REMOTE IT SUPPORT SERVICES

FOR YOUR BUSINESS & HOME OFFICE

- ⊘ 24/7 Helpdesk & Live Troubleshooting
- ⊘ Cybersecurity Advisory & Analysis
- ⊘ Network & Server Management
- ⊘ Cloud/Onsite Backup & Data Restoration
- ⊘ Installation of virus, spam, & malware protection software
- ⊘ Desktop Setup, Support, & Optimization
- ⊘ Email Hosting & Management
- ⊘ Customized IT Planning & Consulting
- ⊘ Computer Installation & Configuration

1-833-IT-HELP-9   www.RemoteItSupportServices.com

INSTANT 24/7 HELPDESK
SUPPORT & LIVE TROUBLESHOOTING

Anytime and anywhere: that's our 24/7/365 guarantee. For us, there is no such thing as "too late, too early, or too close to a holiday" - no matter when you experience a problem, you can be certain that our team of IT specialists will be there to fix it in a flash.

We take pride in providing you with around-the-clock, uninterrupted, and exceptional troubleshooting services at an affordable price.

Service Highlights:

- 24 hour/7 days a week/365 days a year availability.

- We support software and hardware devices ranging from IOS, Windows, Linux, Android to Mac, PCs, Printers, Routers, and more.

- Our Proprietary Remote IT Support Technology allows us to assess and fix IT issues nearly anywhere an internet connection is available - no on-site visit necessary.

ADVANCED CYBER SECURITY
ADVISORY AND ANALYSIS

It is no secret that cybercrime is on the rise; with 58% of small businesses reporting being the latest targets of malware attack victims in the U.S., if your business isn't already protected, then it's clearly at risk of having its daily operations severely disrupted. A malware or ransomware attack could compromise your employees' and clients' private information and cost you anywhere from thousands to millions of dollars to overcome. Don't become part of this growing statistic.

Our Cyber Security Services combine top-of-the-line threat detection technologies with expert security analysis to ensure that your most important assets are protected around the clock and that vulnerabilities in your system are fortified against potential attacks. By leveraging over 2 decades of experience in the cyber security field, the staff at Remote IT Support Services is your company's ultimate online defense.

Service Highlights:

- Our security experts swiftly detect, alert, and investigate security threats in real time.

- Scheduled system diagnostics and real-time security alerts to inform you of potential vulnerabilities and threats.

- Creation of a secure IT Infrastructure through FireWall Settings, User Permissions Control, Antivirus Management, and Active Directory and Group Policy Settings.

- Blend of Proprietary Solutions with Customized IT Consultation

| 1-833-IT-HELP-9 | www.RemoteItSupportServices.com

NETWORK AND SERVER MONITORING AND MANAGEMENT

Remote IT Support Services has a proactive approach to network and server administration: we look for potential issues before they even have a chance to manifest and mature into even larger problems. For this purpose, our active Monitoring and Administration Services Engineers maintain, improve, and enhance the operational efficiency, security, and reliability of your existing infrastructure, delivering you tomorrow's solutions today.

In order to build a strong business, you'll need a strong foundation. Don't let the maintenance of your most critical systems go unchecked.
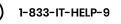
Service Highlights:

- Our continuous network, inventory, and software monitoring services eliminate future configuration issues and reduce potential downtimes to zero.

- Our Proprietary Remote IT Support Technology allows us to assess and fix IT issues nearly anywhere an internet connection is available - no on-site visit necessary.

- Support Specialists on demand to keep your systems in perfect working order.

CLOUD AND ONSITE SYSTEM BACKUP AND DATA RESTORATION SOLUTIONS

In today's virtual world, a business' most important asset is its data. The peace of mind that comes from knowing that it's reliably protected is priceless. Our specialists will advise you on the most efficient, secure, and cost-effective ways to preserve your information. The correct management of your data's backup schedules and restoration protocols is our number one goal and personal guarantee.

Service Highlights:

- Fully-automated endpoint backup and restore services that replace manually executed backups, freeing up time and resources.

- Our Storage and Backup experts thoroughly analyze your data usage through time to apply solutions that will work today, tomorrow, and in the long-term.

