



Managed IT Services

**SmartBusiness™
Suite**

Achieve 4x More Value & Productivity From Your IT Investments

Get the peace of mind that comes with having a plan. By adopting Mytech's Proven IT Strategy, and building an IT Roadmap in alignment with our best practices, you will be able to plan your IT investments proactively instead of reactively, and be more adaptable to other business challenges. As a result, you will experience better technology integration, increased productivity with fewer technology problems, improved organizational security, and faster, more responsive IT support.

How do we measure "4x more"?

As our clients move towards the approved state of the Best Practices Value Map, on average, they will spend 4x less time dealing with technology issues.



Strategic Collaboration That Eliminates Surprise IT Costs

Our regular consultations shine a light on the performance and health of your IT infrastructure, helping you understand your needs and threats so you can move beyond the reactive break/fix cycle. As a result, you'll experience better technology integration, less downtime, and fewer surprise costs.

IT Support That Knows Your Name & Your Needs

By developing a personal relationship with your team, we can better document, track, diagnose and resolve repetitive technology problems – freeing up even more time and increasing productivity for your team.

Security Services to Inspire Confidence, Not Fear

Get targeted security for your business needs, and the peace of mind that comes with knowing your greatest risks are continually being researched, evaluated, and proactively addressed, all thanks to the dynamic solutions we automatically build into your managed IT services.

Responsive Tech Support When You Need It Most

Submitting a ticket shouldn't feel like shouting into a void. With Mytech, every support request is seen by a real person within 15 minutes, then triaged to resolve your most critical issues right away. Request IT support with certainty, knowing that your technology hiccups will be seen & solved promptly.

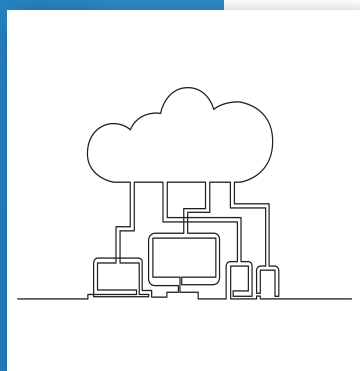
To learn more, check out www.mytech.com/4xmore





SmartBusiness™ Suite

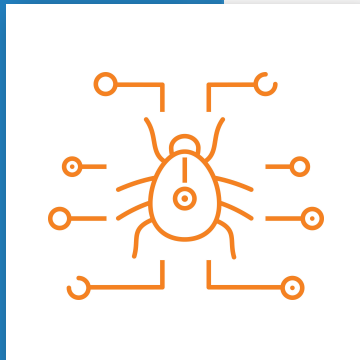
Achieve four times more value and productivity from your IT investments.



BackOffice™ Network & Infrastructure Operations Services

BackOffice constantly monitors your systems to keep things running smoothly and efficiently, catching inconsistencies before they become problems.

- Round the Clock Monitoring & Alerts
- Email Continuity & Spam Filtering
- Asset & Lifecycle Management
- Antivirus Management
- Disaster Recovery & Backup Management
- Microsoft 365 Cloud Suite Backup
- Hard Drive Destruction



SecureOffice™ Infrastructure Security

SecureOffice employs targeted security programs to not only keep known threats out, but also to catch tomorrow's newest threats that might sneak through.

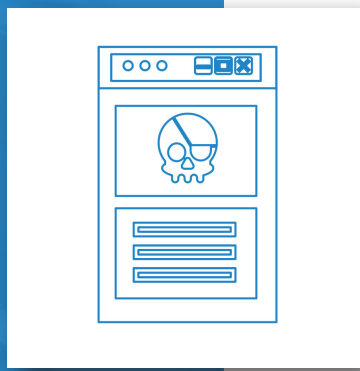
- Microsoft Patch & Security Management
- Hardware & Firmware Updates
- Firewall Management
- Managed Detection & Response (MDR)
- Network & Security Review



ProductiveWorker™ 24/7 Help Desk & Support Services

ProductiveWorker ensures you receive prompt and thorough IT support, thanks to our local help desk staff who are assigned directly to your organization.

