helloShield
AI Firewall · by helloMailHost

AI-POWERED NETWORK PROTECTION

# Hackers now use AI. So should your firewall.

AI lets one attacker try thousands of attacks a minute, and change tricks the moment one fails. **A normal firewall only follows fixed rules, so it can't keep up.** helloShield watches, thinks and blocks on its own, around the clock.




**Normal firewall**
Fixed rules you set once. Waits for you to read logs. Too late against fast AI attacks.

**helloShield AI firewall**
Learns who is attacking, decides in seconds, blocks automatically, then tells you in plain words.

**< 1 min**
from attack spotted to attacker blocked, automatically

**18M+**
known bad addresses blocked from day one

**50,000+**
attack signatures checked on every connection

**24/7**
AI on duty: no holidays, no sleep, no missed alerts

**Fight AI with AI.** · Lawan AI dengan AI. · 以AI对抗AI。

**Protect your business network today**
Plans from RM99/month · ask us for a demo

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THE THREAT HAS CHANGED

# The attacker is no longer a person. It's an AI that never gets tired.

Criminals now use AI tools to find weak spots, guess passwords and write new attacks automatically. They hit thousands of businesses at the same time, day and night. Small and medium companies are the easiest targets.

**Password guessing**
Millions of logins tried against your server, email and remote desktop.

**Automatic scanning**
Every open door on your network found within minutes of going online.

**New, changing attacks**
AI rewrites the attack each time, so old fixed rules don't recognise it.

**Ransomware**
Files locked and held for ransom. One infected PC can spread to all.

**Infected office PCs**
Malware quietly sending your data out to the attacker's server.

**Attacks at 3 a.m.**
Most attacks come when nobody is watching the screen.

## NORMAL FIREWALL VS HELLOSHIELD

| | Normal firewall / router | helloShield AI firewall |
|---|---|---|
| **How it decides** | ✗ Fixed rules typed in once | ✓ Scores every attacker live, asks AI when unsure |
| **New attacks** | ✗ Only stops what it already knows | ✓ 50,000+ signatures, updated daily, plus AI judgement |
| **Known criminals** | ✗ No list, or a list you must update yourself | ✓ 18M+ bad addresses + a live worldwide attacker list |
| **Response time** | ✗ When someone reads the logs, maybe days later | ✓ Blocked automatically in under a minute |
| **Infected office PC** | ✗ Doesn't notice | ✓ Detects it calling bad servers and alerts you |
| **Telling you** | ✗ Technical logs nobody understands | ✓ Plain WhatsApp / email in English, BM or 中文 |
| **Learning from others** | ✗ Every box alone | ✓ An attacker blocked at one client is blocked at all |

## HOW THE AI BRAIN WORKS

**1 Watch**
Every connection, login try and attack signature is checked as it happens.

**2 Score**
Each outside address gets a danger score. Port scans, failed logins and exploits add up fast.

**3 Think**
Clear attacks are blocked at once. Unclear cases go to the AI (Claude) to judge.

**4 Block & tell**
The attacker is blocked and you get a short message saying what happened.

**Repeat offenders stay out longer:** 1 hour, then 4 hours, then 16 hours … up to 30 days. Your own office devices are never blocked, so the AI cannot lock you out.

EVERYTHING IN ONE BOX

# One appliance. Five layers of protection.

helloShield replaces your router, or sits quietly in front of it. No changes to your PCs, printers or Wi-Fi.

### AI threat brain

Scores attackers live and uses Claude AI to judge unclear cases, then explains each decision in plain words.

### Intrusion prevention (IPS)

50,000+ attack signatures, updated daily. Exploits, trojans and malware traffic are dropped on the spot.

### Known-criminal blocking

18M+ bad addresses from trusted threat lists, plus a live list of attackers seen worldwide.

### Country blocking

Don't do business with a country? Block all new connections from it with one click.

### Infected-PC detection

Spots office computers talking to malware servers, cuts them off and tells you which PC to check.

### Secure staff VPN with 2FA

Staff connect safely from home or the road: scan a QR code, then a 6-digit code from their phone.

### WhatsApp & email alerts

Only the alerts that matter, plus a short daily report, in English, Bahasa Melayu or 中文.

### Simple web dashboard

Setup wizard, port forwarding and firewall rules, with automatic undo if a change cuts you off.

