Arkansas Municipal League Managed Service Provider Partners
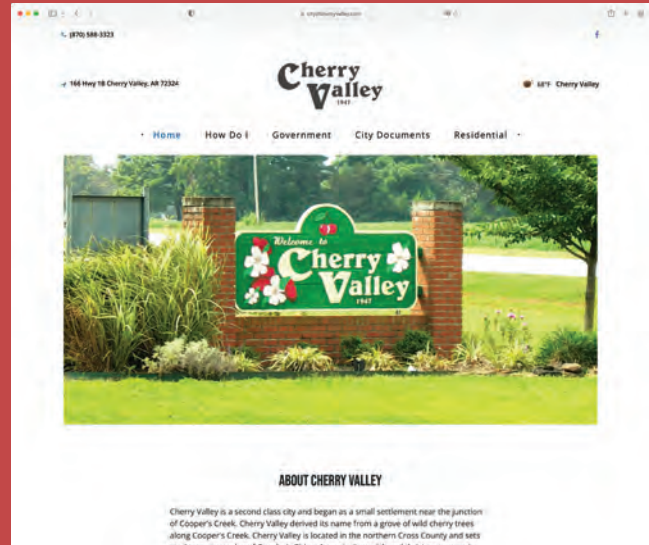
ACEONE TECHNOLOGIES

Websites for Cities & Towns
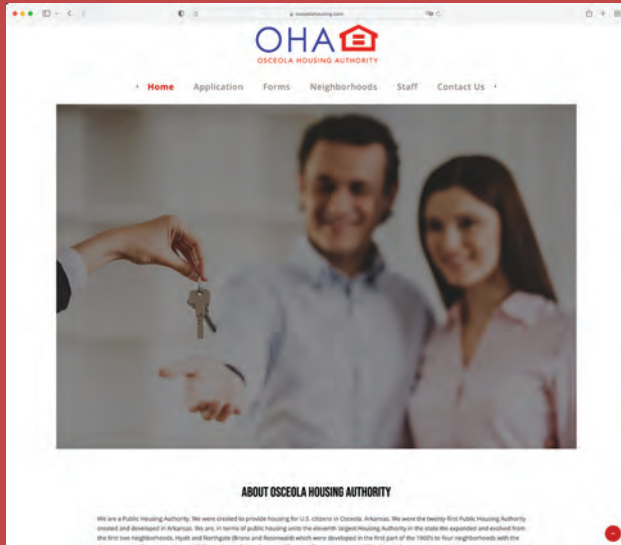
Tier 1: $2,000 site
- Template Design based on one of our hundreds of templates
- 3-5 pages
- Contact form
- Featured above: https://osceolahousing.com

Tier 2: $4,000 site
- Custom built
- 5 pages
- Contact form
- Featured above: https://www.cityofcherryvalley.com

Tier 3: $6,000 site
- Custom built
- 9 pages
- Contact or Custom form

Add-on Services
- Flat hosting fee: $49.99
- Form: $400
- Payment portal or place to make a payment: $2,000 (would change hosting to $79.99)
- Additional page: $400
- Employee Login with backend for forms, etc.: $1,500
- Google Translate: $400
- Additional customizations are done by the hour at a rate of $70 per hour

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AceOne Technologies
2930 Browns Lane | Jonesboro, AR 72401
870-738-9433

Tommy Murphy, Vice President of Sales
tmurphy@aceonetechnologies.com
info@aceonetechnologies.com

AR Netex

Arkansas Network Experts

MANAGED I.T. IS OUR SPECIALITY!

877-588-0391

support@arnetex.com

Keeping the Data of Arkansas Businesses Safe since 2007

WE CAN HELP YOU GROW YOUR BUSINESS.

For most enterprises, IT underlies the momentum of growing the business. From software to hardware and the abilities demanded to keep expanding, a company could invest substantial capital in developing and sustaining an in-house IT support team. However, the proficiency and experience of our managed service may cause your company to consider utilizing managed IT service specialists.

MANAGED IT SERVICES FOR COMPANIES OF ALL SIZES.

The professionals of Arnetex are experienced working with businesses from very small in size to gigantic. A managed service can help your company address the many challenges of your network. We have worked with clients who have needed managed services for a wide array of reasons. We can help your business operate seamlessly and efficiently.

Schedule a Free Consultation Today!

WHAT ARE MANAGED IT SERVICES?

Are you a business owner in Arkansas? Even if your company has an experienced IT team, hiring managed services can be very worthwhile. A managed IT service will maintain a secure network for your company's computers. From the beginning planning and design stages through the execution, the pros at AR Netex will effectively manage and support the technology for our clients.

WE MAKE YOUR WORK EASIER.

Managed services will make a world of difference for your business and make your work easier. An effective managed service will provide your company's IT department with the proficiency of competent professionals. The experts at AR Netex will bring dedicated application operations to your company. Our service is designed to handle all the daily functions of your specialized applications. We can open the door for your team to concentrate on the core operations of your business.

SYMPTOMS THAT REVEAL YOU NEED A MANAGED IT SERVICE.

An internal IT team often fails to keep current with technology. The lack of up-to-date knowledge reduces the quality of IT service to your business.

These are some symptoms that indicate you need the support of a managed IT service:

- The loss of data due to the lack of a solution.

- Failure to achieve goals because of the absence of qualified support.

- Overspending because of breakdowns in performance.

- Too much downtime and too many service lapses.

The Leader in Managed IT in Arkansas.

BCI ▶
Business Communications, Inc.

Technology makes **IT** possible.
Our people make **IT** happen!

Business Communications, Inc. has been a solutions provider for over 25 years. We are a traditional Value Added Reseller that has transitioned to a Managed Service Provider in the last ten years.

BCI is a regional company with offices in Arkansas and Mississippi. Four Practice Directors manage our outstanding group of Engineers who strategically focus on their specific engineering disciplines: Routing & Switching, Collaboration, Wireless & Security, and Storage & Virtualization.

BCI's dedicated sales and customer service team members work with our customers to provide solutions that meet their needs.

Our Services:

Managed IT Services

Desktop Support

IT Project Management

Disaster Recovery Planning

VoIP/Phone Solutions

Managed Print

Email/Spam Protection

Data Backup Solutions

Managed Connectivity

Network Security

IT Support:

Your business depends on your IT systems. We're confident we are the only network services, computer support, or IT consulting business in the South that provides all these benefits to your business.

Contact Us Today - We Look Forward To Hearing From You!

Dan Yarbrough
dyarbrough@bcianswers.com

www.bcianswers.com   **501.537.7914**

Last modified 7/14/2020

BCI >

Business Communications, Inc.

Technology makes **IT** possible. Our people make **IT** happen!

Our Technology Partners:

BCI partners with a variety of top industry organizations to provide the best IT products and solutions for our customers. Our technology partners include manufacturers, industry-standard organizations, and Independent Software Vendors (ISVs).

AEROHIVE NETWORKS

CISCO

CITRIX

DELL

DELL Technologies GOLD PARTNER

ForeScout

FORTINET

hp

Hewlett Packard Enterprise

JUNIPER NETWORKS

Microsoft

PURE STORAGE

UNITRENDS

vmware

Dan Yarbrough
dyarbrough@bcianswers.com

BCI

Business Communications, Inc.

Focus On Your Business Instead of Managing Your IT Infrastructure

Lower your expenses and reduce your IT management headaches by letting BCI provide you the highest quality managed IT solutions at an affordable fixed monthly rate.

PROACTIVE MAINTENANCE

SECURITY SERVICES

BACKUP SERVICES

VIRTUAL CIO SERVICES AND CONSULTING

MOVES, ADDS, CHANGES & ONSITE SERVICES AVAILABLE

TECHNICAL SERVICES

Stay Focused on Your Business - One benefit of BCI's managed services is helping you stay focused on your business needs while our engineers proactively reduce your risk and address your issues.

sales@bcianswers.com   www.bcianswers.com   501.907.5075

Last modified 6.14.2022

Managed Workstations Comparisons

Plan Descriptions	Managed + Secured Workstations	Managed + Secured + Protected Workstations	Managed + Secured + Protected + Onsite Workstations
Hourly Onsite Rate for Services & Support Monday - Friday 8:00am - 5:00pm	✔	✔	✔
Remote Help Desk Support: Monday - Friday 8:00am - 5:00pm	✔	✔	✔
After Hours Support: Monday - Friday outside of normal business hours	✔	✔	✔
Weekend Support: Saturday - Sunday	✔	✔	✔
Remote Emergency Response Time	1 Hour	1 Hour	30 Minutes
Onsite Emergency Response Time	8 Hours	8 Hours	4 Hours
Remote Move, Add, Change, Delete (MACD) - SLA	72 Hours	72 Hours	72 Hours
Proactive Maintenance			
Remote Monitoring & Alerting for Viruses, Threats, & Security Events	✔	✔	✔
Remote Monitoring & Alerting for Workstation Stability, CPU Performance, Storage Utilization, & Network Utilization	✔	✔	✔
Scheduled Workstation Maintenance	✔	✔	✔
Automatic Problem Escalation & Resolution	✔	✔	✔
Dark Web Monitoring of One Email Domain	✔	✔	✔
Annual Security Awareness Training for Employees	✔	✔	✔
Quarterly Phishing Simulation Testing	✔	✔	✔
Remote Monitoring & Alerting for Daily Backup to Offsite Storage		✔	✔
Security & Backup Services			
Microsoft Operating System Patch Management	✔	✔	✔
Microsoft Office Patch Management	✔	✔	✔
3rd Party Patch Management - Supported 3rd Party List Can Be Supplied	✔	✔	✔
Mac / Apple Operating System Patch Management	✔	✔	✔
Anti-Virus Software, Management, & Updates	✔	✔	✔
Virus, Spyware, & Malware Removal	✔	✔	✔
Endpoint Detection & Response Agent for Advanced Threat Protection	✔	✔	✔
Offsite Backup (Cloud) Storage Management * 100 GB Per Workstation Allotted * Pooled Storage * Additional Storage Capacity Can Be Purchased * Onsite Storage Appliance Can Be Purchased		✔	✔
File & Workstation Restores From Backup		✔	✔
Virtual CIO Services & Consulting			
Quarterly Strategic Planning	✔	✔	✔
Asset Tracking & Management	✔	✔	✔
Executive Summary Monthly Report	✔	✔	✔
Vendor Liaison	✔	✔	✔
Dedicated Account Manager	✔	✔	✔
Network Documentation	✔	✔	✔
Creation of Acceptable Use Policy (AUP)	✔	✔	✔
Creation of Password Policy	✔	✔	✔
Creation of Onboarding Process	✔	✔	✔
Creation of Offboarding Process	✔	✔	✔
Technical Services			
Adding / Removing Users from Workstations (Where Applicable)	✔	✔	✔
Access to Remote Control Tool for One User	✔	✔	✔
Jive Hosted VoIP Support (When Purchased Through BCI)	✔	✔	✔
Software Installation & Upgrades (Remote Labor Only)	✔	✔	✔
Installation of New Hardware (Labor Only) * Hardware must be purchased from BCI	$110.00 Per Hour 1 Hour Minimum 15 Minute Increments Thereafter Travel Charges May Apply	$100.00 Per Hour 1 Hour Minimum 15 Minute Increments Thereafter Travel Charges May Apply	✔
Ordering & Replacing Warranty Parts (Labor Only)	$110.00 Per Hour 1 Hour Minimum 15 Minute Increments Thereafter Travel Charges May Apply	$100.00 Per Hour 1 Hour Minimum 15 Minute Increments Thereafter Travel Charges May Apply	✔
Disposal of Workstations & Peripherals * Certified Destruction / Data Wipe (Additional Charge) Managed Print Services & Support Can Be Purchased	$50.00 Per Device Travel Charges May Apply	$50.00 Per Device Travel Charges May Apply	✔
Monthly Plan Investment			
Per Workstation	$55.00	$65.00	$80.00

NOTE: All workstations must be covered by the same plan.