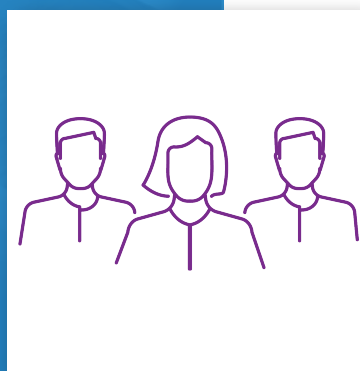
- IT Support Desk
- After Hours IT Support Desk
- Mytech Help Center
- On-Site IT Support
- New Workstation Deployment Services
- Workplace Productivity Training



SecureWorker™ Workforce Security

SecureWorker monitors and defends each workstation and educates each employee, to prevent network breaches before they even begin.

- Security Awareness Training
- DNS Filtering
- Mobile Device & Application Management
- Desktop Document Backup
- Multi-Factor Authentication/Single Sign-On



ExecutiveWorker™ Strategic IT Planning & Executive Support

ExecutiveWorker offers communication & accountability reporting, annual strategic IT roadmap planning sessions, plus priority tech support and a full workstation backup for your designated executive user.

- Communication & Accountability Reporting
- Strategic IT Roadmap Planning
- Full Workstation Backup
- Priority Help Desk Support

BackOffice™

Network & Infrastructure Operations Services

Monitor & protect your core IT infrastructure

Many system errors are hard to notice at first, until they chew their way up to something important. By then, fixing the issue is no longer quick or easy. BackOffice catches those problems right away, before they snowball. Our in-house Network Operations and Security Center stays tuned-in to your systems, monitoring every device and managing any updates or fixes. By proactively managing your network, we can stop system updates from crippling your productivity, and give peace of mind that your IT provider truly knows what's happening in your network.

Round-the-Clock Monitoring & Alerts

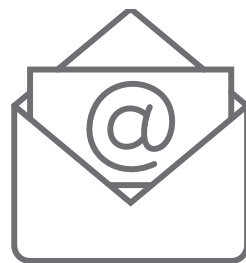
The best way to fix a problem is to resolve it before it becomes a problem. Our in-house Network Operations Center (NOC) constantly monitors your systems, using powerful tools to detect small discrepancies at their source – long before they start causing obvious system degradations or downtime. NOC team members then resolve those issues while minimizing disruption for you. And if larger issues arise, you can be assured a network expert is already on the case. We proactively monitor nearly any device connected to your network **including servers (cloud and on-premise), workstations, firewalls, switches, wireless access points, UPS, and printers.**



Email Continuity & Spam Filtering

Most email programs come with a simple structure and a one-size-fits-all spam filter. And while that may be “good enough” for most personal email accounts, these filters simply can't process and protect an entire organization's needs.

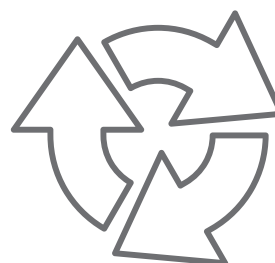
We implement a **robust & fine-tuned corporate-wide spam filter**, plus an **email administration system** that protects your productivity & communication. That administration gives you access to **send & receive email even during service disruptions**, plus the option to introduce global **encryption and archiving** settings based on your industry's security needs.



Asset & Lifecycle Management

You can't protect what you don't know about. While some devices might be obvious to you (laptops, desktops, printers), there could easily be further hardware on your network that isn't being tracked – and thanks to its outdated settings, such a device could easily serve as a foothold for malicious access.

With our asset management service, we'll not only **know about everything that's connected to your network**, but also know its configurations, age, performance, and more. Our automated tools – paired with our thorough documentation – ensure we find and update any missing information, and give us a foundation to build annual IT lifecycle plans and budgets to eliminate surprise costs and enable your specific business objectives.



