantly share your desktop without having to move your meeting to another platform.

**Mobility** With our fully-featured apps for iPhone, iPad, and Android phones and tablets, you can access your UCx service from anywhere.



**Collaboration** Invite others to join your own personal collaboration room, even if they are not UCx users.

**Integration** UCx seamlessly integrates with third-party apps and services to help streamline your business processes.

**Toll-Free Numbers** Add on toll-free numbers for inbound domestic calls and call forward to any other number.

**Virtual Fax** Inbound and outbound faxing in the cloud. Receive faxes as PDF in your email. No need for fax machine.

## Managed Firewalls/VPN

Managed Firewalls provides a 24x7x365 state-of-the-art set of security services, including Unified Threat Management (UTM), that TPx manages to provide a best-in-class line of defense against internet-based threats. The best way to quickly and easily give remote employees access to company resources while giving them the same protection as users that are physically in an office, and behind a firewall, is by using a VPN (virtual private network). Employees connect to the corporate network using a private tunnel that sends data using sophisticated encryption methods.

**Reduce security risks** Home devices tend to be less secure because they lack proper security software and policies which make them more vulnerable to malware, viruses, keyloggers etc.

**Encrypted connectivity** VPNs use sophisticated site-to-site encryption to create a secure tunnel that no one can see through, safeguarding your data and internet activity and giving you and your company peace of mind.

**Network segmentation** By implementing this strategy, remote employees can receive the same level of protection as if they were at the office and behind the corporate firewall. Once connected to the corporate network, remote VPN users can be allowed or denied access to specific applications and network segments to ensure that each user has only the level of access that they need and no more.

**Two-factor authentication** Two-factor authentication can be added to the VPN access for another layer of security. Two-factor authentication helps protect businesses from credentials being stolen and weak passwords being exploited by asking for an additional passcode.

## Managed Office 365

You likely already know that Microsoft Office 365 provides individuals and businesses with the enterprise-grade productivity and collaboration services they need to work easier, work together and worry less. What makes TPx different is our Managed Office 365 managed service lineup. It complements the Office 365 solution by employing our IT engineers and Microsoft Certified Solution Experts (MCSEs) for comprehensive configurations and ongoing hands-on support.

**Business-class email** Large 50GB mailboxes that can send messages up to 150MB in size, with contacts, shared calendars, and spam and malware protection that stays up-to-date. You can use your own custom domain, accessible across devices.

**Secure online file storage and sharing** 1TB of space in the cloud per user to securely store, backup and easily share documents. Files are accessible from almost any device and can be synchronized to the device for offline access.

**Online meetings** Hold online meetings with screen sharing, HD audio and video, virtual whiteboards, polls and shared notes.

**Cloud backup** Microsoft is not responsible to protect your data from cyberattack, you are. That's why TPx Managed Office 365 support includes an integrated cloud backup solution that securely replicates your Office 365 data to another cloud location.

**Security and compliance** Advanced security and compliance features such as, DLP, eDiscovery, encryption, archiving, and threat protection for viruses, malware and phishing are all available.

**Proactive maintenance** Our team will handle the ongoing maintenance of your Office 365 platform, including user account changes and Exchange configuration support.

**Troubleshooting and repair** Let's be honest: contacting Microsoft support can be a bit daunting. TPx will take this burden off of your shoulders. If there's a technical issue, we'll contact Microsoft on your behalf and work with them to get it resolved so that you don't have to spend your valuable time on it.

## Managed Endpoints

Most cyberattacks occur through the endpoint. To win the war against hackers and cybercriminals, endpoint management is critical. Unfortunately, for most organizations it's a major challenge to maintain the advanced technologies, skilled expertise, and dedicated focus it takes to properly secure and support these critical systems. This puts them at significant risk.

Managed Endpoints service delivers comprehensive IT management and security services to protect your systems and users, while working both remotely and on your network.

**24x7 monitoring and alerting** We'll proactively monitor and alert you on system-down events as well as key hardware and software issues that affect the health and performance of your servers and workstations. This can help identify potential issues before they impact your business.

**Proactive patch maintenance and reporting** Consistent and efficient patch management is one of the most important things you can do to keep systems healthy and secure. It's also often overlooked when overburdened IT staff gets busy. Our MSx support team will NEVER overlook this important task. We provide recommended operational and security patches to ensure your systems are up to date.

**Remote troubleshooting and repair** From our 24x7 support center, TPx's team of experts acts as an extension of your IT/helpdesk staff. Using our leading Remote Monitoring and Management software, TPx technicians can securely remote into a supported system to quickly and efficiently diagnose and repair issues.

**Next generation anti-virus software** We provide leading NGAV software and monitor and manage its status to ensure that it is installed and functioning as intended on all covered systems. We also help with running manual deep scans on-demand.

**Administrative support services** We will provide remote assistance with OS configuration changes, such as adding local users and changing passwords.

To keep your company protected, endpoint management is critical. Ensure that your workstations remain healthy and stable.



Full mobility with video and chat



Instant video calling and screen sharing



Presence plus find me/follow me

## Unified Communications



## Managed Endpoints



# WORK FROM HOME

## Virtual Private Network (VPN)

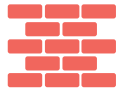


## Managed Office 365

Connect to the corporate network using a private tunnel



Same level of protection as behind the corporate firewall



Two-factor authentication adds another layer of security



Anti-malware & anti-virus protection



Proactive patch maintenance



24/7 monitoring, troubleshooting and repair



Exchange



OneDrive



Teams



TPX.COM