Last modified 6.14.2022

Managed Server Plan Comparisons

Plan Descriptions	Managed + Secured Server	Managed + Secured + Onsite Server
Hourly Onsite Rate for Services & Support Monday - Friday 8:00am - 5:00pm	✔	✔
Remote Help Desk Support: Monday - Friday 8:00am - 5:00pm	✔	✔
After Hours Support: Monday - Friday outside of normal business hours	✔	✔
Weekend Support: Saturday - Sunday	✔	✔
Remote Emergency Response Time	1 Hour	30 Minutes
Onsite Emergency Response Time	8 Hours	4 Hours
Remote Move, Add, Change, Delete (MACD) - SLA	72 Hours	72 Hours
Proactive Maintenance		
Remote Monitoring & Alerting for Viruses, Threats, & Security Events	✔	✔
Remote Monitoring & Alerting for Server Stability, CPU Performance, Memory Utilization, Storage Utilization, & Network Utilization	✔	✔
Scheduled Server Maintenance	✔	✔
Automatic Problem Escalation & Resolution	✔	✔
Security & Backup Services		
Microsoft Operating System Patch Management	✔	✔
Microsoft Office Patch Management	✔	✔
3rd Party Patch Management - Supported 3rd Party List Can Be Supplied	✔	✔
Mac / Apple Operating System Patch Management	✔	✔
Anti-Virus Software, Management, & Updates	✔	✔
Virus, Spyware, & Malware Removal	✔	✔
Endpoint Detection & Response Agent for Advanced Threat Protection	✔	✔
Virtual CIO Services & Consulting		
Quarterly Strategic Planning	✔	✔
Asset Tracking & Management	✔	✔
Executive Summary Monthly Report	✔	✔
Vendor Liaison	✔	✔
Dedicated Account Manager	✔	✔
Network Documentation	✔	✔
Technical Services		
Adding / Removing Users from Servers (Where Applicable)	✔	✔
Access to Remote Control Tool for One User	✔	✔
Software Installation & Upgrades (Remote Labor Only)	✔	✔
Installation of New Hardware (Labor Only) * Hardware must be purchased from BCI	$150.00 Per Hour 1 Hour Minimum 15 Minute Increments Thereafter Travel Charges May Apply	✔
Ordering & Replacing Warranty Parts (Labor Only)	$150.00 Per Hour 1 Hour Minimum 15 Minute Increments Thereafter Travel Charges May Apply	✔
Disposal of Server * Certified Destruction / Data Wipe (Additional Charge)	$50.00 Per Device Travel Charges May Apply	✔
Monthly Plan Investment		
Per Server	$150.00	$250.00

NOTE: All servers must be covered by the same plan.
NOTE: Server backup solutions are customized.

Last modified 6.14.2022

Managed Firewall Plan Comparison Chart

Plan Description	Managed Firewall	Managed + Advanced Feature Support Firewall	Managed + Advanced Feature Support + Onsite Firewall	Managed + Advanced Feature Support + Onsite + SOC / SIEM Service Firewall
Hourly Onsite Rate for Services & Support Monday-Friday 8:00am - 5:00pm	✔	✔	✔	✔
Remote Help Desk Support: Monday-Friday 8:00am - 5:00pm	✔	✔	✔	✔
After Hours Support: Monday-Friday outside of normal business hours	✔	✔	✔	✔
Weekend Support: Saturday - Sunday	✔	✔	✔	✔
Remote Emergency Response Time	1 Hour	30 Minutes	30 Minutes	30 Minutes
Onsite Emergency Response Time	8 Hours	4 Hours	4 Hours	4 Hours
Remote Move, Add, Change, Delete (MACD) - SLA	72 Hours	72 Hours	72 Hours	72 Hours
Proactive Maintenance				
Remote Monitoring & Alerting for Firewall Stability, CPU Performance, Memory Utilization, & Network Utilization	✔	✔	✔	✔
Automatic Problem Escalation & Resolution	✔	✔	✔	✔
Security & Backup Services				
Operating System Patch Management - Quarterly	✔	✔	✔	✔
Automatic Malware / AV Definition Updates (Where Available)	✔	✔	✔	✔
Automatic Web Content Filtering (Where Available)	✔	✔	✔	✔
Intrusion Prevention (Where Available)	✔	✔	✔	✔
Configuration Backup (Where Available)	✔	✔	✔	✔
SOC - SIEM Service				✔
Virtual CIO Services & Consulting				
Quarterly Strategic Planning	✔	✔	✔	✔
Asset Tracking & Management	✔	✔	✔	✔
Executive Summary Monthly Report	✔	✔	✔	✔
Vendor Liaison	✔	✔	✔	✔
Dedicated Account Manager	✔	✔	✔	✔
Network Documentation	✔	✔	✔	✔
Technical Services				
Adding / Removing Users from Firewall (Where Applicable)	✔	✔	✔	✔
Changes to Web Content Filtering (Upon Request)	✔	✔	✔	✔
Changes to Firewall Policies (Upon Request)	✔	✔	✔	✔
Support for SSL Inspection		✔	✔	✔
Support for SD-WAN		✔	✔	✔
Support for Dynamic Routing		✔	✔	✔
Support for Failover VPN		✔	✔	✔
Support for User/Group Specific Web Filtering		✔	✔	✔
Software Installation & Upgrades (Remote Labor Only)	✔	✔	✔	✔
Installation of New Hardware (Labor Only) * Hardware must be purchased from BCI	$160.00 Per Hour 1 Hour Minimum Travel Charges May Apply	$150.00 Per Hour 1 Hour Minimum Travel Charges May Apply	✔	✔
Ordering & Replacing Warranty Parts (Labor Only)	$160.00 Per Hour 1 Hour Minimum Travel Charges May Apply	$150.00 Per Hour 1 Hour Minimum Travel Charges May Apply	✔	✔
Disposal of Firewall	$50.00 Travel Charges May Apply	$50.00 Travel Charges May Apply	✔	✔
Monthly Plan Investment				
Per Small Firewall (Fortinet 90 & Below)	$60.00	$100.00	$150.00	$200.00
Per Medium Firewall (Fortinet 100 to 400)	$85.00	$150.00	$225.00	$275.00
Per Large Firewall (Fortinet 500 & Above)	$110.00	$200.00	$300.00	$350.00

NOTE: All firewalls must be covered by the same plan.
NOTE: Other manufacturers' firewalls & virtual appliance firewalls must be priced separately.
NOTE: 200 or 400 day logging is optional & must be priced separately.

Last modified 6.14.2022

HELLO FROM BLUE GUYS IT ! 🤓

WHO ARE WE?

A bunch of computer geeks 😀 that LOVE technology!

WHAT SERVICES DO WE OFFER?

- IT Helpdesk
- Cybersecurity
- Managed Firewall
- Internet Content Filtering
- Patch Management
- Disaster Planning and Backup
- Managed Anti-Virus
- Monthly Reporting
- Password Management
- Office 365
- Domain Administration
- Encrypted Email

- Dark Web Scans
- Employee Training
- Phishing Simulations
- Compliance
- Secure Networking
- IT Documentation
- Vendor Management
- VOIP Phone Systems
- Hardware and Software Procurement
- Recycling and Data Destruction

LOCATION

1854 Buzzard Roost Rd, Mountain Home, AR 72653

CONTACT INFO

phone 870.425.2583 or 877.249.2583

web www.blueguysit.com

email info@blueguysit.com

HOW CAN I GET FAST SUPPORT?

The first question you might have when working with us is.. **How do I Get Fast Support,** so here's our recommended ways 🤓

WHAT ELSE CAN YOU HELP WITH?

We're not just Computer People 🤓

We can also help you out with most Technology things related to your business.

Here's a list of some of the services we can help with:

- ✔ Internet & Private Data Connections
- ✔ Network Cabling
- ✔ Project Planning
- ✔ Disaster Recovery Planning
- ✔ Business Continuity Planning

- ✔ IT Budgeting
- ✔ IT Consulting
- ✔ IT Strategic Planning
- ✔ Domain Name Renewals
- ✔ DNS / Domain Name Hosting

Plus, we have a network of **Trusted Partners** for services like Accounting, Legal Services, Marketing and much more, so if you're looking for something not on this list – get in touch with us via your **Account Manager** to find out whether we can help you or point you in the right direction!

BUSINESS IMPROVEMENT PROJECTS

One of our areas of genius is working out how businesses like yours can better use **Technology** to solve **Business Problems.**

So, whenever you have a challenge in your business that you're struggling to find an answer for – simply pick up the phone and give your **Account Manager** a call.

There's a **VERY** good chance we'll be able to help you find a creative way to solve your challenge, often using a mixture of **Business Consulting** and **Technology**.
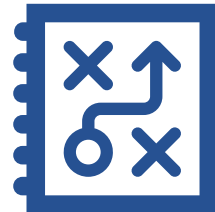
A perfect example of where we can usually find efficiencies and automated ways to do things is wherever you use Microsoft Excel. We can often find ways to automate this stuff and help you build out business dashboards to better manage your numbers.

We honestly **LOVE** solving challenges like this so we can help you be more Profitable, more Innovative and more Efficient by using Technology 😀

OUR RECOMMENDED TECHNOLOGY PLATFORM

There's a bazillion different types of Technology out there in the world.

Which makes it *impossible* for anyone to keep up with it all.

So, to make sure we can deliver world-class, <u>fast</u>, amazing service – we constantly work towards helping all of our clients use the Technology we know and love the best (we call this our **Recommended Technology Platform** or **RTP** for short).
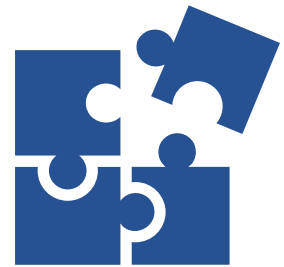
We aim for all of our clients to use as much of our **RTP** as possible and we make sure we maintain deep knowledge and training on everything in our **RTP** so we can keep your IT Infrastructure nicely integrated, fast to support and world-class!

Plus, we eat our own dog food by using everything on the **RTP** in our own business!

THE RECOMMENDED LIST

- ✔ Microsoft 365
- ✔ Microsoft Azure
- ✔ Microsoft Servers
- ✔ Microsoft Hyper-V
- ✔ HP Servers & Storage
- ✔ Lenovo Desktops & Laptops
- ✔ Unifi Switches
- ✔ Synology Storage

- ✔ Fortinet Firewalls
- ✔ Unifi Routers & Firewalls
- ✔ Microsoft Office 2019 and Above
- ✔ Microsoft Windows 10 and Above
- ✔ VOIP Phone Systems
- ✔ Yealink IP Phones
- ✔ HP and Canon Printers
- ✔ Unifi Wireless Access Points

Since we can't automagically update this physical manual in your hands, if you want to see the 100% latest up to date version of our **Recommended Technology Platform**, simply head to: blueguysit.com/rtp

THIRD PARTY VENDORS

While we work hard to stay trained and up to date in all of the above Technology, we know that from time to time, you'll need help with something that's not on the list.