Antivirus Management

A cornerstone of your IT security, antivirus has been around for a very long time – and has become a lot more complex, too. More than 350,000 new pieces of malware are created each day, so keeping up to date on your antivirus solution maintains a critical layer of defense. Our antivirus decisions are guided by hard-won experience, plus a close connection to industry experts, to bring you a **proven solution that stays ahead of the curve while staying out of your way.**



Disaster Recovery & Backup Management

Backup and disaster recovery solutions have ZERO return on investment...until the day you need them. And if that day comes, **you want to be absolutely certain you're protected.** With Mytech, you can do more than *hope* for the best, thanks to our thorough research, vetting, and deployment of modern & mature backup solutions. Your data is monitored both in off-site transfer and in storage, allowing you to **see and know your data is secure.**



But should a disaster strike, restoring from a backup still takes time & effort, and you're dead in the water until it's complete. With Mytech, we launch a **temporary network** to get you up and running right away as we address potential data loss, **restoring your file systems directly**, and help procure replacement hardware if needed.

Microsoft 365 Cloud Suite Backup

Just because your data is “in the cloud” doesn't mean it's backed up; cloud solutions aren't magically protected from disaster. By default, **Microsoft only retains Microsoft 365 files for a limited time** – leaving your entire cloud structure vulnerable to accidental loss, deletion, or even new ransomware attacks that target cloud servers.



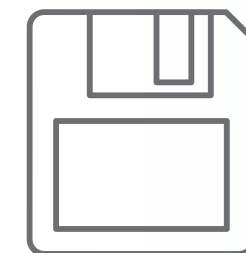
With BackOffice™ **your entire organization's Microsoft 365 profile is backed up and easily recoverable.** We provide your cloud infrastructure with a second line of defense, protecting your data from disaster and giving you peace of mind, no matter where your data lives.

“Cloud solutions aren't magically protected from disaster.”

Hard Drive Destruction

Despite the threat of data loss, your organization's sensitive information is often harder to completely erase than you might think. When you need to dispose of an old hard drive, don't take your chances on an incomplete deletion.

BackOffice™ offers **hard drive destruction to render your data unusable** – and we offer Certified Destruction for a small fee, if you truly need something eradicated.



What you get:

Monitoring & Alerts

- 24/7/365 monitoring for nearly any device connected to your network
- An expert team of network technicians that are familiar with YOUR network.

Email Continuity & Spam Filtering

- Organization-wide spam filter
- Email administration system & continuity during disruptions
- Global encryption & archiving options

Asset & Lifecycle Management

- Tracking & asset tagging for every device on your network
- Improved information for lifecycle planning & hardware budgeting

Antivirus Management

- Modern & effective antivirus/anti-malware solutions on all workstations
- Constant review, evaluation, and upgrading of antivirus filters & policies

DR & Backup Management

- Full server backup with built-in monitoring
- Temporary “continuity network” hosting & access
- Built-in file system recovery services

Microsoft 365 Cloud Suite Backup

- Organization-wide backup for all Microsoft 365 infrastructure, including SharePoint, email, Teams and OneDrive accounts
- Added defense against targeted ransomware attacks

Hard Drive Destruction*

- Free hard drive destruction services *Certified destruction available at additional cost.

What you get:

Microsoft Patch & Security Management

- Consistent, proven patching policy and execution
- Testing for all Microsoft patches
- Controlled deployment to prevent interruption

Hardware & Firmware Updates

- Firmware patching & updates for all network devices
- Patch risk analysis and scheduled deployment to match your schedule and minimize downtime

Firewall Management

- Active firewall monitoring and threat detection
- Firewall setting & rules control
- Firewall backup service

Managed Detection & Response

- Active detection software continually searches your network for signs of malware
- Detect & identify potential breaches before they escalate

Network & Security Review

- Proactive security monitoring
- Internal & external vulnerability scans verify our security work
- Monthly on-site inspection visits

SecureOffice™ Infrastructure Security

Stay ahead of emerging security threats

Safeguarding your organization's security is about more than just installing antivirus on every office computer. In fact, although many tools protect your individual workstations, protecting your network as a whole is just as critical.

