

# GATEWAY safeguard

Never lose state access due to a bad Internet connection again

## What is eAgent Gateway Safeguard?

Gateway Safeguard is a fail-safe, 3G/4G Internet backup that allows agencies to connect to state servers if their Internet connection ever goes down, for any reason— storms, fiber cuts, modem failures, you name it. Safeguard integrates with eAgent Gateway with minimal costs and easy setup, and it is an option for all eAgent Gateway customers.

## What can Gateway Safeguard do for my agency?

Internet service providers such as Time Warner and Comcast are not always as reliable as we'd like. In law enforcement, a shaky connection can be a huge liability; when agencies aren't able to access the data they need, it can create safety concerns for their officers. With Gateway Safeguard, you can breathe easy knowing that your connection to State CJIS Data will work even if your Internet connection is unexpectedly down. Gateway Safeguard customers enjoy the following benefits:

- "Always on" connectivity assurance
- Ease of implementation— be up and running in just 15 minutes or less
- Full warranty and maintenance of hardware
- Low cost
- Peace of mind for your IT staff
- Secure, encrypted connection that is compliant with the CJIS Security Policy



### The Hardware

Pictured is the pre-configured hardware, provided and set up by Diverse Computing

“ Many of our customers have expressed to us their frustration with their third-party internet providers. It can be a real liability when you need access to NCIC and CJIS systems, but your connection is down. We are excited to introduce this invaluable add-on which ensures that this will not happen.

**Customer Support Team Lead, Diverse Computing**

## How does it work?

eAgent Gateway works by providing access to state servers over regular commercial Internet. This allows for agencies to save thousands of dollars a year while enjoying the same access to all state CJJ applications. eAgent Gateway is a secure and reliable connection. However, when an agency's Internet provider falls through, connection can be interrupted.

The Gateway Safeguard plug-in solves this problem with a 3G/4G fail-over connection. Gateway Safeguard plugs into a port on the eAgent Gateway monitoring the status of your Internet connection. When the primary Internet connection drops, Safeguard automatically takes over and reestablishes the connection. This provides "always on" assurance that your connectivity will be there when you need it most. The Gateway Safeguard connection is encrypted, secure, and compliant with the CJIS Security Policy.



# FAIL-SAFE STATE ACCESS FOR WHEN YOU NEED IT MOST

## What are the costs, and what does that cover?

eAgent Gateway Safeguard costs just \$970 per year, or a little over \$80 a month. This low annual fee guarantees the following:

- Gateway Safeguard hardware and setup
- "Always on" connectivity assurance of the hardware
- Full maintenance and warranty
- 24/7/365 technical support

Note: This price does not include the monthly cost of a SIM card, which can be purchased from your cellular service retailer and costs around \$20/month.



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