



Desktop Management Services (Base)

- Help Desk
 - Remote access to the desktop for assistance
 - 100% US Based Support (Never press 1 for English)
- Operating System Patches (Windows, Mac, Linux)
- Standard application patches (Microsoft, Adobe)
- Workstation monitoring (disk space, health, etc)
- Enhanced Endpoint Cybersecurity
 - Threatlocker Protect – Zero Trust
 - Threatlocker Ops – EDR (Endpoint Detection and Response)
 - Proofpoint – Email protection and filter
 - Link Evaluation
 - Secure email
 - Security Training
 - DefenseX – DNS (Evaluate links), Darkweb monitoring
- Cloud Backup – Daily (workstation & Office365 or G-Suite)
- Password management – Keeper
- DarkWeb Monitoring – DefensX, Keeper
- On-site support as needed



Desktop Management Services (Plus)

- Help Desk
 - Remote access to desktop for assistance
 - 100% US Based Support (Never press 1 for English)
- Operating System Patches (Windows, Mac, Linux)
- Standard application patches (Microsoft, Adobe)
- Workstation monitoring (disk space, health, etc)
- Enhanced Endpoint Cybersecurity
 - Threatlocker Protect – Zero Trust
 - Threatlocker Ops – EDR (Endpoint Detection and Response)
 - Proofpoint – Email protection and filter
 - Link Evaluation
 - Secure email
 - DefenseX – DNS, File Protection, Download protect, Darkweb monitoring
- Cloud Backup – Daily (workstation & Office365 or G-Suite)
- Password management – Keeper
- N-Able – Standard MDR (Managed Detection and Response) 24/7 SOC (Security Operations Center)
- Mobile Device Monitoring – Secure company devices
- Automated Cybersecurity training – Secure Breach Now
- DarkWeb Monitoring – DefensX, Keeper, Secure Breach Now
- On-site support as needed



Desktop Management Services (Premier)

- Help Desk
 - Remote access to desktop for assistance
 - 100% US Based Support (Never press 1 for English)
- Operating System Patches (Windows, Mac, Linux)
- Standard application patches (Microsoft, Adobe)
- Workstation monitoring (disk space, health, etc)
- Enhanced Endpoint Cybersecurity
 - Threatlocker Protect – Zero Trust
 - Threatlocker Ops – EDR (Endpoint Detection and Response)
 - Proofpoint – Email protection and filter
 - Link Evaluation
 - Secure email
 - DefenseX – DNS, File Protection, Download protect, Secure Browser, Remote Browser Isolation, Darkweb monitoring
- Cloud Backup – Daily (workstation & Office365 or G-Suite)
- Password management – Keeper
- N-Able – Advanced MDR (Managed Detection and Response) 24/7 SOC (Security Operations Center)
- Mobile Device Monitoring – Secure company devices
- Automated Cybersecurity training – Secure Breach Now
- Managed VPN Connection – NordVPN
- DarkWeb Monitoring – DefensX, Keeper, Secure Breach Now
- On-site support as needed



Server Management Services

- Help Desk
 - Remote access to desktop for assistance
 - 100% US Based Support (Never press 1 for English)
- Operating System Patches (Windows, Mac, Linux)
- Standard application patches (Microsoft, Adobe)
- Server monitoring (disk space, health, etc)
- Enhanced Endpoint Cybersecurity
 - Threatlocker Protect – Zero Trust
 - Threatlocker Ops – EDR (Endpoint Detection and Response)
 - DefenseX – DNS (Evaluate links)
- Cloud Backup – Daily
- Password management - Keeper
- Group management
- Printer management and monitoring
 - Review usage
 - Monitor toner levels
- On-site support as needed



Network Management Services

- Help Desk
 - Remote access to desktop for assistance
- Network Maintenance
 - Backup configuration for Firewall, Switches, Access Points
 - Update firmware for Firewall, Switches, Access Points
- Network monitoring
 - Firewall – Internet utilization, traffic management
 - Switches – Network utilization, amount of traffic
 - Access Points – Spectrum analytics to determine the least amount of interference, amount of traffic
- Printer management
 - Review usage
 - Monitor toner levels
- Password management – Keeper
- On-site support as needed



a la carte (prices determined by qty)

- N-Able – Standard MDR (Managed Detection and Response) 24/7 SOC (Security Operations Center)
- N-Able – Advanced MDR (Managed Detection and Response) 24/7 SOC (Security Operations Center)
- Mobile Device Monitoring – Secure company devices
- Automated Cybersecurity training – Secure Breach Now
- Managed VPN Connection - NordVPN