

# Server Room maintenance

Fijoport enables our customers to remotely access key equipment in order to monitor and manage it on a 24/7 basis.

Authenticated users may establish instant VPN access, via the Portal Server, eliminating exposure to cyber threats.



## BENEFITS

- ✓ Secure bi-directional encrypted connectivity between user and remote site.
- ✓ Maintenance and management of devices on a 24/7 basis without user intervention at remote site.
- ✓ Any access is limited to authorised personnel only and all remote sessions are logged and auditable.
- ✓ No software installations required on remote devices being accessed.

## USE CASE

### Direct & indirect Maintenance

Servers could be vulnerable to hackers and malware especially during upgrades and other software maintenance updates. Servers that are intended for internal use and do not have regular access to the internet are especially vulnerable.

In such cases, Fijoport provides a layer of protection, so there is no possibility of hacking or downloading of malware while the server is being upgraded or monitored over its internet connection. Any access to remote devices can only be made through the Fijoport Portal Server and this is only possible for authorized individuals. All access sessions are recorded and may be audited in real time or later.

## How it works:

- **Offline servers are especially vulnerable whenever they are connected to internet. When an offline server needs maintenance, Fijoport can act in these cases as a shield against malware and hackers.**
- **Maintenance activities may be carried out by either an internal or external technical support team. Centralised Fijoport portal server-based administration makes for simple and transparent user access control.**
- **When necessary, the authorized technicians may connect to the servers remotely out-of-band. For example, Fijoport can be used to upgrade or restart the systems in case of software malfunction.**
- **In case the problem cannot be resolved online and needs an onsite technician, the Operations Centre, having triaged the problem, can send one, reducing the downtime. Fijoport also allows an on-site and remote technicians to work together on the same equipment at the same time.**

