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## EXPERT ACCESS Infrastructure, Cybersecurity & Cloud

Extend your team with senior infrastructure, cybersecurity and cloud expertise—without the overhead of full-time staff. Modern IT environments are complex—spanning firewalls, SD-WAN, cloud connectivity, identity, endpoint management and compliance. Many IT teams struggle to maintain deep expertise across all these technologies, especially with senior engineers in high demand. Threadfin Expert Access closes that gap.

Through a quarterly retainer, you get certified senior engineers and architects across infrastructure, cybersecurity and cloud solutions—helping you reduce risk, improve uptime and accelerate projects without the overhead of full-time staff.

### HOW IT WORKS

- 1 Unified resource pool:** Hours can be applied to engineering or architectural support
- 2 Quarterly contract:** Flexible pool of hours, renewed every quarter
- 3 Scheduled work:** Predictable delivery aligned to your operational needs
- 4 Reports:** Monthly usage & activity reports to track progress & outcomes

### KEY BENEFITS

**Faster issue resolution:** Immediate access to senior engineers means less downtime & quicker recovery

**Lower costs, better results:** Avoid full-time hiring while achieving enterprise-grade stability & performance

**Stronger decision-making:** Use hours for strategic both day-to-day tasks and strategic planning

**Predictable operations:** Quarterly retainer with transparent pricing gives you budget certainty

**Proactive improvement:** Quarterly assessments identify risks, strengthen compliance readiness & build actionable roadmaps

**Improved continuity:** Escalation coverage available to keep critical systems resilient

### VALUE

**Reduce risk.** Senior engineers help prevent outages & strengthen your security posture.

**Increase uptime.** Faster resolution & continuity support keep operations running.

**Accelerate initiatives.** Expert input shortens project timelines & removes roadblocks.

**Control costs.** Simple quarterly model provides enterprise expertise without the overhead of full-time hires.

### USE CASES & OUTCOMES

**Firewall & network optimization:** Strengthen security posture, reduce audit findings, improve uptime

**WAN & hybrid connectivity:** Simplify WAN, cut costs & ensure secure access across cloud & data center

**Data center fabrics & load balancing:** Improve application performance, resiliency & availability

**Endpoint & identity protection:** Harden devices & access controls to reduce breach risk

**Compliance & data governance:** Enforce policies for sensitivity, data loss prevention & reporting

**Endpoint management:** Baseline configurations, compliance checks & automated provisioning

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