



FOR IMMEDIATE RELEASE

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## Security Audit Services Investigate Vulnerabilities Preventative measures ensure data and business is not compromised

**March 24, 2015 Bohemia, NY:** M&C Associates announced today its offering of its Security Audit Services to help its customers take preventative measures to ensure that business-critical and confidential data is not compromised.

M&C is now making this service available to anyone with an installed Avaya MPS IVR, Avaya Experience Portal – AAEP, or Avaya Contact Center – AACC.

This service offers scheduled audits based on customer supplied scans that investigates vulnerabilities to minimize the effects of adverse changes on server and security configurations. Systems will be protected from loss of data interruption, while adhering to compliance regulations.

Security audits are necessary because security scans produce huge amounts of data that requires reviewing and understanding. This can only be done by experts with the ability to determine what is considered a vulnerability, and then how to fix it. The data may also report potential problems where no real issue exists. Since M&C's customers have repeatedly been asking for help in dealing with security vulnerabilities, Security Audit Services are now available as packaged offers.

The Security Audit Service is available from M&C Associates in two ways.

Tier 1 provides an evaluation of the security scan report of vulnerabilities provided by the customer, and provides recommended patch solutions to the customer for the Avaya MPS IVR, Avaya Experience Portal – AAEP, and Avaya

Contact Center – AACC. These recommended patch solutions will then be provided in a report. In Tier 1, the installation of the patches is the customers' responsibility.

With Tier 2, M&C takes the security scan report of vulnerabilities, which is provided by the customer, evaluates the security scan report of vulnerabilities, and provides recommended patch solutions. M&C installs the recommended patch solutions for the customer on their Avaya MPS, AAEP, or AACC. Whichever tier customers select, the audit scheduling can be done on a monthly, quarterly, bi-annually, or annual basis depending on the customer's needs.

Lou Marianacci, CEO and President, M&C Associates LLC, says, *"Today all companies are hyper-sensitive around security and the threat of that security. Companies that have been breached find themselves in a defensive position trying to, at the same time, reassure their customers as well as plug the holes quickly. Furthermore, the security departments are responsible for promptly rectifying the deficiencies identified by their own internal security audit. M&C's Security Audit Service addresses many of the needs requested by our customers and business partners. We have delivered a very cost effective solution that regularly looks at and installs the latest Microsoft, Oracle and Linux patches, as well as those delivered from Avaya."*

For further information, please feel free to contact us.

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*M&C Associates LLC is a premier provider of IVR, Speech and CTI solutions to enterprises, government agencies, and service providers across the United States and Canada. With over 25 years of experience in IVR system deployments worldwide, we have a keen understanding of customer requirements and are proud of our successes in meeting and exceeding their expectations. We are a certified Avaya Business Partner and provide a full suite of services for the Avaya Voice Portal, MPS 500/1000 and Nortel VPS legacy platforms. M&C offers business consulting services, program management, system design, application design and development, advanced speech design and implementation, CTI and web solutions integration. We assist clients with migration of existing applications to a new platform or a complete from the ground-up system redesign to take advantage of newer technologies. Please contact us with any questions about our company, products and services.*

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