SecureOffice™ focuses on securing all the big-picture aspects of your organization: operating system updates and patches, commonly ignored hardware and firmware updates, crucial firewall configuration reviews and updates, as well as breach detection to quickly discover the ever-evolving threats designed to infiltrate even the most secure networks. Our team will stay on top of the status of your organization's updates and policies and work with you to **ensure your organization's security without sacrificing your efficiency.**

Microsoft Patch & Security Management

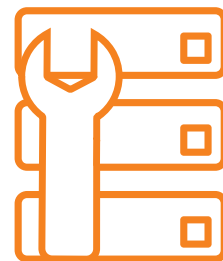
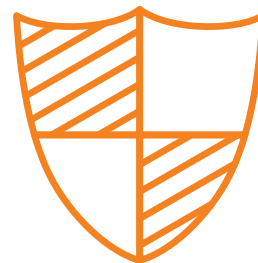
Patches & updates are a critical aspect of your workplace security and productivity. Thousands of unique threats emerge every day, and these updates are the tools your network needs to stop them. But technology is complicated, and every update or change has a potential for further disruption.

A common approach involves automatically deploying all updates and patches immediately, then going back to fix the damage if something important breaks in the updating. But at Mytech, we protect your productivity by testing these patches first in a closed system. We then deploy them in a controlled process, preventing any interruptions to your team's workday.

Hardware & Firmware Updates

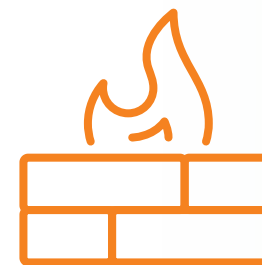
Desktops and laptops aren't the only things that need updates. Though you might not think about them as often, your other network devices – physical servers, switches, routers, even printers – require updates and patches to maintain security and productivity. Many IT providers neglect patches for these devices, **opening you up to bugs & outages and exposing security vulnerabilities for months or even years at a time.**

SecureOffice™ helps you cover all your bases by regularly checking and patching all devices on your network. We even evaluate updates for priority, determining their risks & benefits and scheduling their updates accordingly to minimize interruptions for you and your customers.



Firewall Management

Your firewall isn't just another device or program – it's one of the most fundamental layers of your IT security, and it deserves special attention. An updated firewall could be **the difference between catching the latest threat or succumbing to it.** And in addition to a firewall's updates, you also have to consider its configurations, backups, rulesets, and change control.



“An updated firewall could be the difference between catching the latest threat or succumbing to it.”

SecureOffice™ shines a light on all the details in a modern firewall. With our **active monitoring and detection**, we know what's going on inside your firewall. That means we have insight into what rules it follows, and we can **control when & how those rules change.** This control, plus our firewall backup service, gives you **certainty in your security when it comes to audits and security compliance reviews.**

Managed Detection & Response

IT security isn't just about keeping threats out – you also need a way to catch anything that's already snuck its way inside. Our Managed Detection & Response offers **an internal protection system**, constantly **scanning your network** to find the “footholds” used by malware to do further damage. Instead of the industry breach detection average of 120 days, this service **catches breaches in hours or even minutes** – before they turn into downtime, costly repairs, and a damaged reputation.



“Catch anything that's already snuck its way inside.”

Network & Security Review

Powerful tools and services are only part of the equation: if you don't know how to track or use them, they won't do you any good. You rely on your IT partner to give you key insights on your systems, but how can you know they've actually done that work?



“Your IT strategy is a conversation.”

SecureOffice™ provides that certainty, every month. We proactively monitor and verify our work with external tools, evaluating everything from software and OS updates, to user authentications, to **internal and external vulnerability scans.** We even schedule monthly on-site visits, inspecting your physical hardware and consulting with you on any findings we've uncovered. Your IT strategy is a conversation, and we're committed to including you.



ProductiveWorker™

24/7 Help Desk & Support Services

Keep your workforce productive & reduce IT disruptions

There's no such thing as a perfect infrastructure; even with the best equipment and processes in the world, you're bound to experience a disruption at some point. Effective IT help desk support is vital to keeping your staff productive when sudden tech issues arise.

