

Your Connection to All Things Tech

Technology makes the world - and credit unions - go round. Yet, it seems like technology initiatives get pushed to the bottom of the pile. That's problematic, especially if you can't answer any of the following:

- If we get infected with Ransomware, how can we recover?
- What if our building loses power and we have data corruption?
- How can I prevent employees from walking off with sensitive info?
- Is this telecommunications contract we're about to sign really a smart thing to do?



Your IT solution -- Pianosa Technology Partners

Pianosa helps credit unions make the best decisions about their technology, including staff resources, information assets, and future business.



What exactly can Pianosa help you with?



Virtual IT staff
(chief information officer, chief analytics officer, etc.)



Information security analysis & guidance



Outsource managed services



Equipment & physical space planning & procurement



Intellectual property management & contract negotiation



Telecom planning & procurement

...and Pianosa can help with so much more.

Let's get started! Contact your Member Solutions rep or email us at info@heartlandcua.org.



Making It Happen. Together™

Need a full-range of IT solutions? Pick your tier!

SERVICES	Tier 1: Silver	Tier 2: Gold	Tier 3: Platinum
Remote-agent support (laptop, desktop, server) <ul style="list-style-type: none"> Full system patch and upgrade management Antivirus and malware protection 	X	X	X
Data backup and recovery (on-site & cloud)	X	X	X
Managed firewall services	X	X	X
End-to-end monitoring, alerting & reporting <ul style="list-style-type: none"> Automated asset discovery & reporting Summary of device availability, fault/performance monitoring, alerting and event mitigation Syslog data, system logs, events and SNMP traps in single web console 	X	X	X
Intrusion detection and prevention <ul style="list-style-type: none"> Central event logging SIEM portal Proactive defense against pattern/signature based attacks File integrity and 7x24x365 monitoring Vulnerability scanning, prioritization and reporting Incident remediation 	X	X	X
Remote Engineering Services* <ul style="list-style-type: none"> Alert management/incident remediation Carrier circuit management Root cause analysis Customized reporting Microsoft Windows active directory administrative services Device and/or application administration 	X	X	X
Strategy and needs assessment for vCIO technology or vCAO customer and business analytics (scalable)	X	X	X
Enhanced business management dashboards		X	X
Access to all strategic partnerships and value-adds		X	X
Highly tailored business management dashboards Based on customized, dedicated business intelligence discovery engagement			X
Enhanced CRM dashboards Based on utilization of a formal CRM platform			X
Highly tailored CIO and vCAO engagements			X

Asset pricing is available. For more details, please contact your Member Solutions rep or email us at info@heartlandcua.org.

**Services available upon request at the hourly rate*