



SUNSET CORE™ SHIELD SUPPORT SERVICES

Anti-Virus/Anti Malware Protection (Data security) – Anti-virus/malware protection is part of the first level of security for your practice. Sunset will maintain active licensing for anti-virus/antimalware software on behalf of your clinic. Sunset will also provide ongoing software updates and perform scans on a regular basis to keep your network free of harmful viruses. Cyber criminals release new viruses almost every day, which makes it impossible to guarantee that your clinic will never get infected. However, Sunset helps you avoid clinic down time due to virus activity by keeping the software up to date and performing routine scans.,.

Windows updates and security patches (Data security) – Software updates are a critical second level defense for your clinic from cyber-attacks. Sunset will install Microsoft Windows updates and Security patches on a scheduled weekly process. It is important for the security of your network that Windows vulnerabilities are addressed in a timely manner; however, some updates can cause undesirable effects with your practice management and/or imaging software. Sunset will test each patch before deployment in your network environment to minimize any potential disruption.

Firmware Updates (Data security) – In addition to software updates, firmware updates are part of the second level of defense for your clinic. Sunset will perform firmware updates to hardware devices on your network on a scheduled basis.

Systems Uptime Monitoring (Data security) – Sunset will monitor your environment and provide alerts. Inventory reporting is an added component for this service.

System Device Inventory Reports – Sunset will provide a network inventory report showing all devices with systems access

Secure encrypted email service – one address only (HIPAA requirement) – Sunset will provide encrypted email services for transmission of ePHI. This service includes encryption of messages as well as reportable tracking of access to data transmitted.

Advanced Internet Monitoring and Reporting – Sunset will provide internet monitoring and block and warn the user from gaining outbound access to unwanted or unsafe sites.

**Recommended additional service available includes HIPAA Compliant Back Up and Business Continuity Services. This service is priced separately based on client need. We believe this is a basic need and have two options at various price points for your review.*



SUNSET CORE™ PROTECT SUPPORT SERVICES

The Sunset Core™ Protect Services plan includes all Shield services, plus:

24/7/365 Help Desk Support – Sunset has qualified technicians working around the clock 365 days per year to be available for any problems that may arise. Our phones are answered by a live person at all hours of the day. Please note that in especially busy times or outside of “normal” business hours you may have to wait through several rings while the system finds you a tech. We feel that this is often preferable to leaving a message in a voicemail after navigating through a prompt system. (i.e. “press 1 for technical support, press 2 for...”)

24/7/365 Network Traffic Monitoring (HIPAA requirement) – Sunset will continuously monitor the health of your network. The monitoring identifies possible issues and any issues are reported to our team in real time, helping us to respond quicker and minimize client downtime.

Server monitoring and management (HIPAA requirement) – Sunset continuously monitors and manages your server to help ensure maximum uptime with minimum disturbances during your working hours. We can make adjustments as needed to keep your server performing optimally. Server updates will occur on an as needed basis.

Workstation monitoring and management (HIPAA requirement) - Sunset continuously monitors and manages your workstations to help ensure maximum uptime with minimum disturbances during your working hours. We can make adjustments as needed to keep your workstations performing optimally.

On-site Tech as needed – Sunset will send one of our technicians on-site based on the requirements of the issue. We can fix over 90% of all problems remotely via our helpdesk and remote access, but we have technicians available to go to the client site if needed. This will happen at Sunset’s discretion and at no additional cost to the client.

Virus, Malware, and Ransomware Removal – In the event of an infection, Sunset’s engineers and technicians will work quickly to remove the threat and restore all systems to working order. Sunset will work diligently to restore the environment and there is no additional charge for time for this service.

Peripheral Device support – Sunset technicians will provide troubleshooting for problems with printers, scanners, signature pads, keyboards, and mice. Sunset will assist on a best efforts basis with acquiring replacements for broken items.

Network Device support – Sunset technicians will provide troubleshooting for problems with modems, routers, firewalls, access points, and switches, etc. Sunset will assist on a best efforts basis with acquiring replacements for broken items.

Parts Replacement and Loaners – Sunset will provide free replacement parts for the life of the agreement on covered equipment. This includes servers, computers, monitors, printers, and scanners. If Sunset cannot repair the item, we will replace it at our discretion with a similar item. Sunset will also



provide loaner equipment when available while repairs are taking place. This does not cover items damaged by misuse, fire, flood, theft, etc.