What's your organization's largest expense? If you're like many small and medium-sized businesses, your payroll is high on the list. Time is money, and every hour spent with tech support is an hour of lost productivity. With ProductiveWorker, your team's urgent IT challenges are our number one priority. As a result, our SmartBusiness Suite clients who adopt our Best Practices Value Map **spend 4x less time on troubleshooting** than they were before, on average, for a **97% help desk satisfaction rate**.

IT Support Desk

Monday – Friday, 7am – 7pm

Don't let your IT issues delay your work. Get direct access to a local, dedicated support team – not a faceless 1-800 number – to help you no matter what your issue is. Whether it's a known problem or a mystery, we're on it. And even if you're having issues with a third-party vendor like an internet provider, **you can leave the troubleshooting to us**. No matter the issue, we'll help resolve it.



“No matter the issue, we'll help resolve it.”

After-Hours IT Support Desk

Monday - Friday, 7pm – 7am, Saturdays, Sundays & Holidays

Technology issues don't follow the work week schedule. Your staff might work late into the night or across the weekend, and they often can't put their work away until Monday. That's why **you receive 24/7/365 on-call support for emergencies**. If a crisis occurs for your most critical infrastructure and you need us, we're just one call away.



Mytech Help Center

The Mytech HelpCenter is an easy-to-use desktop application that allows you to quickly submit new support requests, and check the status of previously submitted ones.

No need to remember another sign-in or dig through old emails: whether you call, email, or submit your support request through the Mytech Help Center, you'll have the visibility of your requests at your fingertips.



On-Site IT Support

Most IT problems are fixable remotely, and that usually means reduced disruption and faster resolution times for you. However, when a problem requires a hands-on solution, **you get unlimited on-site IT support** to tackle it immediately. In addition to any service calls, you also receive **proactive scheduled site visits from our tech team**, where we'll resolve any of your team's minor issues, and also discuss any overall problems you've had, all as part of being your consulting tech partner.



“However, when a problem requires a hands-on solution...”

New Workstation Deployment Services

Whether you're hiring a new team member or just updating your oldest workstations, setting up a new work laptop or desktop is a deceptively daunting task.

It's not just about buying the right devices: you have to connect the workstation to your network, install any special software, and get settings configured to both organization and personal standards.



Doing that setup yourself carries security and downtime risks, but hiring someone to do it can feel like a frivolous cost. But with Mytech, individual workstations purchased through us – in alignment with our Best Practices Value Map – receive free workstation deployment, fully included in your managed services.

Workplace Productivity Training

Microsoft 365 is an incredibly powerful suite of tools, but only if you've learned how to effectively use it. Most people barely scratch the surface of what it can do, even after long trial-and-error sessions. With Mytech, your team members get frequent **informative & tutorial webinars**,

access to in-person Microsoft 365 trainings, and a **secure educational platform built into your Mytech HELP Center**, to ensure you get the most out of the tools you already pay for.



“Get the most out of the tools you already pay for.”

What you get:

IT Support Desk

- Local, dedicated IT support team that remembers you and your IT needs
- Root cause analysis to fix problems at the source, rather than treat their symptoms
- Troubleshooting for all tech issues, even third-party ones (printer, internet service provider, etc)

After-Hours IT Support

- 24/7/365 on-call support for emergency infrastructure issues
- After-hours support for non-emergencies available at additional cost

Mytech Help Center

- Easy-to-use desktop application to submit and check the status of support requests

On-Site IT Support

- Unlimited on-site IT support as needed, at no additional cost
- Monthly, dedicated onsite IT support time – 2 hours per 25 users

Computer Deployment Services

- Equipment purchasing consultation in alignment with Best Practices Value Map
- Included set up & deployment for all new individual workstations purchased through Mytech

Workplace Productivity Training

- Secure productivity training library, hosted in help desk portal
- Customized Microsoft 365 trainings available to teams at additional cost

What you get:

Security Awareness Training

- Monthly training emails on the latest threats and malicious strategies
- Monthly spoofed phishing emails to test your team's vigilance
- Analysis & reporting available on request to see organization-wide engagement

DNS Filtering

- DNS Filtering for every workstation
- Safeguards against new & suspicious websites