When this happens, just bear in mind that it may take us some extra time to familiarize ourselves with supporting that product.

But take solace that we are still world class at troubleshooting other products, so we'll be able to work it out!

Also, please keep in mind that while we may be able to purchase items from other vendors that we don't list above, any support may end up being **Out of Scope** for your **Fixed Fee Support Agreement** and incur some extra costs.

We'll always let you know beforehand though 😀

Cybersecurity Plans for Municipalities

BlueGuysIT.com TECHNOLOGY SOLUTIONS	COMPLETE	PREMIUM
SUPPORT		
Remote Support	✓	✓
Blue Guys IT Support Application	✓	✓
IDENTIFY		
Hardware Asset Management	✓	✓
Software Asset Management	✓	✓
Supported Software Management	✓	✓
Data Inventory	✓	✓
User Account Inventory	✓	✓
ISP Management	✓	✓
PROTECT		
Data Disposal	✓	✓
Patch Management	✓	✓
Managed Anti-Virus EPP	✓	✓
DNS Content Filtering	✓	✓
DMARC/SPF/DKIM	✓	✓
Cybersecurity Training and Simulation	✓	✓
Data Encryption	✓	✓
Lockout Management	✓	✓
Multifactor Auth Management MFA	✓	✓
Defender for 365 ATP	✓	✓
Email Encryption	✓	✓
EDR/NGAV	✓	✓
Advanced VPN Firewall	✓	✓
Secure DNS	✓	✓
24/7/365 Managed SOC	☒	✓
DETECT		
Firewall Management	✓	✓
IPS/IDS Management	✓	✓
SIEM Logging	☒	✓
Governance,Risk and Compliance	☒	✓
RESPOND		
Disable Dormant Accounts	✓	✓
Incident Planning	☒	✓
Disaster Recovery Planning	☒	✓
RECOVER		
Cloud Backup	✓	✓
Encrypted Backups	✓	✓
Backup Testing	✓	✓
SOFTWARE		
Microsoft 365 G3 (office apps and Email)	✓	✓
Custom Email Domain (ie @cityofhope.com)	✓	✓

Ready to get started?
Scan this QR code
with your camera to
schedule a free
security assessment

Blue Guys IT has been
vetted by the League as a
partner to provide
managed services to
municipalities.

- MUNICIPALITY CYBERSECURITY CASE STUDY -

THE CLIENT

INDUSTRY: City Government
TEAM SIZE: 150 (over 200 devices)
LOCATION: Bella Vista, AR (multiple offices)

THE SITUATION

- Backup strategy for on premise servers were outdated and lacked fast recovery
- Hardware and Software Asset Mangement, Patch Management and Remote Monitoring were lackluster and performed with outdated tools
- Remote users were lacking proper security
- New compliance standards necessitated a change in remote work and security practices

THE CLIENTS WORDS

"

The City of Bella Vista used American Rescue Plan funds to modernize cyber-security efforts. We evaluated multiple leading vendors and found that the solutions offered by Blue Guys IT were comprehensive and affordable. We have added many lacking features, including immutable backups both on-premise and in the cloud. We now have innovative remote control tools and modern ways to manage our infrastructure. Also, we have a comprehensive security package, including 24/7 monitoring of our network.

John Moeckel, CNIP
information technology
director

HOW DID WE HELP?

Over a 6 month period, we helped them transition to a secure, reliable and FAST I.T. system and helped them rebuild their faith in using Technology.

- We helped implement a new Remote Management and Monitor tool to manage all of their devices and maintain patch management

- We set their team up to be able to work securely from anywhere in the world, freeing them up from having to work only in their office

- We helped them sleep better at night by implementing an Enterprise Data Backup Solution and a Regular Testing Process

- We implemented our bespoke suite of Cybersecurity tools to help them avoid any future Ransomware or Cybersecurity incidents

Call us at 877-249-2583 to find out how we can help you!

Blue Guys IT, LLC
1854 Buzzard Roost Rd. #1
Mountain Home, AR 72653
blueguysit.com

My team and I would <u>LOVE</u> *to help you with your I.T needs. Give me a call at 877-249-2583 or 870-425-2583 for a 10 minute non-salesy chat!*

Jason Chamberlin
I.T. Consultant
e: jason@blueguysit.com
w: blueguysit.com

Scan QR to schedule a free assessment!

BlueGuysIT.com
TECHNOLOGY SOLUTIONS

Complete IT Care

For Local Government

SERVICES AVAILABLE

- Proactive IT Check-Ups
  Predictiable cost-saving blocks of hours to use as you need, from remote troubleshooting to reguarlly scheduled IT check-ups.

- Managed Cybersecurity
  Award-winning solutions from proactive cybersecurity end-point protection to data backup and recovery.

- Complete Cloud Care
  Moving to Microsoft 365 (or already there)? We have you covered, from migration services, proactive support services, and training.

- Special Government Pricing
  Need new hardware or renew a software subscription? We have decades of relationships with industry leading vendors and can provide special pricing to government accounts.

SOLUTIONS TO SIMPLIFY IT FOR ARKANSAS LOCAL GOVERNMENT

Founded in April 1982, just six months after the debut of the IBM PC, Complete Computing, Inc., an **Arkansas-based** company, has been serving the business needs of our customers by integrating industry-leading technology from the best of Dell, HP, Lenovo, Microsoft, WatchGuard, and many other companies.

We don't lock you in a budget draining, traditional managed services contract. Instead, we tailor proactive support to match your specific, local government needs, from troubleshooting assitance to regularly scheduled IT check-ups. Every city in Arkansas has different IT needs, why pay for a one-size-fits-all solution which unnecessarily stresses your budget? While most IT troubleshooting can be performed remotely, we're unique because we can dispatch technicians locally if needed. Afterall, we reside in the same State! Our web address says it all, we provide **Complete** IT care to Arkansas local governments!

An Arkansas-Based Company, serving Arkansas Local Government

400 West 7th Street, Little Rock, AR 72201   Tel 501-372-3379   Fax 501-396-3190

WWW.COMPLETE.COM

Complete IT Care

For Local Government

Complete IT Care for Local Government
Darrell Cheatham, VP Sales and Training
501-396-3106 | darrell.cheatham@complete.com

Complete Computing, Inc.
400 West 7th Street | Little Rock, AR 72201
501-372-3379

MANAGED SERVICE HIGHLIGHTS AND BENEFITS

Proactive IT Check-Ups
- Storage capacity and system health monitoring.
- PC-device optimization for maximum performance.
- Patch management.
- Review of critical events.

Managed Cybersecurity
- End-point security protection.
- Data backup protection.
- Firewall configuration and optimization.

Complete Cloud Care 365
- Microsoft 365 usage and license optimization.
- Microsoft 365 health and security and compliance monitoring.
- Email protection services available.
- Data backup protection available.

TRADITIONAL IT SERVICES HIGHLIGHTS AND BENEFITS

Hardware Procurement
- GSA, E-Rate, & TIPS authorized agent for State of Arkansas purchases.
- Authorized HP, Dell, Lenovo, Microsoft Surface, Aruba, Lexmark, and WatchGuard partner.
- Two Way Direct authorized partner for ruggedized equipment and FirstNet capable communications for police, fire, and emergency services.
- We have partnered with the best financial and quoting institutions to make it simple to get the best financing options.

Cloud and Software Procurement
- State of Arkansas longest serving Microsoft authorized reseller and learning center.
- Expertise in Microsoft Teams for both collaboration and VoIP phone deployments and training.

Complete Computing is pleased to offer Complete IT Care for Arkansas Local Government in an effort to eliminate many of the traditional IT support headaches, from staffing, troubleshooting issues, to unexpected costs that many local government entities face. Our model is based on a simple, easy to financially track "block of time" approach, instead of traditional complex contracts that lock you into a provider. Simply put, the more block of hours purchased, the lower the cost. Choose a block that fits your budget and organization (you can always add later).

Below are the cost for our blocks of time that can be purchased upfront to provide the foundation of our services:

1-19 hours $90/hour ($1.50/minute) 1 of block purchased/used (Our base rate)
20-39 hours $85/hour ($1.42/minute) 1 of block purchased/used
40-59 hours $81/hour ($1.35/minute) 1 of block purchased/used (Most popular option)
60+ hours $75/hour ($1.25/minute) 1 of block purchased/used

COX BUSINESS® | Cloud Solutions

Cloud for Government

Government organizations rely on secure data and constant communication between employees across multiple locations. Yet many have been slow to update their systems to the way we work today. Cox Business Cloud Solutions offers fast, secure and flexible connectivity that helps government organizations boost workforce productivity, predict costs and enhance agility cross every sector.

Security

Government entities rely on having the highest level of security. With Cox Business Tier 3 data centers, sensitive information remains secure.

Transparent Pricing

Predictable monthly costs help government organizations effectively manage their budget, while still gaining access to industry-leading cloud services.

Scalability

Our solutions are extremely scalable, allowing government agencies to respond to constantly changing needs in a timely and effective manner.

Efficiency

Cloud is the most efficient way to respond to operational requirements, enabling users to connect from virtually anywhere, at any time, on any device.

A Modern Government

With modern technologies and emerging trends, government organizations are becoming eager to reshape operations and services. Cox Business Cloud Solutions can facilitate this process, enabling a connected, modernized and innovative government.

In a sector as critical as the government, it's important for agencies to take this step into modern computing while working with world-class, reliable cloud computing services.

The cloud makes it easy to connect employees in the office, in the field, or across the world. Your users can log into a secure cloud environment from any device and collaborate on team projects, promoting remote work and increasing overall productivity.

Cloud computing enables new services through web-based user portals, and allows organizations to gather, manage and analyze vast amounts of data. Cox Business Cloud Solutions makes it easy to keep business processes running smoothly.

Cloud Security

Cox Business Cloud Solutions offers high-quality protection for your data and information in our secure, redundant and geographically diverse data centers. Our Tier 3 PCI DSS-certified data centers, which are audited annually to produce a SOC 2, Type II report, help keep your sensitive information safe and secure.

All of our data centers feature:

- On-premises security guards
- Exterior security systems
- Biometric security systems including palm scanners
- Continuous digital surveillance and recording

They're engineered to the highest of standards to help keep your business running 24/7. Our 100% US-based certified network experts and engineers are available around the clock, ensuring you always have someone to turn to with questions or concerns.

- Complete data encryption in transit and at rest
- Cisco routers, and Fortinet and vShield Edge firewalls with 256-bit encryption

Cost Efficiency

Cloud services can optimize IT resources and greatly reduce capital expenses and operating costs. Instead of building for maximum capacity, you can allocate the cloud storage and resources you need to manage your IT landscape for optimal storage, application processing and IT workload needs. You'll also experience automatic updates while avoiding the headache of hardware refreshes.

Application Integration

Cox Business Cloud Solutions simplifies application purchasing and license management for your business. We can integrate some of the most commonly used business apps into your cloud environment, including Canvas, Field Squared, NationBuilder, QuickBooks, Basecamp, and AccuFund.

10/2021

COX
BUSINESS® | Cloud
Solutions

People-powered IT for cities and towns

Yes, we offer a full portfolio of advanced managed cloud services for cities and towns across Arkansas. But what really separates us from the pack is our people-first approach. Because we understand that IT – while designed to make life easier – comes with its own set of challenges. By helping shoulder or even alleviating these challenges entirely, you get all the benefits minus the burden. That's Cox Business Cloud Solutions with RapidScale technology.

