



Intro to Nova Networks

Limiting End User Risk in Digital Transformation Project – New Tools

Oct 9 2024

Nova's Corporate Profile

The history

Experience and History

- Established in 1993, 30 Years in Business
- Full Managed Service Provider and Value Added Reseller



Great Team

- 350 employees
- 210 in services



Locations

- HQ in Ottawa. Offices in Toronto, Montreal, Calgary, Vancouver
- Service delivery reach from coast to coast to coast



Nova Networks' Service Philosophy

Infrastructure

People

Process



Managed Services

Infrastructure

Flexible Service Offerings

People

24/7

Process

Technology

- Compute
- Storage
- Application
- Database
- Network
- Communication
- Collaboration
- Cloud

Network Operations Center (NOC)

Infrastructure

24/7 Monitoring

People

Management of 3rd party contracts

Process

Tier-Based Service Offerings

- Incident Management
- Problem Management
- Change Management
- Patch Management
- Configuration Management
- Best Practices Administration

Cybersecurity Services

Infrastructure

People

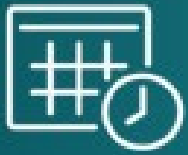
Process

Penetration Testing (internal and external)

Risk and Readiness Audits and Assessments

Business Continuity Disaster Recovery Planning

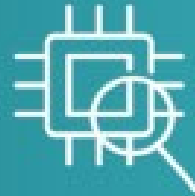
Strong Partnership Model



30+ years in the market



Private company, no debt



Always focused on technology



Biggest European Union vendor



Growing YoY since its inception



Owned by original founders



Strong values



Progress. Protected.

Local Recent Incidents News

🇨🇦 March 2024

Cyber incident at healthcare facilities in Ontario, Canada

Barrie and Community Family Health Team (BCFHT) - Barrie, Ontario

[Area medical clinics partially crippled by 'cyber-security incident'](https://www.orilliamatters.com/police-be...)
<https://www.orilliamatters.com/police-be...>

🇨🇦 January 5, 2024

Ransomware at a zoo in Canada

Toronto Zoo - Toronto, Ontario

[Your Toronto Zoo is currently experiencing a ransomware/cyber incident](https://www.torontozoo.com/mediaroom/pre...)
<https://www.torontozoo.com/mediaroom/pre...>

[Toronto Zoo dealing with cybersecurity incident](https://toronto.citynews.ca/2024/01/08/t...)
<https://toronto.citynews.ca/2024/01/08/t...>

🇨🇦 February 25, 2024

Cyber attack on a city government in Canada

City of Hamilton - Hamilton, Ontario

[City of Hamilton Addressing Cybersecurity Incident](https://www.hamilton.ca/city-council/new...)
<https://www.hamilton.ca/city-council/new...>

[Cyber attack on Hamilton knocks out municipal phone, email](https://www.itworldcanada.com/article/cy...)
<https://www.itworldcanada.com/article/cy...>

🇨🇦 February 18, 2024

Cyber attack on a university in Canada

Laurentian University - Greater Sudbury, Ontario

[Laurentian University is currently recovering from a cyber incident](https://laurentian.ca/)
<https://laurentian.ca/>

[Une cyberattaque inquiète des étudiants de l'Université Laurentienne](https://www.ledevoir.com/societe/807582/...)
<https://www.ledevoir.com/societe/807582/...>

🇨🇦 February 2024

Cyber attack on a police agency in Canada

Royal Canadian Mounted Police - Ottawa, Ontario

[Canadian federal police says they were targeted by cyberattack](https://www.reuters.com/technology/cyber...)
<https://www.reuters.com/technology/cyber...>

🇨🇦 March 10, 2024

Cyber attack on a city government in Canada

Town of Huntsville - Huntsville, Ontario

[Huntsville Cybersecurity Incident Update](https://www.huntsville.ca/en/news/media-...)
<https://www.huntsville.ca/en/news/media-...>

[Huntsville Town Hall, library closed due to cybersecurity attack](https://barrie.ctvnews.ca/huntsville-tow...)
<https://barrie.ctvnews.ca/huntsville-tow...>

🇨🇦 March 2024

Cyber attack on a city government in Canada

Town of Ponoka - Ponoka, Alberta

[Town of Ponoka is Working with RCMP and Cybersecurity Experts to Address Digital Network Crime](https://ponoka.ca/p/local-notice/d4004d...)
<https://ponoka.ca/p/local-notice/d4004d...>

Comprehensive Portfolio



ESET PROTECT – Unified XDR Platform

Solution Tier	ESET PROTECT Entry	ESET PROTECT Advanced	ESET PROTECT Complete	ESET PROTECT Enterprise	ESET PROTECT Elite	ESET PROTECT MDR	ESET PROTECT MDR Ultimate
Modules	<ul style="list-style-type: none"> Management Console Modern Endpoint Security Server Security 	<ul style="list-style-type: none"> Management Console Modern Endpoint Security Server Security Mobile Threat Defense Advanced Threat Defense Full Disk Encryption 	<ul style="list-style-type: none"> Management Console Modern Endpoint Security Server Security Mobile Threat Defense Advanced Threat Defense Full Disk Encryption Mail Security Cloud App Protection Vulnerability & Patch Management 	<ul style="list-style-type: none"> Management Console Modern Endpoint Security Server Security Mobile Threat Defense Advanced Threat Defense Full Disk Encryption Detection & Response 	<ul style="list-style-type: none"> Management Console Modern Endpoint Security Server Security Mobile Threat Defense Advanced Threat Defense Full Disk Encryption Mail Security Cloud App Protection Vulnerability & Patch Management Detection & Response Authentication 	<ul style="list-style-type: none"> Management Console Modern Endpoint Security Server Security Mobile Threat Defense Advanced Threat Defense Full Disk Encryption Mail Security Cloud App Protection Vulnerability & Patch Management Detection & Response Authentication ESET MDR Premium Support Essential 	<ul style="list-style-type: none"> Management Console Modern Endpoint Security Server Security Mobile Threat Defense Advanced Threat Defense Full Disk Encryption Mail Security Cloud App Protection Vulnerability & Patch Management Detection & Response Authentication Detection & Response Ultimate Premium Support Advanced



