



# Managed Services Hosting by LRS

## Simple, Seamless, Secure

The LRS® Managed Services offering provides customers the benefits of LRS' industry-leading Enterprise Output Management software without the need to dedicate internal staff resources to install, configure, maintain, and support the LRS solution. Running in a secure LRS-hosted cloud environment, our scalable services offering delivers the rich functionality and reliable output delivery you expect while freeing your IT teams from the burden of managing print.

### Our Value Proposition

The LRS Managed Services hosting solution combines best-of-breed cloud, networking, and security tools with the proven LRS suite of output management solutions. Our highly experienced global team of experts handles day-to-day support and system optimization to provide your organization a reliable and secure document print and scan environment that lets your employees focus on your core business instead of troubleshooting print issues and dealing with network errors, outdated print drivers, and other problems.

### Hosted vs On-Premise: Which is right for me?

Software used to provide the LRS managed service can be installed either on-premise at a customer data center or can be hosted in LRS' Azure-based cloud platform. Here is how the two options compare:

| ON-PREMISE  | LRS-HOSTED   |
|---|--|
| Full control of environment by customer IT staff                              | Simple maintenance; LRS manages print  |
| Custom-tailored security; can use existing security configuration and staff   | Uses proven Azure® security tools and best-of-breed firewall protection, all administered by LRS staff |
| Compliance-ready; adheres to your existing regulatory guidelines and policies | LRS hosting and security experts work with you to ensure policy compliance                             |
| Utilizes existing IT resources to configure, maintain, and support            | LRS takes care of all updates, patches, etc.   |

### Making it Happen

Change can be intimidating, but LRS is committed to helping customers move to a hosted, cloud-based output management environment in a simple, straightforward manner.

It all starts with a detailed discussion of how documents are used in your business. Once we have tailored a plan to your organization's needs, LRS begins the transition phase and delivers the Service Transition Plan. A Transition Project Manager will be assigned to oversee the implementation and training of













LRS Managed Service technicians on your existing Service Management tools and internal processes can begin.

As the transition phase begins, LRS will confirm the services design, service level agreements (SLAs), and deliver a service transition plan. Once these items are in place, LRS will oversee the integration, and onboarding plan all the way through the go-live phase.

When you entrust your output management environment to LRS Managed Services, you get more than proven software running on the secure Azure-based cloud platform. A crucial part of our hosted managed services offering is our global team of output experts.

As an LRS Managed Services hosting customer, your environment will be overseen by a dedicated team of LRS experts located in strategic locations around the globe. This enables us to perform troubleshooting, proactive maintenance, and other actions around the clock for seamless print and output delivery from any of your critical business applications to any printer, MFP, or output device in your environment. We also provide managed security information and event monitoring (mSIEM) to protect the integrity of your output management environment.

In the event of serious technical issues, this highly-skilled team of service professionals also has direct access to LRS internal support and even software development staff. This helps us provide an unparalleled level of support to ensure the integrity of your business processes.

| Function                  | Component   | Description   |
|---------------------------|---|---|
| Cybersecurity             | SentinelOne MDR<br>                | Managed by LRS' SOC, SentinelOne is designed to protect cloud environments and applications from cyber threats and vulnerabilities.   |
|                           | Penetration testing<br>            | Semi-annual cybersecurity assessments of all internet-facing and internal assets. Engagements are performed by highly experienced and certified penetration testers, using the Penetration Testing Execution Standard (PTES). |
|                           | Cyber Risk Analysis<br>            | Annual cybersecurity assessment exclusively focused on the security configurations of Microsoft Active Directory and boundary firewalls. This is a proprietary assessment developed and performed by LRS' security engineers. |
|                           | Firewalls<br>                      | Used to strictly control ingress and egress traffic from the customer environment. Next-generation firewall functionality is incorporated through multiple vendors' enterprise-class hardware.                                |
|                           | Web Application Firewalls<br>      | Premium solution for providing customers' web applications from application layer attacks.  |
|                           | SIEM<br>                           | Best-of-breed solution for creating prioritized, high-fidelity alerts in real time by correlating analytics, threat intelligence, and network and user behavior anomalies. Monitored by LRS' Security Operations Center.      |
| Networking                | Datacenter/ Cloud Onramp<br>       | The largest global datacenter and colocation provider for enterprise network and cloud computing. Provides redundant, low-latency connectivity for client access to Azure subscriptions.                                      |
|                           | Load Balancing<br>                | Premium technology solution for providing intelligent load balancing and traffic policy management for service resiliency.  |
|                           | Ethernet switching<br>           | Enterprise-grade, high throughput and high availability switches provide the network backbone of the solution.  |
| Development/ Config Mgmt. | Microsoft Defender for Cloud<br> | Protects code management environments and code pipelines. Also provides insights into the development environment's security posture.   |
|                           | Automation<br>                   | Infrastructure as code and automated configuration management used to provide consistency, reliability, and security of the environment.  |
| Data Protection           | Microsoft Azure Native Tools<br> | Availability zones and regions create environment reliability and resiliency. This is further augmented by virtualization, snapshots, and data backups.   |

**Critical elements of the LRS Managed Service Hosting Solution**

**Learn more and Worry Less.**

To learn more about our proven output management solutions and hosting options, contact your LRS representative. We are happy to answer any questions and provide more detailed information.



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