### Safe automatic updates

Digitally signed updates that roll back on their own if anything goes wrong. Settings backed up off-site.




NO IT DEGREE NEEDED

## It tells you what happened, in your language.

Most firewalls bury attacks in log files. helloShield sends you a short, clear message, and only when it matters.

- ✓ What happened, who did it, and what was done
- ✓ Whether you need to do anything (usually not)
- ✓ English, Bahasa Melayu or 中文
- ✓ Daily summary each morning
- ✓ Message limit per hour, so you are never spammed

Sample alerts. Addresses shown are examples.

NEW · SEE AND CONTROL

# Know who uses what.
# Decide what's allowed.

TikTok in office hours, one PC eating the whole line, Zoom calls breaking up: the boss usually finds out last. helloShield shows you, in plain words, and lets you fix it in a few clicks. Nothing to install on the phones or PCs.

PRO · ENTERPRISE

## App control

Block or slow down 45+ apps (TikTok, Facebook, YouTube videos, games, Netflix, Shopee, AnyDesk, VPN apps) for everyone, one department or one person, all day or only at set hours. Apps that are already open stop too.

| | |
|---|---|
| TikTok, Instagram, Facebook | BLOCKED 9:00–18:00 |
| Games (Steam, Roblox, MLBB) | BLOCKED |
| YouTube, Netflix (Guest Wi-Fi) | MAX 10 Mbit/s |
| AnyDesk, TeamViewer, VPN apps | BLOCKED · except IT |

PRO · ENTERPRISE

## Who uses what

Data used per person and device, time spent in each app, top websites and blocked attempts. Today, this week or last month, plus a PDF report emailed to the boss on the 1st of every month.

| | |
|---|---|
| Ali (Sales) | 38.4 GB |
| Siti (Accounts) | 16.9 GB |
| TikTok · 7 people | 31 h 20 m |
| YouTube · 9 people | 22 h 05 m |

PRO · DEPARTMENTS: ENTERPRISE

## Rules by staff name

Write rules for people, not IP addresses: “Sales: no YouTube 9 to 6”, “Ali: no games”. The box finds each person's devices by itself (Windows sign-in on the office PC, their phone, a staff Wi-Fi PIN or their VPN), so the rule follows Ali from desk to phone to home.

| **Ali Ahmad** · Sales | 3 DEVICES NOW |
|---|---|
| SALES-PC2 · signed in to Windows | 192.168.50.23 |
| Ali's iPhone · own device | 192.168.50.141 |
| Ali laptop · VPN with 2FA code | 10.66.0.2 |

PRO · ENTERPRISE (2 LINES)

## Smart line choice (SD-WAN)

Both internet lines are measured all the time. Zoom, Teams and WhatsApp calls, FPX, card terminals and banking go to whichever line is better right now, so a bad line doesn't spoil a call even before it fails completely. Windows updates can stay on the second line.

| | |
|---|---|
| TM Unifi · 130 ms · 6% loss | POOR |
| Maxis 4G · 24 ms · 0% loss | GOOD · CALLS & PAYMENTS |
| “Calls and payments moved to the second line.” | 10:41 |

**Proof on paper, every month.** On the 1st, the boss gets a one-page PDF: who used the most data, time spent in each app, top websites and what was blocked. Under the PDPA, tell staff the office network is monitored; helloShield records names and minutes, never messages, passwords or screens.

Screens shown are examples.

NEW · WHEN SOMEONE IS ALREADY INSIDE

# Ransomware starts on one PC. helloShield stops it there.

Most disasters begin inside: an infected email attachment, a stolen laptop, a cheap camera with its factory password. helloShield doesn't just guard the front door. It watches the office network itself and acts in seconds.

ENDPOINT ADD-ON

## Ransomware kill switch

Hidden bait files sit on every office PC. Ransomware encrypts everything, so the moment a bait file changes, many files get a strange new extension, or someone tries to delete Windows' backup copies, the PC cuts itself off the network. No waiting for the box.

```
09:14:02  ACC-PC1: 25 files renamed to .locked
09:14:03  PC cut off: can't reach the file server
09:14:04  WhatsApp to the boss · full virus scan started
```

PRO · ENTERPRISE

## Decoys (traps)

Fake servers on your network, e.g. "FILESERVER-2" or "BACKUP-NAS". Staff never go there. Intruders always look around first, so any touch means someone is inside and searching. You get an instant alert naming the PC and the person.