Service Desk

Infrastructure

Canadian Based 24/7 Multi-lingual Service Desk

People

Custom ITSM Bridge Offering

Process

Contact Methods

- Telephone
- Email
- Chat
- Web-based Secure Customer Service Centre

Service Desk

24/7/365 Service Desk

- English, French and Spanish speaking agents
- Remote control enables high first call resolution

Sophisticated Call Center System

- Automated and prompted call routing
- Strong knowledge about users and IT environment
- Provides call stats for agents and each client

Help Desk Service Access

- Telephone
- Email
- Web (Service Portal)
- Chat

90% Resolved at the Service Desk

- If not, escalated within first 15 minutes

Customer Focused – SLA driven

Best Practice ITIL-based Processes for Service Delivery

Hybrid and Customizable

Complementary

Evenings, Weekends, Holidays



End User Support

Infrastructure

People

Process

On-Site Resources / Staff Augmentation

Technical Services / Warranty Services

IMAC

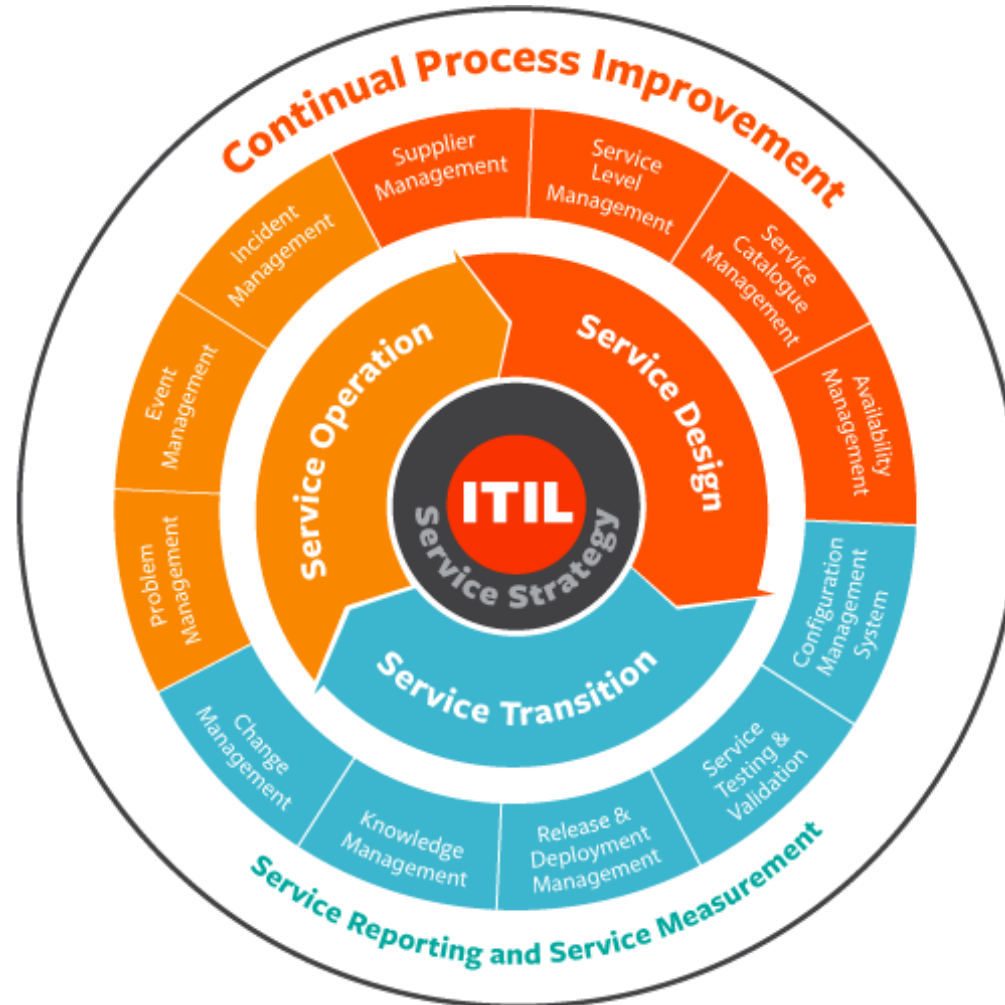
End User Training

IT Infrastructure Library (ITIL)