People. Technology. Simplicity.

We've eliminated a lot of the difficulty and confusion from IT – from design and testing through migration and management – so you can maximize ROI and focus on projects that boost business revenue.

- **Transparent, all-in pricing** – Let's start where you'll start. Our cloud services include predictable costs, which means you only pay for the cloud resources you use. We won't bait you with low prices and then charge for all the extras. You'll know everything you're going to pay up front, so you'll know your monthly spend.

- **Nearly seamless migration** – We work with you to evaluate your current goals and infrastructure and onboard you to your ideal cloud environment with virtually no disruption to productivity. Providing answers and support to IT management and users every step of the way.

- **Co-management included** – Unlike many MCSPs that charge extra for co-management, we include it with all of our services. Or, if you'd prefer, we can fully manage your system or you can self-manage. You decide what combination makes the most sense for your IT team and business within your IT portfolio. Regardless, you see everything in a single-pane portal and retain full visibility and control.

- **End user help ticketing** – This is a game-changer. With RapidResponse Support, your users come directly to us for support, and we solve issues quickly with some of the industry's best response times and same-day resolution rates.
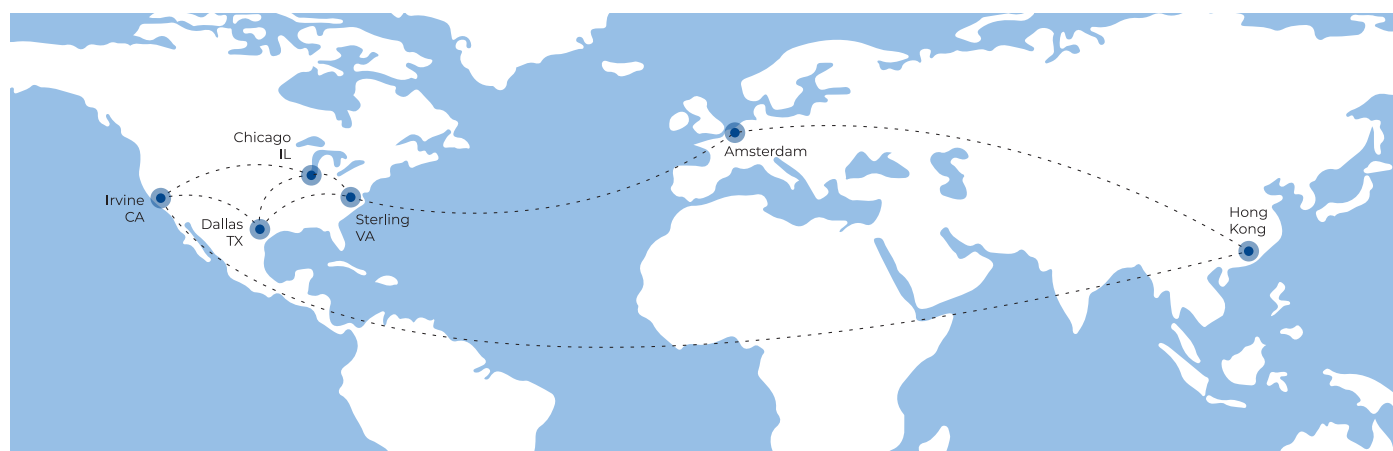
Our global cloud platform helps ensure redundancy and adherence to compliance (GDPR) mandates.

IT. Managed.

Our advanced solutions combined with our hands-on approach make it easier for IT personnel to empower users to collaborate from virtually anywhere, anytime and on any connected device.

Desktop as a Service
With CloudDesktop, you can move all of your applications and desktops to the cloud for easy access from any device virtually anywhere in the world.

Infrastructure as a Service
CloudServer gives you on-demand capacity with leading infrastructure tools and utilities. Our PCI DSS-certified data centers, which are audited annually to produce an SOC 2 Type II report, help keep your sensitive information safe and secure.

Disaster Recovery as a Service
CloudRecovery offers critical storage-based replication and recovery via a cloud platform featuring Tier 3 data centers, enterprise-level infrastructure and encryption-level security. With low RTO and RPO, you can return to production in less than four hours, while traditional services can take days or even weeks.

Security as a Service
Address vulnerabilities and compliance with our suite of fully managed cloud security offerings that blend risk assessment, threat-detection strategies and multilayer security solutions to help thwart cybersecurity attacks.

Microsoft 365
Simplify your move to Microsoft 365 with complimentary enablement and migration coupled with ongoing co-management.

Data Storage and Backup
Implement a disaster recovery plan that is simple, reliable and affordable. CloudBackup provides seamless and secure backup of your data to the cloud, and takes care of all the management, monitoring and reliability for you.

SD-WAN
Improve performance, visibility and security throughout your branch network. This smart solution combines real-time path selection, edge routing, stateful firewall, end-to-end QoS and WAN optimization so you can realize new levels of reliability and efficiency.

Let's Connect

Discover how our advanced solutions and personal approach can help you accomplish your IT objectives. Contact Jay Lashley, Cox Business Account Manager, at 479-879-2362 or email james.lashley@cox.com.

CriticalEdge

Managed Services Menu

Standard Monthly Services:

Monthly Managed Services bill at $65.00 per month/per pc or laptop and/or $200.00 per month/per server. This includes a yearly business review to help with budgeting for the upcoming year, no-charge project management on all projects not covered under the managed services agreement, discounted labor rate for any work not covered under the managed services agreement. With all managed services packages you will receive:

Infrastructure Optimization:

- • 24/7 remote monitoring of all key infrastructure
- • Patch management
- • Licensed copies of anti-virus

Workstation Optimization:

- • 24/7 remote monitoring of all workstations
- • Patch management
- • Licensed copies of anti-virus
- • Health monitoring

Remote Support Requests:

Critical Edge will provide unlimited remote support requests between the hours of 7:00 AM – 5:00 PM CST Monday – Friday except for the following holidays: (Calls are still answered 24/7/365 but applicable charges may apply outside Monday – Friday 7:00 AM – 5:00 PM.

- • New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day).
- • If the holiday listed falls on a weekend and is observed on a following weekday, the observation day(s) are not included.
- • Support requests can be made via phone or email

Extended Support Hours:

For agencies who require or want extended support hours, Critical Edge will sit down with you one on one and assess your individual needs.

Backup & Recovery:

Standard PC/Laptop backup is $15.00 per month per device and server backup is $75.00 per month per server.

Managed Network & Infrastructure:

Critical Edge will engineer and install a new Cisco Meraki network for your local government location and bill it out (with zero interest) over the life of your managed services contract (some exclusion apply). This will include (but is not limited to) Firewall, PoE Switch(s), Wi-Fi AP(s), Cabling, Patch Panel(s), Professional Network Cabinet, Patch Cables, Installation, Programming, and Testing Labor, and miscellaneous patch cables and miscellaneous hardware. Pricing will vary based on the needs of your local government office. There is no charge for Critical Edge to perform a site survey to assess your network needs.

Managed Physical Security:

Critical Edge will engineer and install a new Surveillance System and/or Access Control System for your local government office and bill it monthly (with zero interest) over the contract term agreed upon. Typical Physical Security agreements range from 36-60 months. All equipment is 100% installed, programmed, and maintained by Critical Edge. All you must do is use your view station inside your office, on your laptop/pc, or on your cell phone to view your cameras as needed. Surveillance inside your local government office provides you a visual record of who has been inside your building and when. This is also another way to be able to conduct contact tracing for COVID inside your government offices should you have exposure.

We exclusively use Open Path as our access control product. Users can use access cards, key fobs, or an app downloaded to their cell phones for access. Open Path is also touchless, making it another way to fight COVID within our society. Also, Open Path gives you the ability for users to lock down doors immediately with the touch of a button for any security need.

There is no charge for Critical Edge to perform a site survey to assess your physical security needs. Pricing will vary based on the needs of your office.

![CriticalEdge]

VoIP Phone Service:

When every dollar counts, a hosted VoIP solution can help improve your organizations bottom line by reducing your phone and communications expenses.

Critical Edge has our own VoIP Phone Service, CE Voice. CE Voice is a true 100% Cloud Hosted Voice Solution. The only equipment you need is a phone and an approved firewall. Most features are included in the base pricing.

Typical savings range from 25% and up per month depending on your voice needs.
- No huge upfront financial investment
- No expensive PBX to install onsite
- No expensive software licensing
- No yearly maintenance contracts
- No upgrade costs
    - All upgrades are preformed in the cloud by CE Voice staff.
    - All adjustments to features, user profiles, auto attendants, voicemails etc. are made online by CE Voice staff. All you do is email or phone in your request.

CE Voice VoIP Phone Solution is:
- Easily Scalable
- Will never become End of Life
- Allows for Remote Workers

Feature Rich Options

Auto Attendants	Custom Greetings	Music on Hold
Automated Directory	Dial by Extension	Dial by Name
Call Forwarding	Busy Call Forwarding	Call Hold
Call Park	Call Queue	Call Recording
Caller ID	Routing	Caller ID Blocking
Ring Groups	Speed Dial	Voicemail
Voicemail to Email	Reporting	3-Way Calls
E911 Support	International Calling	Listen Live
Conference Calls	Customer Portal	Hosted Fax

![CriticalEdge logo]

Additional Services:

- **Fiber Optic and Structures Cabling**
- **Office 365 Procurement and Management**
- **Domain Procurement**
- **Hardware Procurement**
- **Dark Web Monitoring & Phishing Campaign Services**
- **Penetration Testing**
- **Disaster Recovery**
- **Data Analytics**
- **Virtual CIO Services**
- **Vendor & Contract Management**
- **Process, Policy, and Procedure**
- **Device management**

All staff at Critical Edge are CJIS Level 4 Security Certified, hold Arkansas State Security Licenses (which means they have all been background checked and passed both through the local state and federal agencies).

9.8

When asked, "How likely would they recommend Datamax to a friend or colleague," our IT customers gave us an average score of 9.8 for 2021.

Scale: 1-10 (10 being the highest)
Source: Net Promoter Score® System
Actual Net Promoter Score®: 93.9

CARING FOR TECHNOLOGY INFRASTRUCTURE WITH DATAMAX: CONSIDER IT DONE.