Mobile Device Management

- Security support for company & personal mobile devices
- Mobile device, tablet, and touch screen management

Desktop Document Backup

- Backups for common business files on each workstation, including Word, Excel, and PDF
- A restoration portal to allow quick, self-guided restoration of files
- Add-on option: Image-based backups to completely duplicate an entire workstation

Multi-Factor & Single Sign-On

- Multi-factor authentication guidance and support to prevent unauthorized access
- Single sign-on support that simplifies logins and allow for fast lockout in an emergency

SecureWorker™

Workforce Security

Achieve true peace of mind and workforce protection

Your team members are your most important asset, and protecting them is critical to protecting your organization's infrastructure. SecureWorker™ focuses on each employee, offering a host of tools and functions that safeguard their day-to-day work without disrupting it.

Security Awareness Training

The vast majority of malware comes through email. Despite robust and proven security tools, your team members hold an incredible amount of power over your network's security, so training them to resist phishing attacks is essential. Some managed service providers (MSPs) will offer security training as an add-on, or an optional resource, but we see it as an absolute necessity: **information security is every team member's job.**

“*Your team members hold an incredible amount of power over your network's security.*”

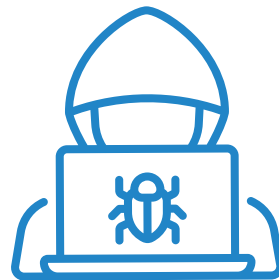
SecureWorker™ enrolls each of your team members in multiple short security-based campaigns each month: [security awareness training](#) modules and [simulated phishing test](#) emails. Rather than a one-off training at employee orientation, we provide your staff with **ongoing education and feedback** on the changing threat landscape of the modern IT world, improving their security habits & instincts to increase your organization's overall security.

DNS Filtering

The average malicious site is only up for a few hours – long enough to do its damage, but too fast to be detected by global blocklists or taken down by authorities. Endpoint DNS Filtering sidesteps this “website Whack-A-Mole” entirely, using **machine learning** and **industry knowledge** to **screen domains based on their patterns.**

The end result is a unique security feature that evaluates and stops potentially-harmful material based on what it actually is, rather than what it claims to be. This service even **protects your remote team members** in coffee shops or hotels, away from your corporate firewall.

*Consultation, implementation, and third-party licensing fees may be applicable.



Mobile Device & Application Management (MDM & MAM)*

Controlling your employees' mobile access to the corporate network is becoming trickier and trickier. It's no longer just about fetching email on your phone – every new business app or connection on a personal phone or tablet is a potential access point for malicious actors. From Microsoft's Intune Mobility and Security Suite to **comprehensive mobile & wireless device management**, we'll provide support and help you control which devices and applications access your systems, **ensuring security while preserving efficiency** for your team.

“*...every new business app or connection...is a potential access point.*”



Desktop Document Backup

Even if your server, database, and cloud storage are completely backed up, individual workstations are still a potential point of failure. Almost all employees save critical documents directly to their device at some point, and the loss of those files can mean significant productivity and work-hours down the digital drain.

Our Desktop Document Backup protects many of those files by automatically **backing up commonly-used business document types, such as Word, Excel, PowerPoint, and PDF files, twice daily.** Your most important documents will be safe from ransomware, deletion, and hardware failure, no matter their location or device.

With our individual **backup & restoration portal**, your team members won't even have to wait for tech support just to restore a single accidentally deleted file. And if you need an even more thorough safeguard, we also offer complete image-based backups for your most critical workstations as an add-on protection.



Multi-Factor Authentication (MFA) & Single Sign-On (SSO)*

Passwords are one of the weakest links in your security chain. Even if you require complex passwords, your team members are still the ones who “own” them, and a lot can go wrong without the proper safeguards. What happens if a team member is let go on sour terms, but still has all their credentials and access and is looking to cause a mess on the way out? Or what happens if their credentials are stolen?

Using the right safeguards, with the proper application, you can make unauthorized access even harder for malicious actors, while streamlining access for your team members. Mytech will support your [Multi-Factor Authentication](#) and Single Sign-On solutions, as you exponentially increase your team's login security. Simplify your day-to-day access to your information...while simultaneously protecting your organization against accidental breaches or unauthorized access.