Infrastructure

People

Process

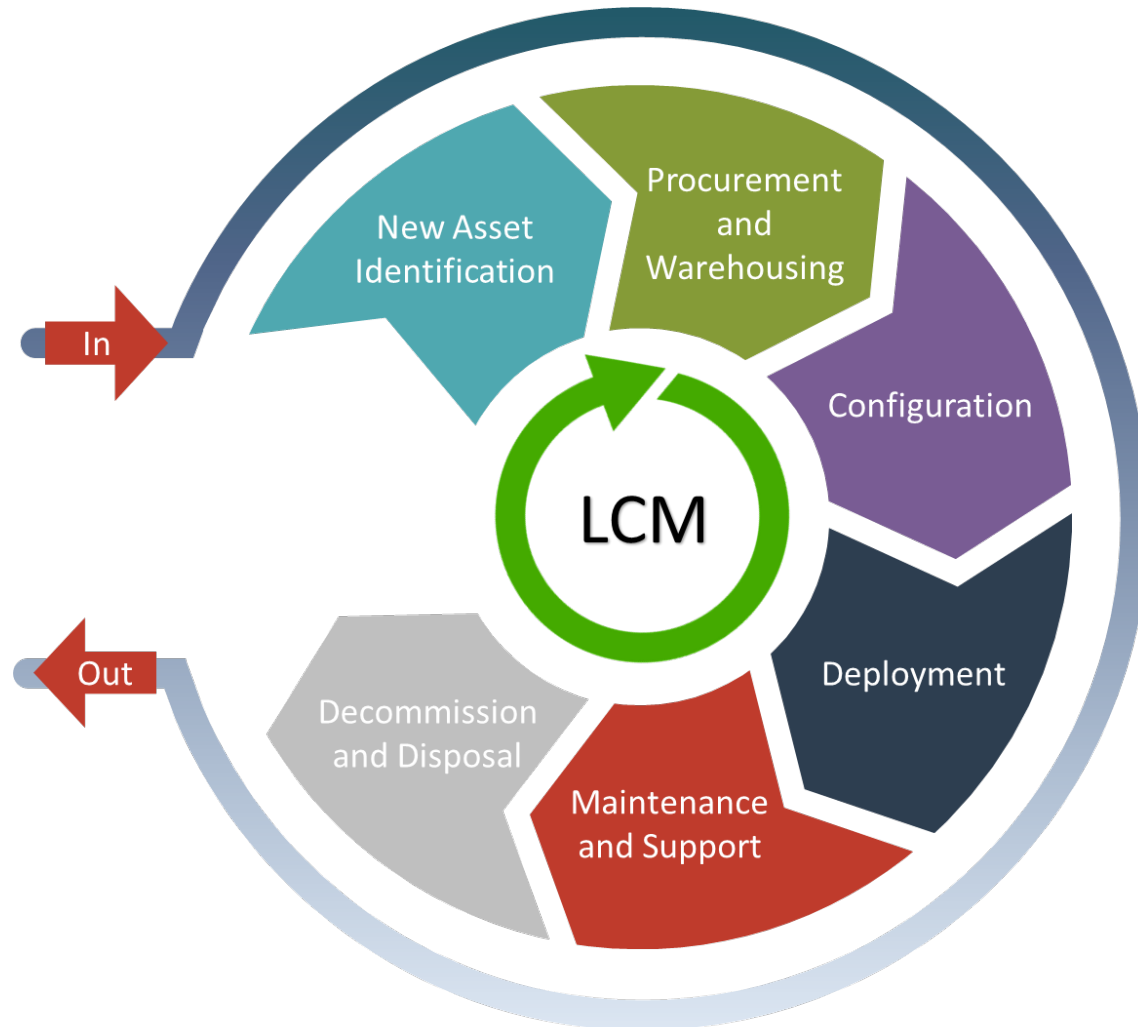


Life Cycle Management (LCM)

Infrastructure

People

Process



Everything as a Service

12.44% ↑↑

The EaaS market is set to grow at a CAGR of 12.44% until 2027²



63% of IT leaders are reporting an increasing use of Device as a Service year-on-year¹



92% of CIOs are considering adding new as a Service offerings over the next two years as a result of a changing business model³



77% of CIOs are turning to their IT vendors in the next 5 years to tackle major challenges⁴

¹ Lenovo, "SSG Global Study of CIOs," January 2024

² <https://www.mordorintelligence.com/industry-reports/global-managed-services-market-industry>

³ Lenovo, "SSG Global Study of CIOs," January 2024

⁴ Lenovo, "SSG Global Study of CIOs," January 2024

Everything as a Service

Introducing **the full spectrum** of Lenovo solutions & services offerings



LCM Process

New Asset Identification

- Define Business and Operations Needs
- Evaluate Product in the Marketplace Against Needs
- Recommend Products and Solutions

Procurement and Warehousing

- Manage Channel Availability
- Warehousing

Configuration

- Configuration, Imaging, Asset Tagging, Staging, Domain Joining, Encrypting, etc.
- Updating Asset Inventory Databased (CMDB)

Deployment

- Onsite Delivery and Deployment
- Remote User Deployment

Maintenance and Support

- In and Out of Warranty, Service Records

Decommissioning and Disposal

- Media "wiping," Reconditioning
- Updating Asset Inventory Databased (CMDB)
- Environmentally Responsible Asset Disposal

A la Carte

Customizable

Adaptable

POS Specific LCM Cycle

Procurement, order management, Business evaluation through site surveys, assessments, and documentation

Management of hardware receiving and assembly, configuration and testing, warehousing and shipping