🎯 FILESERVER-2 touched by **ACC-PC1 · Siti** — ALERT

Tried: Remote Desktop as "administrator" — 02:47

LIST: EVERY PLAN · SCAN: PRO

## Devices & weak spots

Every device on the network, with maker and type, and an alert when a new one joins. A weekly scan finds the usual ways in (Telnet, cameras without a password, factory passwords, open databases, Remote Desktop open to the internet) and gives your network a grade, with what to fix in plain language.

C

📷 CCTV recorder: factory password admin/12345 — SERIOUS

🖨 Printer admin page without encryption — MINOR

EVERY PLAN

## Staff VPN with 2FA

Each person gets their own VPN entry, set up from a one-page sheet with QR codes. Before reaching the office they type a 6-digit code from Google or Microsoft Authenticator, so a stolen laptop alone gets nothing. You see who connected, from where and for how long.

Ali laptop · from Penang — CODE OK UNTIL 21:30

"5 wrong codes on Tech tablet: lost or stolen?" — ALERT

## Enterprise networking

- Separate networks (VLANs) for staff, guests, CCTV and machines
- IPsec tunnels to FortiGate, Cisco, MikroTik and pfSense
- IPv6 from TM Unifi, Maxis, TIME · two lines load-balanced
- Admin users with roles + 2FA, change history with undo
- Logs to your SIEM (syslog) · SNMP monitoring

## Guest Wi-Fi for hotels & restaurants

- Your own login page: logo, colours, English / BM / 中文
- One click, password, printed vouchers or premium vouchers
- Wi-Fi code printed on every helloF&B receipt
- Hotel guests sign in with room number + surname (hello Hotel)
- Speed per guest · guest contacts with PDPA consent

Screens shown are examples.

BUILT FOR GROWING BUSINESSES

# Small box or rack server?
# Same AI brain. More muscle.

Every helloShield runs the same AI protection. The bigger plans and the rack server add what a busy office can't do without: no downtime, more sites, more control and proof for your auditors.

### Small office box

For shops, clinics and offices up to ~50 users

- ✓ Full AI protection, IPS and web filter
- ✓ Up to 1 Gbps internet line
- ✓ Quiet, fits on a shelf
- ✓ Best with Basic or Pro

### 1U rack server

For bigger offices, factories, hotels and multi-site firms

- ✓ 10G ports: full speed even with every check switched on
- ✓ Two power supplies, server-grade parts, runs for years
- ✓ Spare ports for a backup line, branches and departments
- ✓ Install two as a pair: one fails, the other takes over

### Backup internet line

Main line down? Switches to your 2nd line or 4G/5G in about 15 seconds, and back when it returns.

PRO · ENTERPRISE

### Firewall pair

Two boxes share the work. If one breaks, the other takes over in seconds. No call-out, no downtime.

ENTERPRISE

### Branch offices

Join your branches with a secure tunnel. Staff open files and systems at HQ as if they were there.

PRO · ENTERPRISE

### Web filter

Blocks scam, phishing, adult and gambling sites. Forces safe search, even if staff change their DNS.

EVERY PLAN

### Departments

Accounts can't open Facebook or TikTok; Marketing can. Each team gets its own rules and speed.

ENTERPRISE

### Bandwidth control

Stop one PC or one team from eating the whole line. Set a fair speed per device or per team.

PRO · ENTERPRISE

### Up to 1 year of history

Search every block, login and line change. Export to Excel for audits, insurance or police reports.

BY PLAN

### Quarterly security report

A clear PDF for the boss and auditors: attacks stopped, uptime, line failures and advice.

ENTERPRISE

**One box replaces five products.** Firewall, intrusion prevention, web filter, app control, staff VPN, guest Wi-Fi login, SD-WAN, a network scanner and decoys, all in one helloShield, set up from one simple web page and watched by our team.