Digital Imaging Equipment Support – Digital images are critical to the daily operation of the dental practice. Sunset technicians will provide integration services and troubleshooting as needed to keep your dental digital imaging equipment functional. Sunset will work with the manufacturer’s support personnel to determine the best path to resolution. Sunset recommends that you subscribe to support plans with your equipment provider so that we may call them on your behalf without causing you to incur additional fees.

Vendor Management – Sunset will work directly with your other technology vendors to save you and your staff time and frustration. We will take the lead on any issues and work them to a resolution.

Network Chaperone Service (Data security) - Sunset will assist software vendors and support personnel who need to access your server and/or network. We will limit and control access to protect your environment.

Secure encrypted email service - one address only (HIPAA requirement) – Sunset will provide encrypted email services for transmission of ePHI. This service includes encryption of messages as well as reportable tracking of access to data transmitted.

Critical Event Log Evaluation – Sunset will evaluate critical events in the Windows event log and make recommendations for improved performance.

SUNSET CORE™ ASSURED SERVICES

The Sunset Core™ Assured Services plan includes all Protect services, plus:

Encrypted local backup (HIPAA requirement) – Sunset will maintain an encrypted backup of your data on your premises for rapid recovery in the event of data loss. These backups will be scheduled to run on a regular basis and will be checked periodically by a Sunset technician.

Encrypted private cloud backup (HIPAA requirement) – Sunset will maintain an encrypted backup of your data in our private cloud environment. This off-site backup is for disaster recovery in the event of catastrophic loss at your clinic due to fire, flood, theft, or other man-made or natural events that cause loss of all data including the on-site backup. These backups will be scheduled to run on a regular basis and will be checked periodically by a Sunset technician.

Onsite Workstation Base Image Storage for Rapid Recovery – Sunset will provide an on-site server that will hold base images of your workstations. These images will allow us to quickly replace a dead workstation and get you up and running with minimal disruption.



Disaster Recovery Plan (HIPAA requirement) – Sunset will provide a written disaster recovery plan for your office to follow in the event of data loss or breach. This plan will outline steps for your office to take as well as Sunset’s responsibilities in the event of a catastrophic data loss.

PCI Compliance Services (HIPAA requirement) – Sunset will provide, through our contracted partner, Payment Card Industry (PCI) services. A third party will also perform monthly probing of your electronic payment connection.

HIPAA Administrative Services (HIPAA requirement) – Sunset will provide, through our contracted partner required HIPAA documentation and policies for acceptable use of internet, email and other forms of electronic data and communication.

Regularly Scheduled Client Review Meetings – Sunset will provide regularly scheduled review meetings to review the health of your environment, as well as cover administrative reporting components for HIPAA. In addition, Sunset understands the importance of communicating changes in technology and security. We also want to know what changes you may be anticipating for your office so that we can help you properly prepare for changes including but not limited to: Software changes or updates, hardware changes, relocation, remodeling, expansion, addition or deletion of staff members, practice transitions, etc. These reviews are also an opportunity for us to get feedback from you to be sure our staff is providing excellent customer service, and make adjustments if needed.

Consultation and Planning – Sunset will assist with all aspects of technology planning. We will help you establish an IT budget, along with other assistance. Our experts will help you to choose hardware and software that will work well with what you have and make your office more productive. With hundreds of offices under our care, we know what works and what doesn’t.

Secure Encrypted Email Service – multiple addresses (HIPAA requirement) – Sunset will provide encrypted email services for transmission of ePHI. This service includes encryption of messages as well as reportable tracking of access to data transmitted.

Internal Data Drive Encryption – Sunset will provide certified encryption of data drives.

UTM Firewall (Data security) – Sunset will provide a hardware firewall with Unified Threat Management for the duration of the MS Agreement.

Managed Network Switch (Data security) – Sunset will provide a network switch with up-to-date firmware for network management for the duration of the MS agreement.

Audit Log Reporting (HIPAA requirement) – Sunset will provide required audit reports of user activity.

Monthly Network Wellness Reports – Sunset will provide reports to your clinic each month so that you can be aware of the health of your network.



PCI and HIPAA Breach Insurance – In addition to taking all reasonable steps to secure your data against attacks and breaches, we provide insurance coverage in the event something goes wrong.

Annual staff HIPAA training – Sunset will provide required annual training for staff members to help ensure that your practice remains current and compliant. You and your staff will receive two CE credits for this training.