Maintenance support for hardware and software, tech support, and managing moves/adds/changes

Hardware Support, refurbishing, redeployment, and disposal

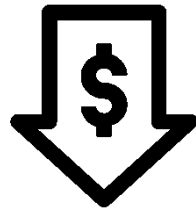
Development of documentation, training, and rollout



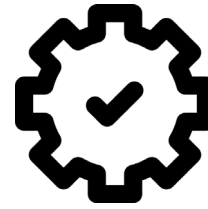
LCM Benefits



Time Saving



Cost Saving



Increased Efficiency



Better User Experience



Predictability



Stability



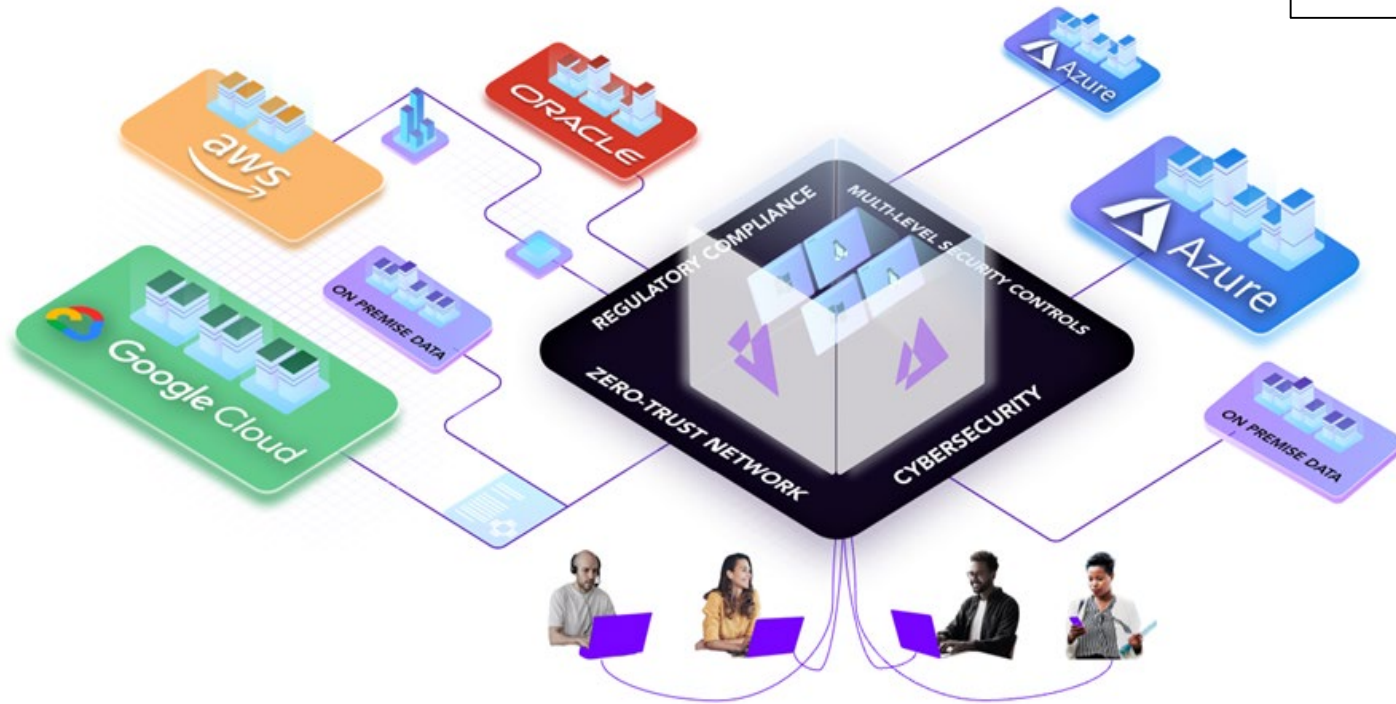
Compliance



Business Continuity

What is Tehama?

Enclave, verb (en·claved, en·clav·ing.)
to isolate or enclose within a foreign or
uncongenial environment



Tehama enables enterprises to instantly provision secure and compliant data governance, data loss prevention and virtual air-gap perimeters, or enclaves, in the cloud.

These enclaves have a fully-managed, end-to-end security and compliance posture:

- ISO-27001:2022, ISO-27017, ISO-27018
- SOC 2 Type II
- PCI
- Cyber Insurance Controls (MFA, Encryption, PAM, Access Controls, Vulnerability Assessments /// Incident Response, Employee Training)

Certified →



Accountability and transparency for all decisions regarding configuration, accessible systems apps and data, access control and actual access.