COMPARE PLANS

# Pick the plan. Upgrade any time.

Every plan includes the same firewall core and safe automatic updates. Moving up a plan switches the extra features on remotely, with no new box needed.

| | Basic | Pro | Enterprise |
|---|---|---|---|
| **PROTECTION** | | | |
| Firewall, IPS, known-criminal & country blocking | ✓ | ✓ | ✓ |
| AI threat brain + WhatsApp alerts | – | ✓ | ✓ |
| Web filter & safe search | ✓ | ✓ | ✓ |
| Device list + new-device alerts | ✓ | ✓ | ✓ |
| Weekly weak-spot scan with health grade | – | ✓ | ✓ |
| Decoys that catch intruders inside | – | ✓ | ✓ |
| **CONTROL & VISIBILITY** | | | |
| App control (block / slow apps by time) | – | ✓ | ✓ |
| Who uses what + monthly PDF report | – | ✓ | ✓ |
| Rules for a named person | – | ✓ | ✓ |
| Departments with own filter, speed & app rules | – | – | Unlimited |
| Bandwidth limits | – | ✓ | ✓ |
| History kept (search + Excel export) | 30 days | **90 days** | 1 year |
| **CONNECTIONS** | | | |
| Staff VPN with 2FA codes | 10 users | **25 users** | Unlimited |
| Branch offices joined by VPN | – | **1** | Unlimited |
| Backup line + smart line choice (SD-WAN) | – | ✓ | ✓ |
| VLANs, IPsec, IPv6, guest Wi-Fi login page | ✓ | ✓ | ✓ |
| Firewall pair (second box takes over) | – | – | ✓ |
| Quarterly security report (PDF) | – | – | ✓ |

### 💻 helloShield Endpoint · add-on

Microsoft Defender on every office PC, watched by the firewall: infected PCs are scanned and cut off automatically, plus the **ransomware kill switch**. **RM8 per PC / month**, on any plan.

### 🖥 PC activity · add-on

Who signed in to which PC and when, USB drives and the files copied to them, company folders and printing. Remote Desktop copying is flagged too. Ask us for pricing.

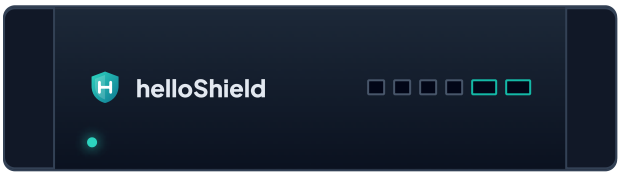
FITS YOUR NETWORK

# Simple to install. Watched by us for good.

**Internet** attackers, AI bots → **helloShield** AI firewall → **Your router** or switch → **Office** PCs · servers · CCTV

## Two ways to install

- **Gateway mode:** replaces your router. Firewall, internet sharing, Wi-Fi network addresses, port forwarding and VPN in one.
- **Bridge mode:** slots in between the internet line and your existing router. No IP changes, no downtime.




1U rack server with fast network ports. Also runs as a virtual machine.

## Managed for you

- Our team watches every helloShield from one control centre
- When one client is attacked, every other client is protected from that attacker too
- Updates installed for you, safely, with automatic rollback
- Settings backed up and encrypted, so a replacement box is ready fast
- Built-in safety: never blocks your own office, email or payment services; every block is logged with a reason

PLANS

### Basic
Strong firewall, no AI

**RM99**/month

- ✓ Firewall, IPS, web filter
- ✓ VPN with 2FA (10 users)
- ✓ Device list, VLANs, guest Wi-Fi
- ✓ 30-day history
- – AI brain & app control

RECOMMENDED

### Pro
Everything in Basic, plus AI

**RM299**/month

- ✓ AI threat brain + WhatsApp alerts
- ✓ App control + who-uses-what reports
- ✓ Weak-spot scan + decoys
- ✓ Backup line with smart line choice
- ✓ 1 branch · 25 VPN users · 90 days

### Enterprise
For bigger or multi-site firms

from **RM799**/month

- ✓ Everything in Pro
- ✓ Firewall pair: no downtime
- ✓ Departments · unlimited branches
- ✓ 1-year history + quarterly report
- ✓ Priority on-site support

Small office box · up to ~50 users, 1 Gbps
**RM2,499** one-time

1U rack server · 10G ports · for pairs & big sites
**from RM6,999** one-time

Pro all-in rental · box included, 3-year plan
**RM399**/month

**Add-on for any plan – helloShield Endpoint: RM8 per PC / month.** Microsoft Defender on every office PC, watched by the firewall: infected PCs are scanned and cut off automatically, with the ransomware kill switch.
Prices exclude SST. Pay yearly and get 2 months free. Rental includes free replacement if the box fails.

# AI hackers don't sleep. Neither does helloShield.

helloShield
AI Firewall

WhatsApp us for a demo. We'll recommend the right box and plan for your office.

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