With the onset of big data, mobility and the cloud, the needs of IT are compounding at an unprecedented rate. In addition, achieving mission-critical business objectives has become increasingly dependent on IT infrastructure performance. With approximately 70 percent of IT investment dedicated to "keeping the lights on"—providing basic infrastructure connectivity and security—there is precious little left for strategic projects that can enhance the business.[1] Truly, the network has become strategic, and smart companies looking to keep up or get ahead are actively considering outsourcing some or all of their associated technology management requirements. In fact, it is estimated…**"60% of the SMBs will use managed network services for some aspect of their IT services and support."**[2]

At Datamax, we think outsourcing is a smart consideration—providing companies with the all-important freedom to focus on their business, not their technology. When it comes to technology management, we believe it starts with dogged persistence and dynamic pace—no matter what. Our approach, in concert with our powerful line-up of technology alliances, will ensure the highest productivity, flexibility, scalability and security from your IT infrastructure and the confidence that technology-based recommendations are in alignment with core business objectives. Through responsive collaboration and communication, Datamax offers proven expertise for managing the foundation of a technology-enabled business—one that will support the needs of today and the growth of tomorrow.
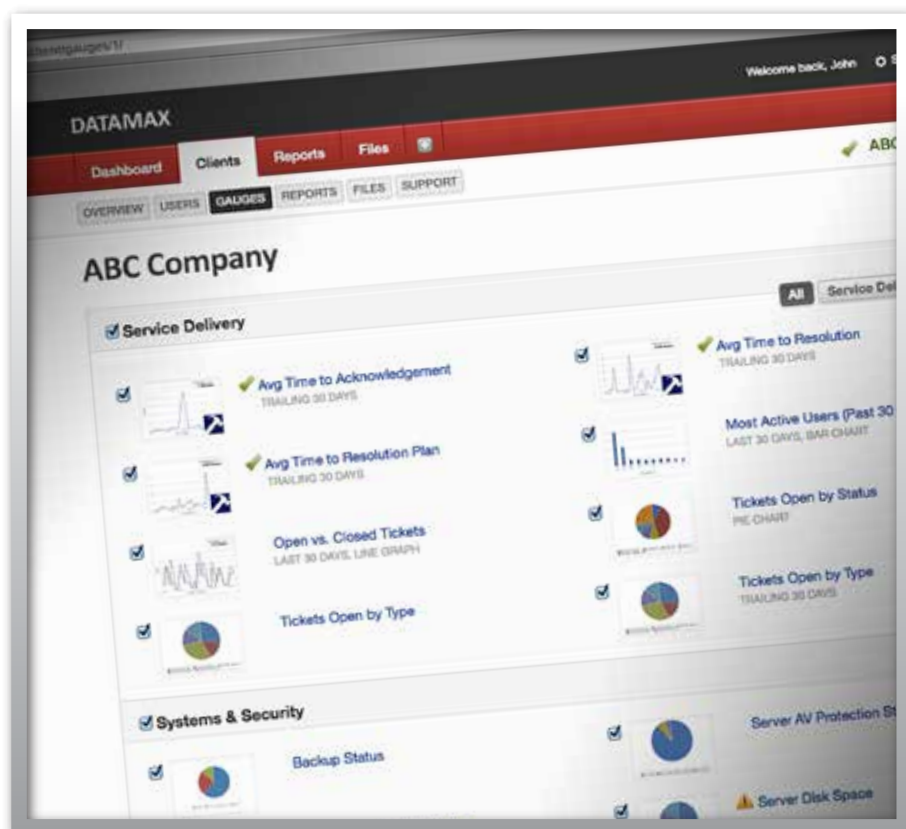
![datamax logo]

MANAGED NETWORK SERVICES

Consider TechCare from Datamax. TechCare is a comprehensive Managed Network Services (MNS) offering that provides top-tier expertise and guidance for attaining IT infrastructure reliability as well as IT expense predictability. With TechCare (MNS) engagements, Datamax certified network consultants take a long-term view of network operations, fine-tune server performance to optimize system functionality and resolve end-user workstation issues.

TechCare advantages include:

- Long-term infrastructure stability and exposure to industry best practices for security, data back-up, disaster recovery, licensing and system / password administration and documentation

- Insulation from an over-reliance on key individuals and IT staff turnover

- Cost-containment from "help desk" personnel managing end-user problems

- Faster, team-based approach to preventive and proactive issue resolution

- System and asset performance optimization

With approximately 70 percent of IT investment dedicated to "keeping the lights on"—providing basic infrastructure connectivity and security—there is precious little left for strategic projects that can enhance the business.[1]

creating
raving fans®

SERVICE COMPONENTS

⚡ REMOTE SYSTEMS MANAGEMENT & CONFIGURATION

Leveraging TechView®, the latest in remote monitoring and management (RMM) software, Datamax offers 24 X 7 monitoring with 8 X 5 network management ensuring the highest in IT uptime. Our system includes real-time alerts, reporting and IT ticket management.

⚡ SERVERS / WORKSTATIONS / LAPTOPS & NETWORK HARDWARE

Datamax ensures all associated equipment and network components are functioning in a manner that maximizes productivity within your network infrastructure.

⚡ FIRE WALL / SECURITY & ANTIVIRUS

Datamax ensures your systems are protected and monitored at all entry points shielding your organization from today's computer and Internet threats.

⚡ REMOTE SUPPORT FORMAT / ALTERNATIVE ON-SITE SUPPORT OFFERINGS

Datamax's team of network engineers will work remotely to address and resolve basic to complex issues—incorporating proactive and responsive IT support best practices. In addition, we can also provide on-site response capabilities for organizations that prefer local support.

⚡ ON-GOING REPORTING

Datamax documents and analyzes network activity and will utilize quantitative information to troubleshoot and optimize your IT infrastructure.

⚡ UPDATES & UPGRADES

Datamax will work closely with you to fulfill all necessary network-related system updates and upgrades so that you can enjoy the latest benefits they offer.

⚡ ONLINE USER TRAINING (TECHCARE® UNIVERSITY)

Datamax provides user-paced, web streamed software training for popular business applications within its Managed Network Services offering. From short task-oriented videos that help users solve a specific software problem, to comprehensive courses that advance software skills more dramatically, Datamax will recommend curriculum plans to maximize user software efficiency.

98.5%

"For 2021, Datamax averaged a 98.5% Client Satisfaction Index for ALL IT support calls."

Historical field research[1] has revealed the top 4 reasons why small and medium-sized businesses become dissatisfied with technology service providers and technical employees. This dissatisfaction often leads to termination of services/employment.

—Datamax Inc.

[1]Anecdotal data gathered through direct customer interaction over a 15-year time period.

TOP 4 LIST

1	Data Loss
2	Poor Communication and Customer Service
3	Technology Down Time
4	Security Breach

MANAGED TECHNOLOGY PROJECTS

In addition to our managed network service offering, Datamax can also help with a spectrum of IT-based projects. Leveraging Xpert™ Project Methodology, our project deliverables typically include:

- Key workflow and process documentation
- Discrete cost identification
- Business justification development and ROI identification / confirmation
- Budget development
- Project plan creation and implementation roadmap development

Xpert provides technical advice grounded in a solid business case and tailored to address the unique needs of your company. The following represents a sampling of some of the IT-based projects we can help you with:

- Backup & Disaster Recovery
- Hosted Microsoft Exchange
- Cloud Services
- Virtualization
- Mobile Deployment
- Document Management

Microsoft Partner
Microsoft

Gold Application Integration
Silver Collaboration and Content
Gold Datacenter
Gold Cloud Productivity
Silver Small and Midmarket Cloud Solutions

Consider IT Done—Consider Datamax!

If you are interested in more information about a Managed Network Services (MNS) engagement, or are thinking about a change, consider Datamax. As a long-standing Microsoft Gold Partner, our seasoned team of technical specialists possesses decades of experience, and through TechCare, can help you cut costs, minimize downtime, and improve stability within your network infrastructure. Caring for IT infrastructure—with Datamax, you can consider IT done.

To request more information, please visit us at www.datamaxarkansas.com/contact. For quick access, please scan our QR Code. Additional TechCare terms and conditions apply.
From imaging technology to information technology support...We've got IT Covered.

Footnote
[1] Cisco Systems, Inc., The Strategic Network (Whitepaper).
[2] Gartner Report, Danellie Young and Tim Zimmerman, "SMBs Should Consider Managed Network Services."

Datamax Inc. - El Dorado
El Dorado, AR | 870.444.2537

Datamax Inc. - Fort Smith
Fort Smith, AR | 479.782.5546

Datamax Inc. - Hot Springs
Hot Springs, AR | 501.624.4496

Datamax Inc. - Little Rock
Little Rock, AR | 501.603.3000

Datamax Inc. - Texarkana
Texarkana, TX | 903.336.6715

Other Locations:

Datamax Inc. - Dallas/Fort Worth
Coppell, TX | 972.432.2300

Datamax - Longview
Longview, TX | 903.758.2679

Datamax Inc. - Lufkin
Lufkin, TX | 936.699.4455

Datamax Inc. - Sulphur Springs
Sulphur Springs, TX | 903.885.3375

Datamax Inc. - Tyler
Tyler, TX | 903.939.2255

datamaxarkansas.com

maxCare

NEXT GENERATION TOTAL CARE SUPPORT

As a single-source provider, Datamax can overlay your entire technology infrastructure, from IT to MFP's. Please ask about the industry's most comprehensive portfolio of managed support services—we proudly call MaxCare®.

We Create, Manage, and Secure Technology

Since 1996, the professionals at Mainstream Technologies have focused on delivering technology solutions that help our clients get the most from their technology investment. We're committed to doing the right thing the right way.

Our solutions are tailored to meet your unique challenges, and your unique requirements. We value long-term, mutually beneficial partnerships. To that end, our services are audited annually to give you assurance that we are meeting your needs -- year in and year out.

LOCAL GOVERNMENT SOLUTIONS

Custom Software

We help solve your business challenges through innovative software solutions that add both value and preserve the accuracy of the public's data

Cybersecurity

You are ultimately responsible for the security of your systems and the public's data. Our consulting and management services help you secure your environment, meet regulatory requirements, and maintain the public trust

Hosting

We offer a full spectrum of private cloud, virtualization, and colocation solutions so you have options to select which approach brings the most value to your organization.

Managed IT Services

Business class network, endpoint, and consulting services that deliver peace of mind from knowing your systems are stable, secure, and working at peak performance.

Custom Software Solutions

You need software to accomplish unique goals, why settle for a packaged solution?

Technology promises to automate complex processes, reveal critical insights, and streamline your entire operation to save both time and money. Mainstream Technologies gives you the ability to realize that promise by crafting custom solutions for your needs.

Legacy Modernization

Transform your legacy applications to be more responsive, agile and flexible using proven technology. Expand your current capabilities while reducing operating costs.

Outsourcing Services

"Lean Sourcing" delivers you the power to plug and play the resources you need only when you need them and only for as long as required. Gain access to Mainstream Technologies large pool of developers , designers and business analysts to deliver your next project on time and budget.
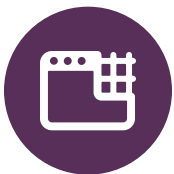
Enterprise Development

Mainstream Technologies takes the time to learn your business processes and then custom build an application to drive innovation. Instead of an application reach for a true solution that streamlines all your processes while delivering insights for future improvements with one dedicated team.

MAINSTREAM
TECHNOLOGIES

mainstream-tech.com

Cybersecurity Services

Since 2010, Mainstream Technologies has been a certified provider. Put our experience as both a practitioner and a provider to help you navigate today's cyber risk.

Managed Risk Assessment
Identify your assets and relevant threats that put your organization at risk.

Consulting
Take steps now to improve your readiness.

Managed Compliance
Implement policies and processes to meet evolving regulations.

Managed Cybersecurity
Manage and report on all activities to assure your systems are protected.

Threat Monitoring & Detection
Automated threat intelligence and monitoring.

A La Carte Solutions
Select from a menu of services that fit your unique needs.

Incident Response Planning
Respond quickly to reduce exposure, recovery time, costs and reputation.

Disaster Recovery Planning
Respond and recover after the unexpected happens.

Workforce Education
Give your biggest security risk the training they need today.