Immediate Enterprise Security and Business Services

Tehama Secure Enclaves

IAM

End Point Protection

Data Protection

Virtual Desktop

Cloud Protection

Infrastructure

Incident Management & Response

AI Governance

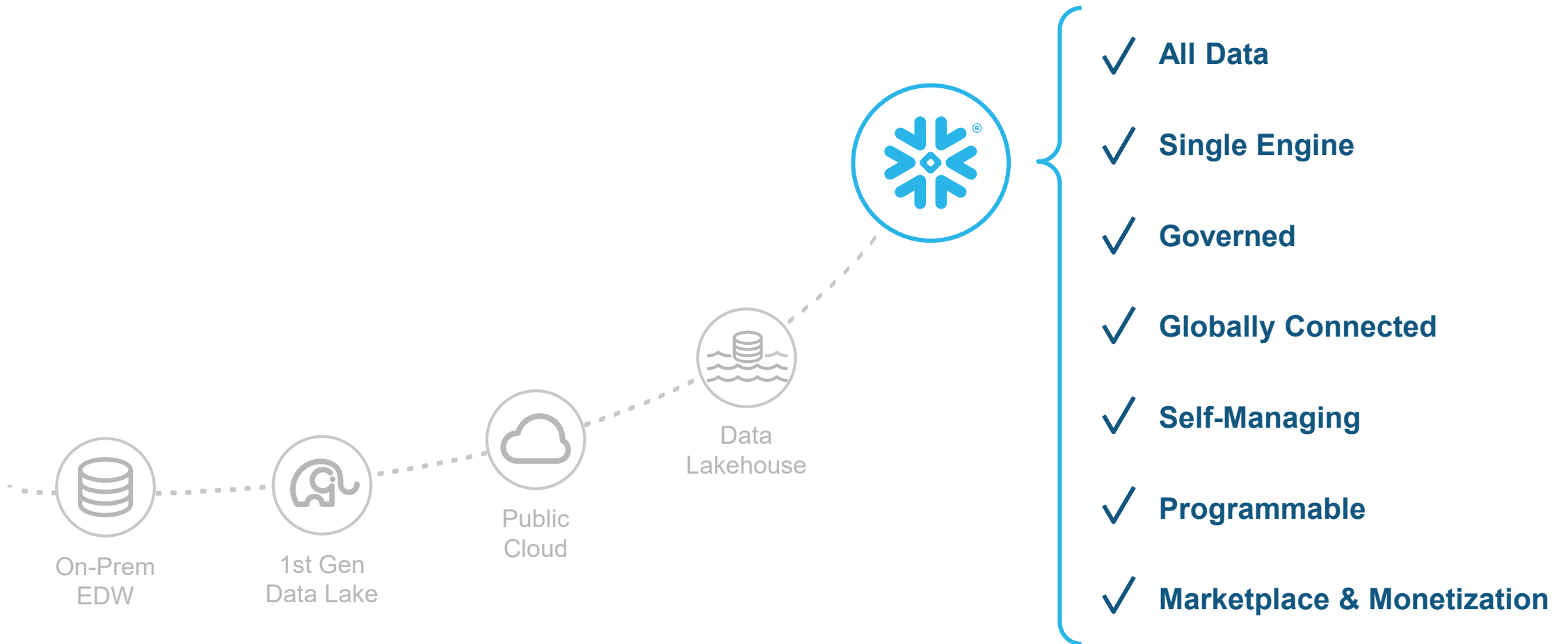
1 Hour

Proven, global solution, immediate availability, guaranteed savings