- Premium Backup Risk Management techniques to identify and isolate backup problems before they threaten your workflow.

INSTALLATION AND MONITORING OF VIRUS, SPAM, AND MALWARE DETECTION SOFTWARE

We research the most pervasive and newly emerging online threats to your systems and preemptively protect your employees from encountering malicious sites and software during their routine work activities

Service Highlights:

- Cybersecurity diagnostics and workflow recommendations.
- Installation of premier antivirus solutions catered to your company.
- Enhanced network security settings, firewalls, and threat detection.
- Email filter customization to screen and delete malicious emails before they arrive to your inbox.

DESKTOP SETUP, SUPPORT, AND OPTIMIZATION FOR END-U SERS

Optimize your employee's productivity by allowing them to focus on their jobs, not their computers and devices. We take the lead in making sure your systems are excellently maintained and in tip-top shape to fully support your company's day-to-day activities, ensuring that you'll never face computer slowdowns, Hard Disk, Operating System, or Software Update failures

Service Highlights:

- Full-package support for systems on Windows, IOS, Linux, and Android.
- Proprietary Desktop Monitoring and Optimization solutions that focus on early detection and quick resolution of computer issues.
- Scheduled system maintenance, malware updates, virus checks, disk space monitoring, software updates, and performance optimization.

EMAIL HOSTING AND MANAGEMENT

We can further optimize your company's workflow by standardizing the way your email is managed, keeping important emails archived, storing/deleting older messages, automating replies, and reducing your total received emails to showcase those that truly deserve your attention.

Service Highlights:

- Managed email services for your entire company to increase productivity.

- Automatically store, archive, and delete messages marked by specific criteria.

- Identify and highlight the emails that are most relevant to you and your employees.

CUSTOMIZED IT PLANNING AND CONSULTING TO BUILD YOUR IDEAL BUSINESS SETUP

Your business needs are unique, so why would a one-size-fits-all IT infrastructure be equipped to fully support them? The short answer is that it wouldn't, which is why our team is specifically trained to build your ideal setup from the ground up, refocus your resources in the right direction, and continuously optimize your IT infrastructure with your future goals in mind.

Don't settle for something that doesn't fit. Let our experienced engineers create the best solutions for your specific requirements.

Service Highlights:

- Our skilled IT consultants adopt the "Listen, Plan, and Resolve" Mantra to accurately identify your pain points and find simple, effective solutions.

- We provide a wide array of customized solutions that keep your industry and company-specific requirements top-of-mind.

- Proven record in implementing IT solutions for logistics, retail, inventory, and operations-focused businesses.

INITIAL COMPUTER INSTALLATION AND CONFIGURATION

While buying a new computer is lot of fun, setting it up yourself is can become a huge waste of time and resources that are better spent elsewhere. Our tech specialists will not only make sure that your computer is set up perfectly from the get-go, but that it also integrates seamlessly into your existing organizational framework.

Service Highlights:

- We perform fresh OS Installations, find drivers, apply patches, update your software, and determine your system's optimal operational settings.

- Secure transfer of your files, bookmarks, and passwords to your new machine.

- Complete setup of your devices according to your specifications-guaranteed.
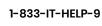
PERIODIC IT HEALTH REPORTS

Just because our services are offered remotely does not mean that you are disconnected from the management of your own IT infrastructure. Quite the contrary; we put the power of full oversight in your hands with daily IT Health Reports that contain a holistic analysis of your systems' usage, capacity, weaknesses, and overall integrity.

With the aid of these advanced system insights, you will be able to make strategic and timely decisions regarding the development and management of your IT investments with confidence and ease.

Service Highlights:

- Receive in-depth reports covering every major and minor issue related to your IT infrastructure.

- Assess your organization's technical capabilities and challenges at a glance with our easy-to-view IT Health Checklist.

- Be the first to know about emerging issues and system weaknesses in order to deal with them faster, saving you precious time and money.

Still having questions, Want to chat?

Call our friendly concierge team anytime

1-833-IT-HELP-9
(484-3579)

www.RemoteItSupportServices.com

It's time to rethink your IT

Cybernetic
Networks
Information Technology Company