MAINSTREAM
TECHNOLOGIES

mainstream-tech.com

Managed IT Services

Predictable Monthly All-inclusive Pricing | Monitored Backups | Dedicated Engineer

	Server & Infrastructure Management	Workstation, Server & Infrastructure Management
24 x 7 Remote Monitoring	✓	✓
Unlimited Help Desk Support	✓	✓
Patch Management	✓	✓
Security Software (AV, Spam, Email Encryption, 3rd party patching, web filtering, Anti Malware)		✓
Workstation Replacement Labor		✓
Workstation Additions (Labor Only)		✓
GetITBack (Immutable Remote Backup)	✓	✓
Firewall as a Service	✓	✓
First Year Price Guarantee	✓	✓
On-Boarding Fee Waiver	✓	✓
Easy Out Contract (30 day out)	✓	✓
Vendor Management	✓	✓
IT Business Review	✓	✓

MAINSTREAM
TECHNOLOGIES

mainstream-tech.com

Hosting Services

Mainstream offers a full spectrum of private cloud, virtualization and colocation solutions. Choose the approach that brings the most value to your organization.

Business Value

- Optimize technology spend
- Shift your costs from CapEx to OpEx
- Leverage our economy of scale
- Consistent, predictable, budgeted monthly spend

Responsive

- Variety of options including private cloud, virtual servers, co-location, managed co-location
- On demand support
- 24x7 customer access
- Escorted co-location services

Proactive

- Planned upgrades and replacements are factored into pricing
- Proactive management of routine tasks
- Minimal planning time required
- Cloud options: public, private, hybrid

Compliant

- SSAE 16 SOC 2 Type 2 Report
- ISAE 3402 Type 2 Report
- Compliant with stringent government and industry regulations
- MSP / Cloud Verify Program (MSPCV)

Facility Overview

- Raised floor data center
- High-availability environment
- N+1 on-floor UPS's
- N+1 cooling and humidity control
- Redundant power
- Carrier neutral
- Proximity and biometrics access
- Security cameras
- FM200 fire suppressant

Customizable

- 1U to multiple cabinets
- Private Cage
- Off-site Backup
- Public IP's
- Dedicated Firewall
- Redundant BGP Internet bandwidth
- Managed Services available

MAINSTREAM
TECHNOLOGIES

mainstream-tech.com

MY-TECHS

(870) 250-2235

LET MY TECHS BE YOUR TECHS

Home & Business
Computers * Servers * Cameras * Networks
Sales * Repairs * Upgrades * Updates * Installations

Small and medium sized businesses are vulnerable to cybercrime

A recent study from the Ponemon Institute indicated that 63% of SMBs worldwide experienced a data breach during the fiscal year 2019. Another study found that 43% of small businesses lack a cybersecurity plan. Hackers examine the trends too. They know where to hit SMBs to exploit gaps in security.

We can plan, implement, and maintain your technology so you can focus on business and not IT.

HOURS OF OPERATION

Day	Hours
Monday	8:00am - 6:00pm
Tuesday	8:00am - 6:00pm
Wednesday	8:00am - 6:00pm
Thursday	8:00am - 6:00pm
Friday	8:00am - 6:00pm
Saturday	By Appointment
Sunday	By Appointment

MY-TECHS

contact@my-techs.com
Flippin, AR 72634
www.-mytechs.com

(870) 250-2235

Call us today!

My-Techs Technolgy Solutions

Most small and medium-size businesses can't afford to staff a full-time technology professional. That's where we come in. We can service, sell, maintain, install, upgrade, clean, consult and secure your IT needs.

(870) 250-2235

Cyber Security

Time is of the essence. Do you know what to do if one of your employees said "I Think My Computer Has A Virus!". Is it already to late? Antivirus is just part of the solution. Having a responce plan and a data backup of your most critical data is a must. We can help.
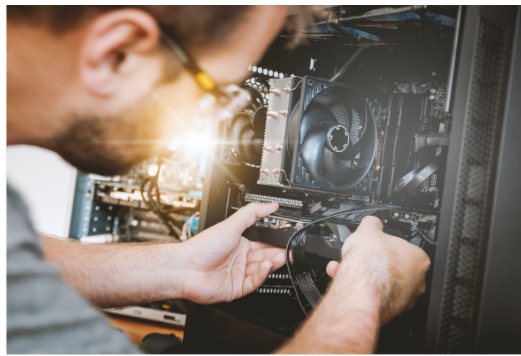
Service

No job too big or too small. We repair, install, configure and replace all types of technology. We can help

Maintenance Service Provider

Our contracts are flexable so we can meet your needs and you will not have to pay for services that you don't need. We can help.

Training

With cyber security changing everyday its now a must to train employees to help minumize the chances of being hit with ransomware, phishing, denial of service and password attacks. We can help.

Owner

Is this how you pictured yourself when you wanted to start your business? Being an owner, boss or supervisor is hard enough without having to worry about IT. We can help.

Consulting

We can put the technology pieces together. Let us help you navigate technology decisions and vendor relationships. We can help
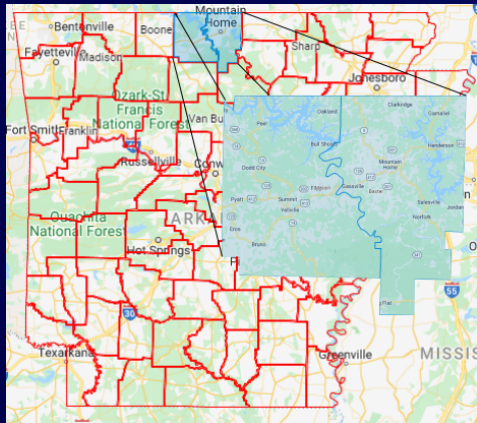
About Us

My-Techs strive to stay on top of all the newest technology and threats. Each year we take the time out of our schedule to attend workshops and webinars to further educate ourselves and stay on top of the latest trends. While we encourage further education, we know nothing beats hands-on knowledge. I, the owner of my-techs, have been in the technology industry for over 10 years.

Reach out to our IT experts today and see how we can help. We service all of Marion and Baxter counties in Arkansas.

BUSINESS – Government - Education

Desktops/Laptops

$55

- ✓ Antivirus
- ✓ Remote Management – Unlimited
- ✓ Remote Monitoring 24-7
- ✓ Free Consulting

Servers

$75

- ✓ Antivirus
- ✓ Remote Management - Unlimited
- ✓ Remote Monitoring 24-7
- ✓ Active Directory – Setup & Maintenance
- ✓ Group Policy – Setup & Maintenance
- ✓ Print Server – Setup & Maintenance
- ✓ Any additional server services

Additional Monthly Services

- ✓ VOIP
  $5 per phone
- ✓ Access Points
  $5 per access point
- ✓ On-Site Data Backup
  $.25 per GB
- ✓ Cloud Data Backup
  $50 per GB
- ✓ Firewall
  $75

- Does not include the cost of devices.
- Prices are subject to change without notice.
- Additional information can be found at https://tinyurl.com/yc3bc6wy or

NETWORK Services Group
data + voice

With our proactive IT support, transparent fixed-rate pricing, 24/7/365 live support desk, and best-in-class cybersecurity solutions, you can finally experience IT peace of mind.

• **Endpoint Protection (EDR)** • **Email Spam Filtering** • **IT Support for Vendors**	• **Managed Detection & Response (MDR)** • **Local and Offsite Data Backups** • **Unlimited Remote Support** • **Unlimited Onsite Support**	• **DNS Security** • **24/7 Cyber Security Threat Monitoring** • **24/7 Emergency Support**
Regulatory Compliance	Wifi Devices, Printer & Scanner Support	Accessibility & Scalability
Vulnerability Assessments	Client/Server Architectures	Wifi Devices, Printer & Scanner Support
Equipment Consulting and Management	Consultation & Customized Network Design	Computing Hardware & Software
VoIP	Data & Telephone Cabling	Cloud Computing
Mobility	Disaster Recovery	Network infrastructure
Client/Server Architectures	Business Continuity Support	

Network Services Group is an IT company that understands the needs of municipalities.

ABOUT
NEXT STEP INNOVATION

Founded in 2007, Next Step Group, d.b.a. Next Step Innovation (NSI) is a highly certified technology firm that employs trusted system and security engineers to provide quality services throughout the nation. We are experts in Cybersecurity, Cloud and Infrastructure Design, End User Devices as well as Technology workflows and methodologies.

Over the years, our ability to forge strong partnerships with major manufacturers and suppliers has given us the ability to promote industry best practices. Our knowledge of current technology trends, and our individual approach to each client allows us to provide products and services that are customized to address the unique needs of each client. Next Step Innovation is an ISO 9001 certified company, the ISO 9001 is a demonstration of our ability to consistently provide products and services that meet customer and regulatory requirements and while continuously demonstrating improvements.

nextstep
INNOVATION

TAKING YOUR TECHNOLOGY TO THE NEXT STEP

25+ YEARS OF IT EXPERIENCE
1000+ PROJECTS COMPLETED
250+ CLIENTS AND PARTNERS

Inc. 5000
CERTIFIED IN CISCO, VMWARE, MICROSOFT, SHORETEL VOIP, ISC2 CISSP, SECURITY+, HP NETWORKING AND NOW ON THE INC. 5000 LIST OF THE FASTEST GROWING PRIVATE COMPANIES IN AMERICA

TOTAL CARE PROGRAM PROVIDES COMPREHENSIVE IT SOLUTIONS FOR YOUR BUSINESS

TRAINED AND CERTIFIED TO PROVIDE INFORMATION SECURITY ASSESSMENTS FOR THE DOD AND STATE OF MISSISSIPPI

nextstep
INNOVATION

Cloud
- Azure
- Microsoft 365
- aws

Security Tools
- CROWDSTRIKE
- ARCTIC WOLF
- SentinelOne
- proofpoint.
- Microsoft
- Carbon Black.
- RAPID7
- splunk>
- HUNTRESS

Firewalls
- paloalto NETWORKS
- FORTINET
- WatchGuard
- CHECK POINT
- Barracuda

Touch Panels
- ViewSonic
- ClearTouch
- newline
- InFocus

Peripherals
- logitech
- RAM MOUNTS

Virtualization
- vmware
- Microsoft
- NUTANIX

Big Data
- snowflake
- splunk>

A/V Office
- OWL Labs
- Lightspeed
- team By iOFFICE

Printers
- DELL EMC
- hp
- Lexmark

Professional Services
NEXT STEP INNOVATION

NSI Professional Services
- Network Engineering
- Wireless Assessments
- Network Access Control
- Firewall Assessments
- MFA Set Up
- Virtualization Engineering
- Systems Engineering
- Cloud Architecture
- Hosting Services

- Hybrid Cloud Design
- Managed Services
- Staff Augmentation
- Business Continuity
- Disaster Recovery
- Data Center Assessment
- IT Training
- Smart Campus Design
- Location Services

nextstep
INNOVATION

Exclusive IT Management Program for Arkansas Municipal League Members

The PCA ITA Managed Program

Managed Solutions Provided Include:

- 24x7 Monitoring and alerting managed for you by PCA
- Monthly reporting provided
- Professional Solutions at a discounted rate including scheduled after-hours support
- Post ITA implementation recommendations delivered within 60 days after implementation
- ITA Portal access for up to 3 administrators (additional available as add-on service)
- PCA Service Desk support for issues resolved in 30 minutes or less
- Onsite and remote support for managed devices
- Proactive maintenance including Patch management and limited 3rd party patch management
- Antivirus/Antimalware license and management
- Up to 1TB of server backup to cloud
- Document backup to cloud for Windows workstations
- Ongoing proactive meetings with your vCIO
- Guaranteed response time based on severity (see Appendix B)
- Emergency 24x7 Support and Recovery Services
- Optional solutions available as add-ons to this plan

Call John Via today for a detailed quote @ 501-414-2315 or email jvia@pcatechsolutions.com

Hire Us As Your IT and Cybersecurity Department For A Fraction of The Cost!