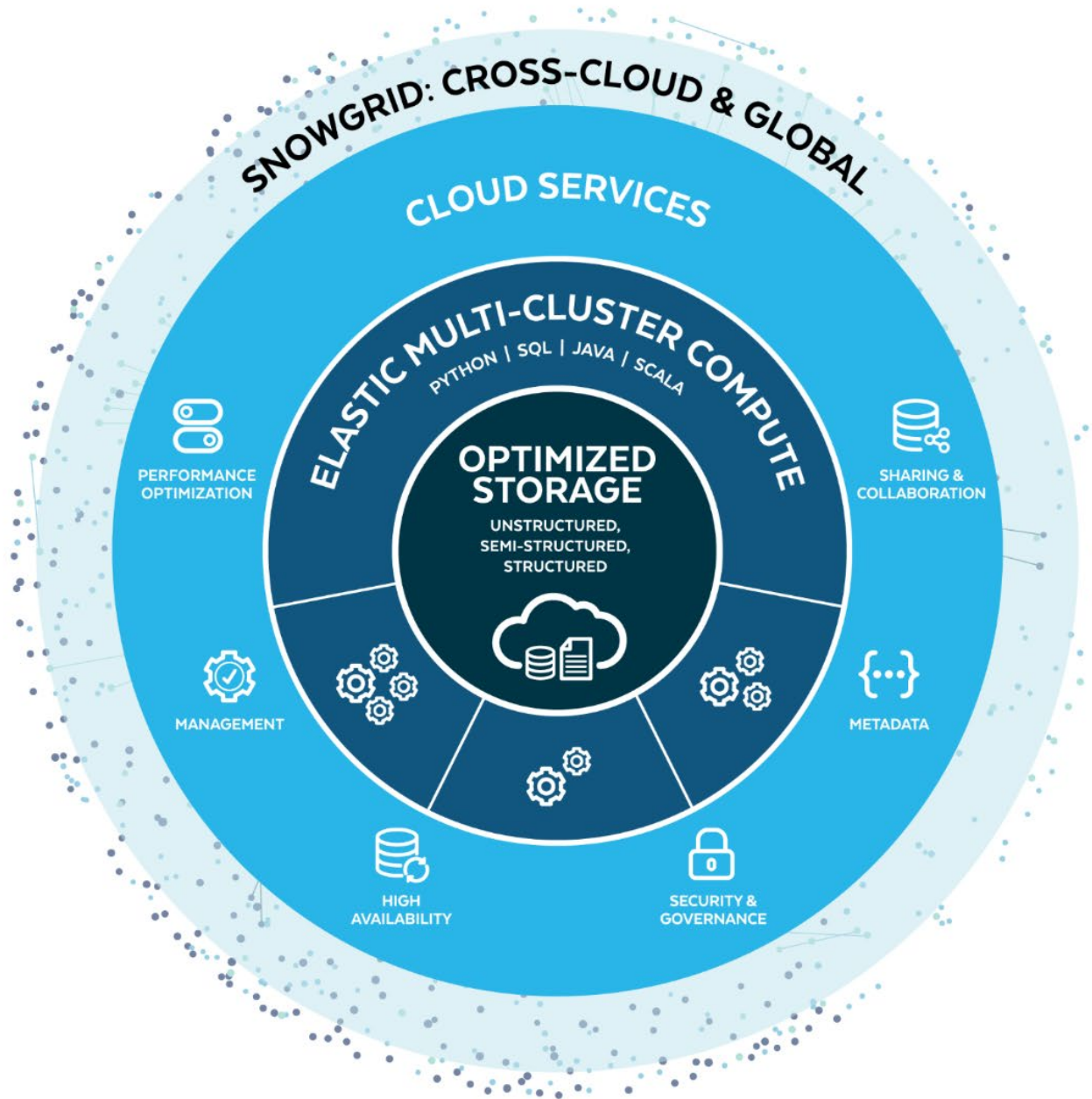
42% Savings



Innovation Journey to the Data Cloud



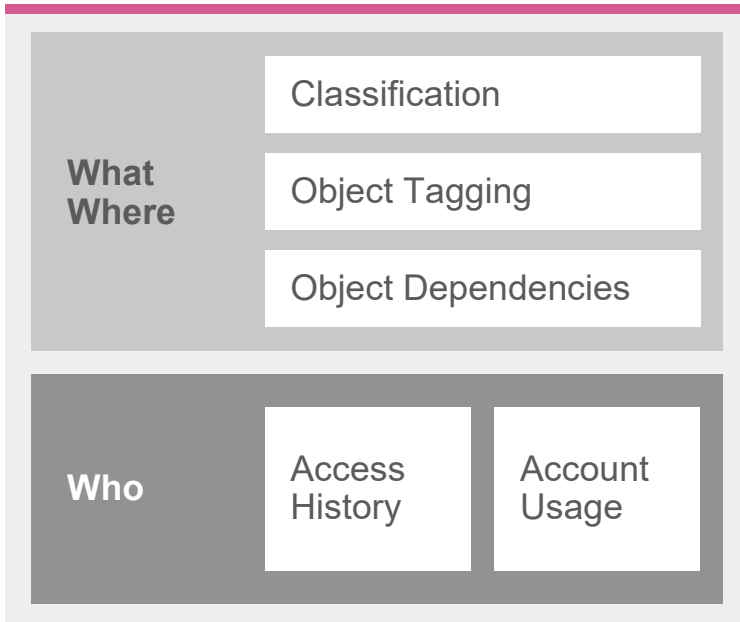
SNOWFLAKE PLATFORM ARCHITECTURE



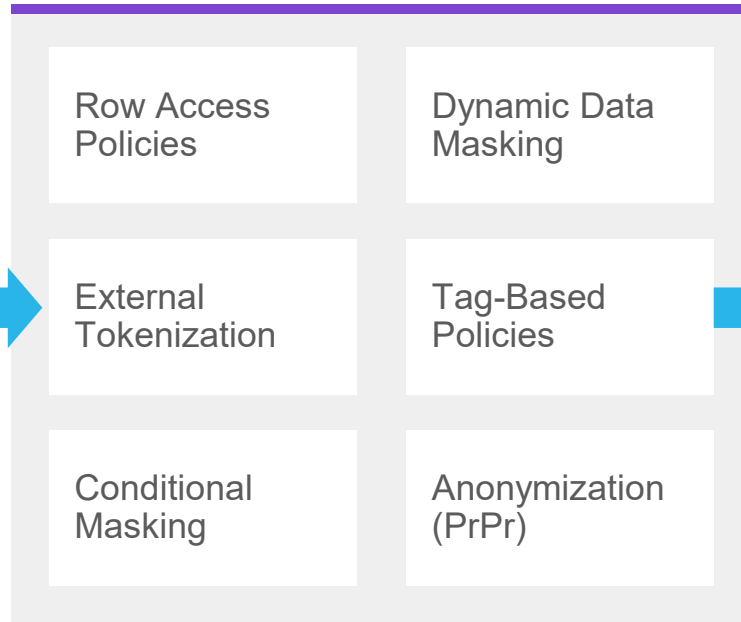
Unified Governance



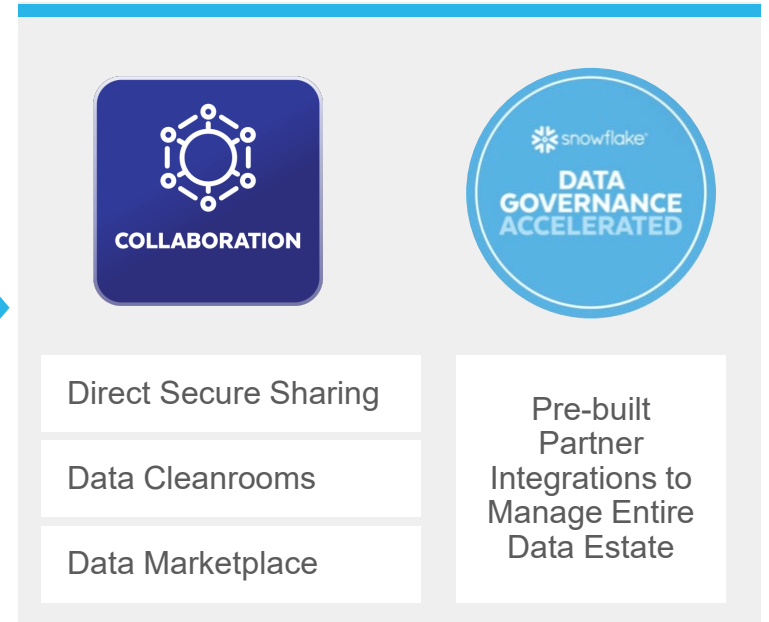
Know Your Data



Protect Your Data



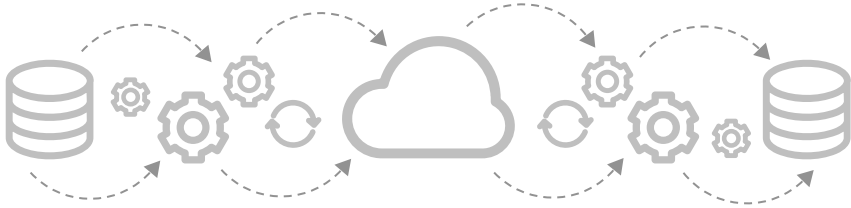
Connect Your Ecosystem



Snowgrid Unlocks Data Collaboration

Traditional Methods

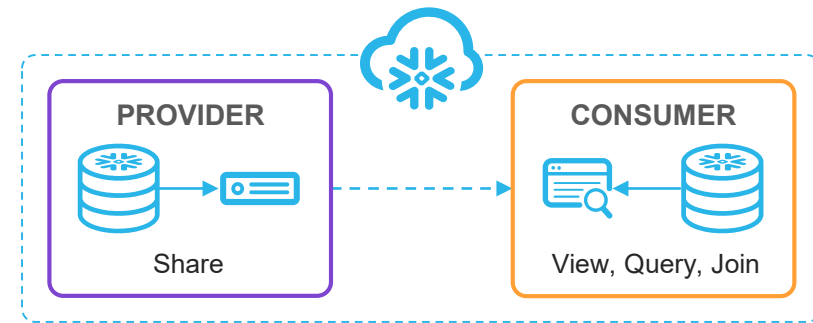
FTP | APIs | ETL | Federated Protocols



- ✘ Unsecure, once data is moved
- ✘ Costly to maintain infrastructure / egress
- ✘ Delayed access to data
- ✘ Heavy implementation to expand beyond a single cloud or region

