

The Risky Business

Managed IT Case Study



Our approach to managed services is...a little different. When we partner with a business, we don't just fix problems. We work in their best interests to help them achieve their goals. Here's what that looked like at a company we'll call "Aggy's Agriculture."



We've been paying for expert IT services for a while now, but apparently, we weren't getting them because we just experienced a big data breach. Our insurance provider refused to cover it as we apparently didn't have proper cybersecurity in place, and our board is pretty upset. Can you help us make sure this never happens again?

– Aggy's Agriculture

Sadly, we hear stories like this a lot. Cybersecurity is quickly becoming a specialized skill, and not every IT provider can keep up with how fast it's evolving.

First, we'd recommend a thorough technology assessment. Some providers will offer a scaled-back version for free, but you'll get a lot of raw data and no way to make sense of it. Ours are more in-depth, and in the end, you'll get a clear picture of where your risks are and exactly what you need to do to minimize them. If you'd like, we can also take over the management of your IT infrastructure to put our plan into action.

Aggy's Agriculture got our assessment and managed IT, plus:

- 10% savings on business infrastructure, including software
- Cybersecurity in line with the NIST CSF
- Tech and security road mapping
- A much happier board of directors

TAKEAWAYS

- The "cheapest" IT provider can sometimes end up costing you a fortune
- Managed IT services means different things to different providers
- If you aren't sure if your provider is giving you what you're paying for, you can ask a cybersecurity-focused provider to check their work

Marco's Managed IT Services



What You Get

When we say managed IT, we mean we'll manage your entire IT infrastructure – including your network, servers, workstations, mobile devices, and applications. Below are just the highlights of our AmplifyIT offering.

SECURITY

- 24x7x365 security operations center (SOC)
- Security information and event management (SIEM)
- Multi-factor authentication
- Vulnerability management
- Next-generation endpoint protection
- Internet security to protect users from malicious links
- Email security with advanced threat protection
- Spear-phishing protection with built-in AI
- Regular simulated phishing tests

END-USER SUPPORT

- A dedicated help desk team accessible by phone and email
- On-site support for issues that can't be resolved remotely
- Security awareness training
- Access to our client portal

CONSULTING SERVICES

- Regular client business reviews
- Technology road-mapping
- Dedicated technical account manager
- IT hardware/software lifecycle management & reporting
- Optional add-on: vCIO or vCISO consulting services

NETWORK AND SERVER MANAGEMENT

- 24x7x365 enhanced network management & monitoring
- 24x7x365 end-user device management & monitoring
- 24x7x365 server management & monitoring
- Patch management
- Cloud backup of Microsoft 365, including email, Teams, SharePoint, and OneDrive
- Installation of management tools
- Documentation of your IT environment and processes
- IT environment reviews

OUR PRICING

- We proudly price our services per user, offering greater accessibility, transparency, and scalability to organizations of all sizes.

