REVSHIELD

SOFTWARE ASSURANCE
& TECHNICAL SUPPORT PROGRAM

OVERVIEW

TO BEST SERVE OUR CUSTOMERS, REVCORD CREATED THE REVSHIELD SOFTWARE ASSURANCE AND TECHNICAL SUPPORT PROGRAM.

REVSHIELD SOFTWARE ASSURANCE PROGRAM

This program is made up of two parts: support and maintenance plus logger monitoring.

REVSHIELD SUPPORT AND MAINTENANCE (Annual Subscription)

- **RSPLUSEG**: This package provides for Support, Upgrades, and Patches. In addition, for those that allow proper Port access, Revcord will monitor the system through RevShield Alerts. All systems at the time of purchase include 1 year of this software assurance package.
- **RSPLUS24EG**: In addition to RSPLUSEG, this package will provide for onsite service with a **next-day response***.
- **RSPLUS4EG**: In addition to RSPLUSEG, this package will provide for onsite service with a **four-hour response***.

All of our Revcord systems are monitored 24/7 by **The RevShield Software Suite**, giving you timely status alerts and notifications. In addition, customers protected by one of our RevShield Support and Maintenance Subscriptions have the added security of technical support via remote sessions by our team of dedicated technicians.

(*see RevShield SLA for terms of onsite service)

REVSHIELD SOFTWARE SUITE

The RevShield Software Suite consists of two powerful software applications, **RevGuard** and **RevWatch**.

REVGUARD

RevGuard is an integrated hardware and software monitoring application, update manager, and remote access system for your Revcord MMS Logger system components with security as a priority.

RevGuard uses its built-in monitoring system to detect problems before they happen, and to generate system-critical alerts for issues that may have gone unnoticed by the Network Administrator. RevGuard uses fully configurable triggers to initiate alerts sent to RevWatch. RevGuard also acts as your software update manager and your remote access manager. Your RevGuard client reports to our RevWatch portal.

What does Revcord monitor?

Many aspects of the Revcord system can be configured for monitoring: Hard Disk status, Hard Disk storage space, CPU usage, memory usage, Revcord software processes or stops/crashes, exceptions created by Revcord Processes, Revcord channel activity, and file deletion.

RevGuard does not require creation of any listener sockets or TCP/UDP ports, this means RevGuard is "closed off" to the outside world. In the event of a trigger or alert, an outgoing encrypted signal will be sent via SSL to RevWatch via a user-defined outbound port and only for base situations. For remote access and support, there are also strict security protocols in place.

We developed this to reduce security risks to a minimum along with the following features:

- Prevents unauthorized Remote Access.
- Auditable Logs for Remote Access System.
- It's solely a Web Interface-based and highly secured Remote Access System, in which every communication packet is encrypted and flows directly between only two endpoints (Revcord Hosted RevGuard remote service Server and Onsite Recorder).

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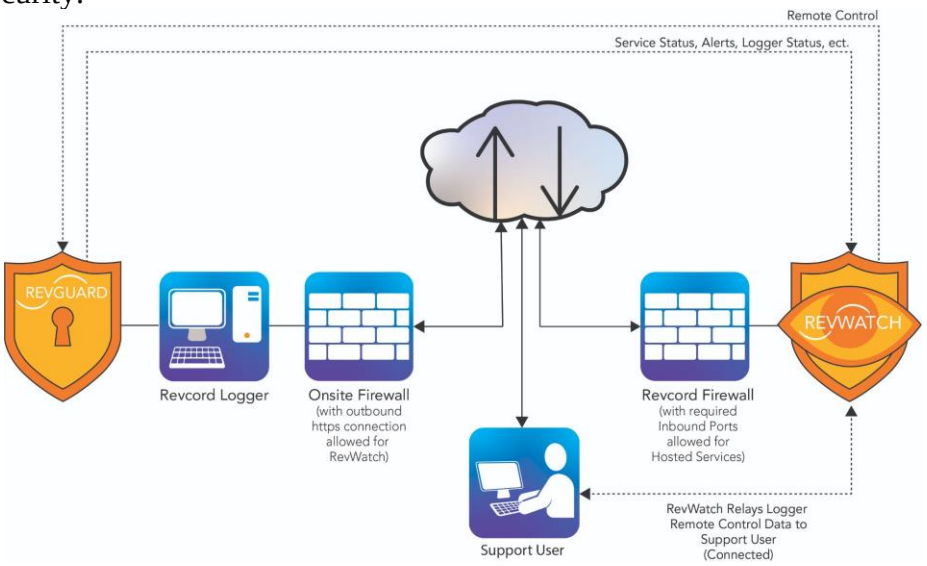
How does Remote Support work?

The RevGuard remote service directly connects to a Revcord hosted server, this is the only way to remotely connect to the logger. RevWatch is a web application; to prevent unauthorized access, we have implemented multi-level authentication methods including device authorization using browser fingerprinting and OTP Verification in addition to auto account locking. If there are 5 unsuccessful login attempts the account will be locked automatically and can only be unlocked by a RevWatch Administrator. The RevGuard remote service only needs outbound access to the RevWatch Server which means the system is not open to the Internet which provides for better security.



REVWATCH

RevWatch is a secure cloud-based application that receives and manages the alerts and notifications pertaining to the health and status of all systems running the RevGuard service. RevWatch can be installed on closed networks that have no internet ability for an extra charge. Remote access is a utility embedded within RevWatch and allows for web-based access and control of your Revcord MMS Logger. The RevGuard remote service agent has no separate UI and provides for good security.

Ask your Revcord Representative for the **RevShield Software Suite Security Paper** for additional information.