Snowflake

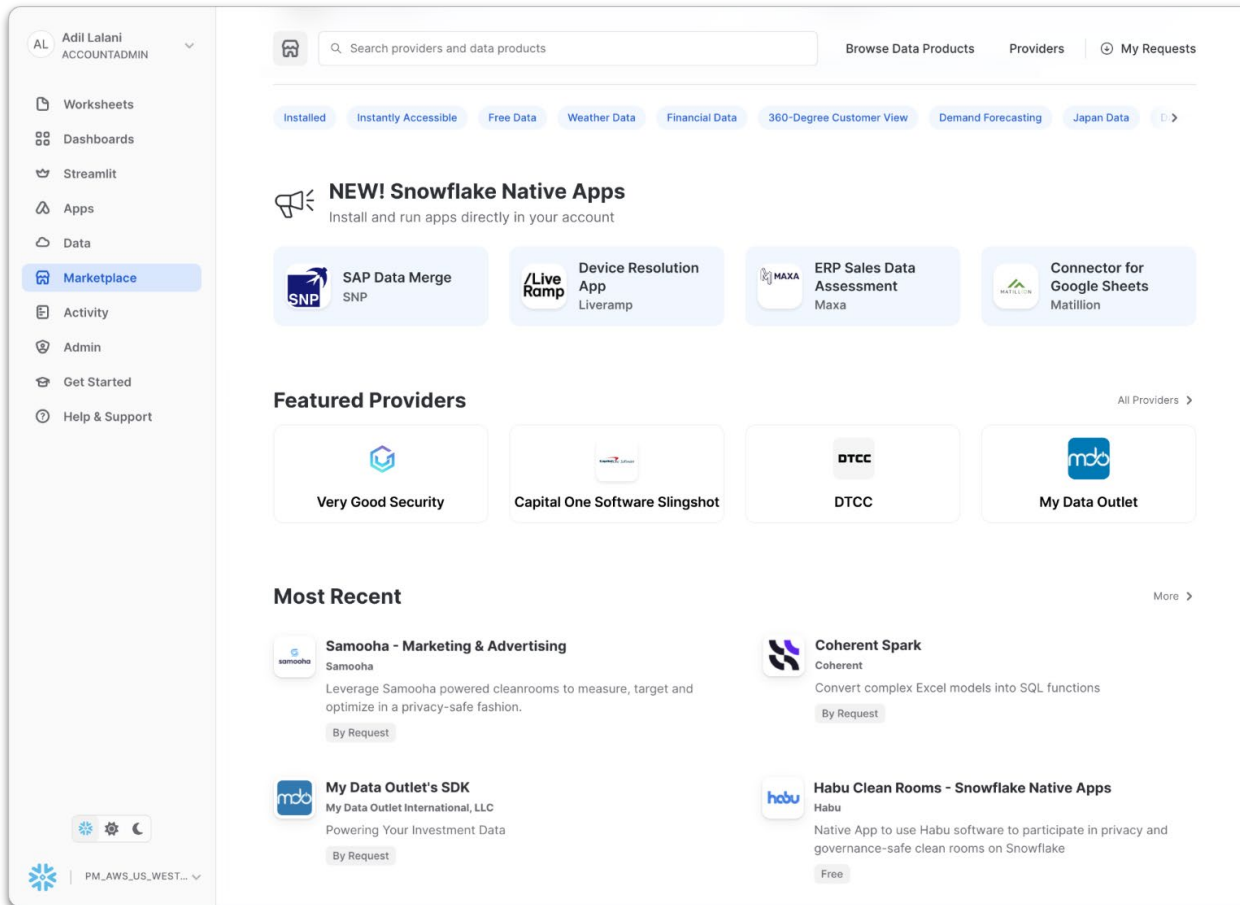
Privacy-Preserving Collaboration



- ✓ Collaborate across clouds and regions with no ETL or copies
- ✓ Discover and access more than just data
- ✓ Preserve privacy with robust data governance

Distribute and Monetize Data Products

Cross-cloud Marketplace with on-platform monetization



Distribute and monetize

data and Snowflake Native Apps to the entire Data Cloud network. Streamline monetization with customizable billing and on-platform purchasing.

Discover and use

data and Snowflake Native Apps that run within your Snowflake account. No data movement = faster security and procurement times.

Access



- ✓ Any Format
- ✓ Near-Unlimited Scale
- ✓ Sharing Without Copying or Moving

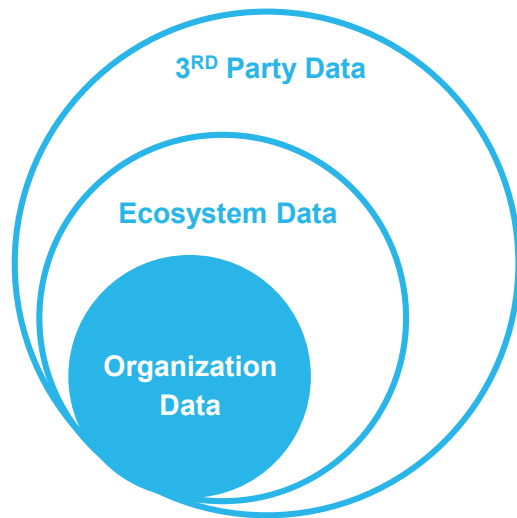
All of Your Organization's Data, on One Platform

Your Ecosystem - Partners, Suppliers, Customers

Third-Parties - Industry Datasets, Data Services, Applications

Benefits of the Data Cloud

Access



Governance

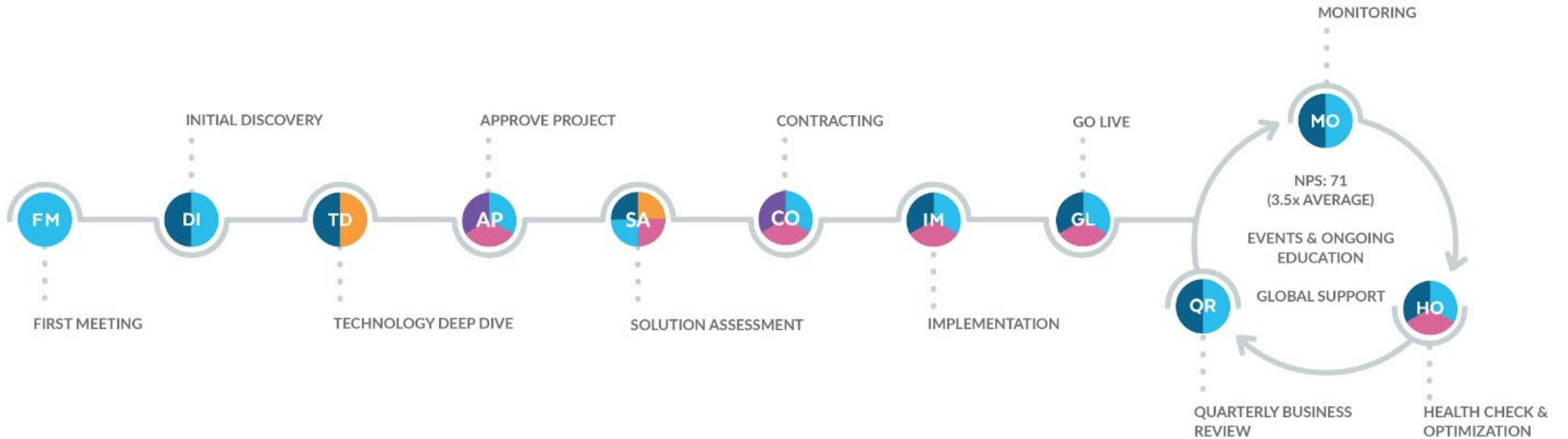


Action



Your Customer Journey

With Snowflake



● SALES ENGINEERING ● SALES ● SERVICES (PARTNER OR SNOWFLAKE) ● SECURITY ● LEGAL



Thank You

Empower through InNOVAtion