PCA
TECHNOLOGY SOLUTIONS

Established in 1994, PCA Technology Solutions is a leading Managed Security Service Provider (MSSP), helping clients with comprehensive management and support related to outsourced IT, cybersecurity, cloud computing and VoIP. Headquarted in Little Rock, Arkansas, we serve clients worldwide and are led by a multifaceted team of experienced IT professionals.

WHAT WE DO

CYBERSECURITY

- 24x7 monitoring
- IT Assurance programs designed to maximize protection through:
  1. Perimeter Protection
  2. Multi-factor Authentication
  3. Regulatory Compliance
  4. Vulnerability Assessments
  5. Simulated Cyber Attacks (Penetration Testing)
  6. Social Engineering/End User Security

IT CONSULTING & MANAGEMENT

- Powerful Equipment (Workstations, Servers, etc.)
- Specialized Peer-to-Peer Architectures
- Client/Server Architectures
- Cloud Computing

DISASTER RECOVERY & BUSINESS CONTINUITY

HELPDESK SUPPORT FOR:
- Computing Hardware & Software
- Mobile Devices
- Printers/Scanners
- Wifi

NETWORK INFRASTRUCTURE, INCLUDING:
- Pre-Sales Consultation & Customized Network Design
- Data & Telephone Cabling Installations
- Network Maintenance & Administration Training
- Around-the-Clock Support

DATA & VOICE OVER IP (VoIP) SOLUTIONS

- Mobility
- Accessibility & Scalability
- Productivity
- Connectivity

Visit **pcatechsolutions.com** or call **501.907.4722** to learn more

Cities we currently partner with for Managed IT Services:

City of Bearden
Gale Vaughn 870-687-2204

City of Maumelle
Melissa Krebs 501-851-2500

City of Ward
Mayor Charles Gastineau 501-843-2271
Deborah Staley 501-259-1265

John Via
Sales Solution Specialist
PCA Technology Solutions
501-414-2315

HELPING LOCAL GOVERNMENT RUN SMOOTHLY

"Pinnacle IT enables us to rest easier knowing that our IT networks and infrastructure are up to date, secure, and performing well for the citizens of Eureka Springs. Other providers call me all the time, and I tell them to not even bother."

Lonnie Clark
City of Eureka Springs Finance Director

FIXED FEE MANAGED SOLUTIONS
Includes support for computers, servers, and network infrastructure, as well as providing Help Desk services.

CLOUD SOLUTIONS
We excel at delivering a wide range of comprehensive solutions, including hosted applications, business services, secure file sharing, hosted email, and an extensive suite of Microsoft 365 services.

3RD PARTY PATCHING
We specialize in implementing a range of modifications to computer programs and their supporting data, to enhance, optimize, and update functionality, stability, and performance.

DATA BACKUP
We specialize in comprehensive data recovery solutions, providing assurance that data loss due to system failure, natural disasters, or malicious attacks is effectively mitigated and restored.

ADVANCED THREAT PROTECTION
Endpoint Detection and Response identifies malicious acts in real time on each computer you have in your network.

WEB SECURITY
Our team can implement specialized web security measures to effectively protect against risky "internet surfing" activities and mitigate potential threats arising from connections to the dark web.

ALERT MONITORING
We possess the capability to proactively monitor, detect, and resolve any IT issues and security threats that may arise, ensuring comprehensive oversight and swift resolution for your organization.

+ AND SO MUCH MORE!

Pinnacle IT
YOUR PROBLEM SOLVED.

www.PinnacleIT.com

(877) 938-9450

STRATO SECURITY

512-580-4350

stratosecurity.io
info@stratosecurity.io

1506 Jennifer Street
Berryville, AR 72616

We help people defend themselves from cyber attacks.

Our
Company

We make cyber security easy. We are always here to help you on your journey to better cyber security.

We make cyber security affordable. Concerned about the costs? Our efficiency, and easy onboarding process keeps our costs low, and in turn make it affordable.

We do cyber security the right way. We strive for excellence, and never take shortcuts in your defense.

"
Cyber Security
is a process,
not a product.

A **Cyber Defense** Company
Where **People** Are
Our **Priority**

"
Cyber Security
is about
protecting
people.

Our Mission

We help people defend themselves from cyber attacks.

Our Values

We are always here to help in an approachable, trustworthy way. We strive for excellence in everything, and will always do what is right.

Our Objectives

To analyze, create, implement, and maintain your cyber defense strategy.

Core **Services**

We understand the complexities of cybersecurity, and go out of our way to remove that complexity for you. Our onboarding process is simple, taking only a few minutes of your time. When it comes to your cyber defense we:

Analyze
your risk

Create
a plan

Implement
the defense

Maintain
your defense

What **We Offer**

Security Awareness Training is how you communicate security mindedness to your team. Our training is simple, short, fun, and easy to understand.

Managed Endpoint Defense is how we make sure your workstations and servers are defended. This includes Managed EDR, Patches, Malicious Website Filter, and Hacker Detection.

Managed Offsite Daily Backups ensures that you can recover no matter what the distaster is. Your backups are securely encrypted, and tested on a regular basis.

Managed Network Defense is how we defend your local network from cyber attacks. We do this through a Managed Network Firewall, and SIEM solution.

? What's **Next**

An easy conversation!
We will guide you through to better security, and peace of mind.

Call or email today!

512-580-4350

info@stratosecurity.io

Get in touch

512-580-4350

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info@stratosecurity.io

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Berryville, AR 72616

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themselves from cyber attacks.

STRATO SECURITY

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info@stratosecurity.io

📍 1506 Jennifer Street
Berryville, AR 72616

Detailed Services & Pricing

Free Services

We are here to help. This is why our first consultation is free.

First **Consultation**	Answer Any Questions Determine Your Needs See If We're A Good Fit Create Next Steps

People

Cyber Security starts with people. We make sure our SAT is affordable. Great support and availablility is included with all of our services.

Security Awareness **Training** $3/m /person	Annual or Quarterly Training Monthly Phishing Simulation Easy to Learn Fun to Watch Meet Compliance Standards Monthly Reporting SAT Policy	Cyber Security **Support**	Monday - Friday 8am - 5pm 8h Max Support Response 2h Max Emergency Response 24/7/365 Emergency

Workstations

It is recommended that all workstations are defended from cyber attacks. If a system has critical data on it, it is recommended to have offsite backups so you can recover from any disaster.

Managed Workstation **Defense** $30/m /device	Windows/Mac/Linux 24/7/365 Monitored Protective DNS Active EDR Threat Hunting Patch Management - 72 hour Critical Patch Install - Includes 3rd Party Apps	Managed Workstation **Backup** $15/m /device	Windows/Mac/Linux Monitored Daily Offsite in Secure Data Center 100 GB Per Workstation Pooled Storage Can Purchase Additional Storage Can Puchase On-Site Storage

Servers

It is recommended that all servers are defended from cyber attacks and backed up offsite.

Managed
Server
Defense

$60/m
/server

Windows/Linux
24/7/365 Monitored
Protective DNS
Active EDR
Threat Hunting
Patch Management
- 72 hour Critical Patch Install
- Includes 3rd Party Apps

Managed
Server
Backup

$85/m
/server

Windows/Linux
Monitored Daily
Tested Monthly
Offsite in Secure Data Center
500GB Pooled Storage
Can Purchase Additional Storage
Can Puchase On-Site Storage

Networks

To defend yourself against network based cyber attacks, it is recommended to have a network firewall. If you have to meet a compliance standard, a SIEM solution is recommended to monitor and record all network traffic.

Managed
Network
Firewall

$50/m
/firewall

24/7/365 Monitored
Intrusion Prevention System
Firewall Configuration
Client Identification
Deep Packet Inspection
Syslog to SIEM

Managed
SIEM

$38/m
/user

24/7/365 SOC Monitored
2 Hour Incident Response
3 Months Log Storage
Managed Network Not Required
Virtual Server Sensor or
Physical Sensor

Policies

We help you create and manage any policies needed to establish and communicate your security posture.

Acceptable Use Policy
Password Policy
Incident Response Plan
Disaster Recovery Plan
Backup Policy
Remote Access Policy

Security Awareness Training Policy
Web Filtering Policy
Email Policy
Endpoint Protection Policy
Zero Trust Policy
Network Policy

Why Strato?

Here's what sets us apart from our competition.

We Specialize in Cyber Security
Others often cover a huge gambit of IT Services,
and as a result leave gaps in your cyber security.

Straight Forward Pricing
We keep our pricing simple and transparent enough
that you can calculate it yourself if you want to.

No Commitments
You're not stuck in a relationship that you may not like.

Easy Onboarding
Our unique onboarding process is incredibly easy.

Great Support
We are always here to help, after all - it's our motto!

Get in touch

512-580-4350

stratosecurity.io
info@stratosecurity.io

TeleComp provides premium, customizable I.T. solutions with white glove customer service, giving you the utmost value. Our mission is to help you and your organization *Fly Forward.*

Four pillars of support for you and your organization...

Cloud

TeleComp Cloud is our enterprise-grade calling and collaboration platform, offering unmatched performance, security and scale.

TeleComp Fiber & SIP

TeleComp Fiber for dedicated high-speed internet. TeleComp SIP for dialtone to hosted and premise-based phone systems. Plus SD-WAN to optimize your Wide Area Network.

FortNOC

Protect your infrastructure and data with TeleComp FortNOC Managed Security Solutions. A full suite of solutions handled by our Network Operations Center ("NOC").

CXM Call Recording & Quality Monitoring

CXM records phone calls quickly and easily at low cost. Comply with policies and government regulations while improving customer experience (CX) and enhancing your bottom line.

TeleComp has expanded to multiple locations throughout the South-Central United States, with more growth to come. We provide exceptional service to customers and installations throughout the US and beyond.

You've heard of a bank or a museum being "as secure as Fort Knox." Your network should be just as secure.

FortNOC™

Protect your business infrastructure and proprietary data with TeleComp FortNOC Managed Security Solutions.

Every organization is vulnerable to attack in today's world. TeleComp FortNOC products keep your network, data, finances, and domain safe.

FortNOC products let you create the mix of security, data protection, Disaster Recovery and proactive monitoring services you need. Shut down threats before they become major issues.

All FortNOC services are managed in-house by Tele-Comp's team of Security and Backup experts.

What is a NOC?

NOC (pronounced "knock") is an acronym for Network Operations Center. It's a centralized place where expert IT engineers and technicians leverage remote monitoring and management software to keep your infrastructure and data safe and secure.

TeleComp's NOC team is your silent partner — putting high-level security and Backup and Disaster Recovery (BDR) in place, then watching over infrastructure health, capacity and security to ensure 24/7/365 uptime for your data.

FortNOC protects hundreds of customers and monitors thousands of devices. It's one of the ways TeleComp delivers world-class support and ongoing problem resolution as your Managed Services and Security provider.

TeleComp FortNOC Portfolio

FortNOC Command

Complete IT Service Desk and Network Operations Center for your business.

Reduce downtime, maximize productivity, and get fast resolution to issues that arise. TeleComp's NOC monitors internal systems to ensure uptime and availability of servers and business critical applications. Users get 24/7/365 access to our service desk for individual assistance.

FortNOC Connect

**Fully managed network connectivity with industry-leading equipment and monitoring.**

Includes enterprise-class Access Points. Also includes enterprise-class switching with L2, L3, PoE and PoE+ capabilities. All equipment is remotely monitored, tuned, and managed 24/7/365, with proactive fault management, notifications and escalations , if needed.

FortNOC Secure

Complete Security Operations Center to investigate and hunt down all threats.

FortNOC Secure offers industry leading server protection including email gateway, application whitelisting, ransomware protection and rollback functionality, plus malware detection via machine learning and AI powered software. End user security training helps stop threats at the user level.

FortNOC Vault

Fully managed backup service with onsite and offsite backups to protect your data.
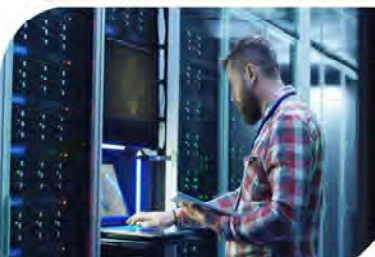
Comprehensive backup solution includes onsite Backup and Data Recovery (BDR) along with offsite replicated storage. FortNOC Vault guards against full site loss and ransomware attacks, and includes quick hardware loss recovery with failover to TeleComp BDR.

TeleComp

www.telecomp.com • Toll-free: (888) 831-9400

Learn more:

THI120421

Cyberattacks
It's not if... but when.

Packaged cybersecurity solutions suite

Implementing structure into your cybersecurity discipline at an expanding scope can be a daunting task. Tyler Cybersecurity's suite of subscription-based solution services provides a strategic, purpose-driven path forward in support of your strategic business, operational and security objectives across all stages of the cybersecurity lifecycle.

Comprehensive Preparedness

- Managed Detection and Response (two-week service solution install)
- External penetration test with vulnerability scan
- Internal configuration and vulnerability assessment (CAVA)
- Acceptable use policy with data handling matrix
- Information security policy set creation and update
- Incident response plan creation/update
- Incident response plan tabletop exercise
- Business impact analysis
- IT risk assessment
- Cybersecurity training
- Email phishing campaign
- Annual leadership meetings and training
- Monthly advisor call

Ransomware & Audit Readiness

- Managed Detection and Response (two-week service solution install)
- External penetration test with vulnerability scan
- Internal vulnerability scan
- Incident response plan creation and update
- Incident response plan tabletop exercise
- Acceptable use policy with data handling matrix
- Information security policy set creation and update
- Cybersecurity training
- Annual leadership meeting
- Quarterly advisor call

Cybersecurity Awareness

- Managed Detection and Response (two week service solution install)
- Acceptable use policy with data handling matrix
- End user cyber awareness and phishing training
- Email phishing campaign
- One day follow-up end user training
- Annual leadership meeting

tyler technologies

Identifying threats before they become a breach.

Malware

Zero-Day Exploits

Ransomware

Suspicious Activity

Compromised Email Accounts

Compliance Violations

Errant Administrative Activity

Monitoring and Detection

Managed Detection and Response

Empowering organizations to avoid the catastrophic impact of a network breach, Tyler Cybersecurity's 24/7 Managed Detection and Response solution analyzes, detects, and informs organizations of viable cyberthreats spanning internal and external networks to perimeter endpoints. Supported by Tyler Technologies internal Security Operation Center, TSOC is comprised of cybersecurity analysts supported by artificial intelligence and machine learning to identify and alert clients of serious threats with agility and precision.

Real-Time Alerts
Immediately contacted if actively at risk.

- Customized, automated alerts for administrative changes, Microsoft 365, Active Directory, and more
- Identify and confirm unique and suspicious activity
- Detailed occurrence notifications sent immediately
- Request authorization capability to disable infected Windows machines to mitigate suspicious activity

Reporting
Cybersecurity analysts prepare client specific daily network traffic summaries.

- 24-hour critical log data reports
- Monthly threat and findings management reports
- Secure and documented audit trail for compliance

Secure Online Portal
Gain insight into all your network traffic online 24/7.

- Search and filter report data with customizable reporting
- Review and respond to findings with interactive dashboards
- Access and review SOC threat intelligence

YELCOT
MANAGED SERVICES
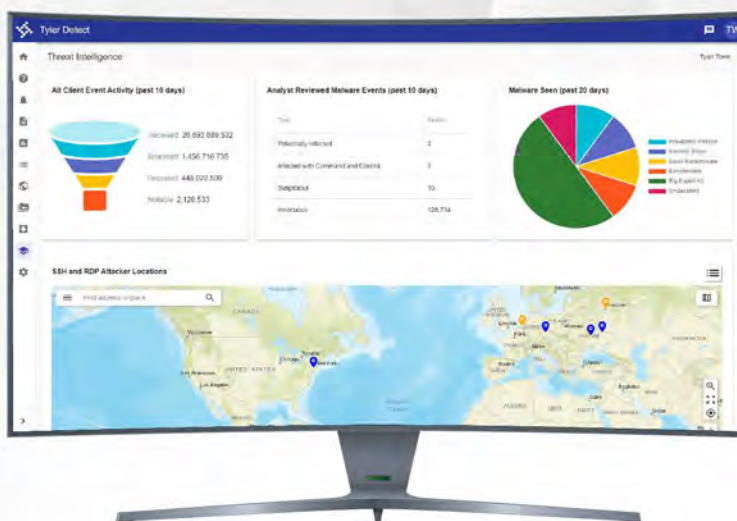
Empowering Organizations Through Seamless IT Solutions

Our mission at YELCOT Managed Services is to empower organizations of all sizes by delivering seamless IT solutions tailored to their unique needs.

We believe in fostering long–term partnerships built on trust, transparency, and mutual success.

With our comprehensive suite of managed services, cybersecurity solutions, and strategic consulting, we implement solutions that prevent downtime and minimize risk to enable organizations to operate with confidence.

Whether it's managing IT infrastructures, securing data, or navigating digital transformations, we are committed to being a trusted advisor and partner. Every step of the way.

MANAGEMENT, SUPPORT, & SOLUTION SERVICES

- MANAGED IT SERVICES
- DESKTOP SUPPORT
- IT PROJECT MANAGEMENT
- DISASTER RECOVERY PLANNING
- VoIP/PHONE SOLUTIONS*
- CERTIFIED ASSET DISPOSAL
- OFFICE 365 MANAGEMENT
- BACKUP SOLUTIONS
- REMOTE SOLUTIONS
- CYBER SECURITY SOLUTIONS
- COMMERCIAL SECURITY SOLUTIONS*

* Based on location and internet provider.

Need an IT support provider that understands municipalities?

We help municipalities get out of the IT trenches and back to working on what matters.

We've spent almost 30 years making IT personal, making IT easy, and getting IT right for over 1,100 municipalities.

When you work with us, you get a proactive partner who understands your budgeting cycles, compliance requirements, and critical concerns.

► **Predictable Costs Built for Municipal IT Budgets**
We understand municipal budgeting cycles, the needs of city administrators, and delivering technology solutions within budget.

► **Average Relationship Tenure is Over 11 Years**
That's longer than most other vendors have been in business. Municipalities see us as part of their community and trust our staff who speak their language.

► **Municipal League Partnerships**
Municipal leagues endorse our IT products and services to meet the needs of member towns and cities.

MANAGE
Get access to on-demand 24/7 help desk support and a local presence—onsite support in less than 2 hours.

PROTECT
Prevent security incidents that could have long-term effects on your town or city.

ACCELERATE
Find ways to use technology to archive body camera video footage, revamp your website, or organize your records.

"You don't know what you're missing"

"I was pleasantly surprised by VC3's remote IT support and how well it served our city. We learned the hard way that we needed a vendor that helped us stay secure from ransomware and cyberattacks, update and patch everything constantly, and stay on top of IT issues. With VC3, everything is getting done. You don't know what you're missing if you've never seen it before—and we hadn't seen anyone like VC3 before."

► **Captain Jeff Swain, Isle of Palms Police Department**

READY TO TACKLE YOUR CYBERSECURITY AND TECHNOLOGY ISSUES?
Reach out to us today.
VC3.COM | McKenzie.Walton@VC3.com | 865-679-7918

VC3 AIM HIGHER

Cybersecurity & Technology Services

Need an IT support provider that understands municipalities?

We help municipalities get out of the IT trenches and back to working on what matters.

VC3 has been making IT personal, making IT easy, and getting IT right for more than 28 years. Serving over 1,100 municipalities of all sizes, VC3's Arkansas-based engineers are supported by a deep bench of national talent.

MANAGE

Get access to on-demand 24/7 helpdesk support and a local presence—onsite support in less than 2 hours.

▶ **MANAGE ESSENTIALS:** VC3 Manage Essentials is an all-in-one IT service for small towns and cities. Includes data backup, 24/7 helpdesk, proactive IT maintenance, records management, and a custom city website.

▶ **MANAGE ON-PREMISES:** We take you out of the IT trenches and back to working on what matters by maintaining and supporting your existing devices, servers, and applications. We also keep you secure, provide 24/7 helpdesk support, and give you a dedicated strategic advisor who will meet with you quarterly.

▶ **MANAGE CLOUD COLLABORATION:** We give you the cloud-based version of Microsoft Office 365—meaning no servers, and it's always up-to-date—and VC3-provided workstations. We can also host many of your most important line-of-business applications in the cloud— from accounting to public safety—and ensure compliance.

▶ **MANAGE CLOUD PERFORMANCE:** Cloud Performance offers complete cloud hosting including 24x7 support, hosted applications and desktops within the cloud, Office 365, and VC3-provided workstations.

▶ **MANAGE VOICE:** VC3's Voice over Internet Protocol (VoIP) can improve the quality of your phone calls, add functionality that you are currently missing, and integrate your email with your voicemail.

READY TO TACKLE YOUR CYBERSECURITY AND TECHNOLOGY ISSUES?

Reach out to us today.

VC3.COM | 800-787-1160

Powered By
VC3

Cybersecurity & Technology Services

PROTECT

Prevent security incidents that could have long-term effects on your town or city.

▶ **PROTECT DATA RECOVERY:** Server failure? Flooding? A tornado? Ransomware? No problem—your data is safe. We provide offsite data backup for worst-case scenario recovery and help municipalities become operational again within hours.

▶ **PROTECT SHIELD:** Enhance your municipality's cybersecurity foundation with Protect Shield. Bundled services include:

- **24x7x365 Security Team:** Proactively looks for security threats across your entire IT network and responds to security incidents 24/7.

- **Endpoint Detection and Response (EDR):** Detects malware and potential cyberattacks on endpoint devices (servers, desktops, laptops, etc.), preventing them from spreading across your network.

- **End User Security Awareness Training:** Provides simulated phishing tests and security awareness training to help keep employees skilled to counter cyberattackers.

- **Advanced Office 365 Cloud Protection:** Monitors security events 24/7/365 within the Office 365 environment, such as bad actors logging in, excessive data downloads, or unauthorized changes.

- **Advanced Email Scanning:** Encrypts your email, scans it for malware, and stops most phishing and spam attempts from ever reaching your employees.

- **Advanced Web Protection:** Proactively blocks users from accessing websites that may cause harm to your municipality.

- **Dark Web Vulnerability Scanning:** Scans the dark web to uncover compromised credentials shared or sold by criminals, giving you information you need to act.

▶ **SECURITY AWARENESS TRAINING:** Keep your employees trained and ready to resist a cyberattacker's tricks. Our training provides monthly automated phishing tests, quarterly security training that covers safe computing practices, monthly management reports, and ongoing training support.

READY TO TACKLE YOUR CYBERSECURITY AND TECHNOLOGY ISSUES?

Reach out to us today.

VC3.COM | 800-787-1160

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VC3