“*Streamline your day-to-day access to your information.*”



ExecutiveWorker™

Strategic IT Planning & Executive Support

Stay invested in your IT strategy

Creating a successful IT strategy requires getting the right people in the room to manage risk and align future IT investments to your short- and long-term organizational goals.

By providing **communication & accountability reporting**, and intentionally including an **executive-level decision maker** in our **annual strategic IT roadmap planning sessions**, we'll help you build a more proactive and strategic IT approach that results in less operational downtime, faster recovery, improved scalability, greater budget visibility, and dramatically reduced organizational risk.

Strategic planning does require an investment of time, and we understand executives are busy people. So, to help you maximize your time, this **designated executive decision-maker** receives a **full image-based device backup & priority tech support** at no additional charge, to get them back on track as quickly as possible whenever IT issues arise.

Communication & Accountability Reporting

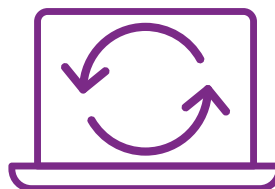
If you don't know what your managed service provider has been doing behind the scenes, it's difficult to understand their impact to your day-to-day operations. Our monthly reporting **keeps you informed of your network health** – its uptime, availability, & performance – and helps you **identify strengths & areas for improvement**. We'll fulfill on-demand reporting requests too, as part of our commitment to be your partner and technology consultant whenever you need us.



“*Your partner and technology consultant whenever you need us.*”

Full Workstation Backup*

*Your **designated executive decision-maker** receives a Full Workstation Backup included in your agreement. This package is also available as an add-on, to support any other team members whose critical data you want to safeguard.



The more a device travels, the greater the risk it faces. Whether working at home or on the road, your **mobile team members are more exposed to loss, destruction, or theft of company devices** whenever they take them out of the office.

A full, image-based backup preserves this device's memory, enabling you to restore it right away if the original device is lost, destroyed, or stolen. This backup includes the operating system, app configuration, customizations, and all the data contained on the device – all restored quickly and completely, at no extra charge, so you can **get your on-the-go team members moving forward once more**.

Priority IT Support*

*Your **designated executive decision-maker** receives Priority Support User status included in your agreement. This package is also available as an add-on, to support any other team members whose productivity you want to safeguard.

For many people, the workday often doesn't end at 5pm: some things are just too important to wait for tomorrow. The same is true for IT: if something goes wrong after hours, you often can't wait for regular IT resolution – if the work is top priority, it needs to get going right away.

That's why all support requests from a user with this status are **automatically escalated to Tier 2 support**, and **after-hours support is available at no additional expense**. Don't let technical difficulties get in the way of your team's most critical activity.



Strategic IT Roadmap Planning

IT purchases can be daunting. How often should you buy new equipment? How can you get the most out of your budget? Those purchasing decisions can appear at any time – and without a strategic plan, they always feel like an emergency. Why not start planning and preparing for your future tech needs, instead of reacting to them in the moment?



With Mytech, you can **invest in proven technology and the peace of mind it brings**. We'll meet with your team and your **designated executive decision-maker** annually, to help you craft a strategic IT roadmap - informed by our Best Practices Value Map - that suits your organization's needs and eliminates the need for ad hoc judgment calls. With our recommendations, you can **bring stability and predictability to your IT approach**.

Are You Ready For 4x More Value & Productivity From Your IT Investments?

We don't just promise increased value & productivity: we describe what those improvements look like, and we offer measurable proof to help you see the entire picture.

Explore how a strategic partnership can help make IT easy for your organization.



Learn more: www.mytech.com/4xmore

What you get:

Communication & Accountability Reporting

- Monthly reports on your network's performance & availability
- On-demand requests for network health employee security trainings & more

Strategic IT Roadmap Planning

- Annual strategic IT roadmap meetings & planning guidance
- Best Practices Value Map & consultation for IT investments

Full Workstation Backup*

- Full image-based backup of user's work laptop
- Fast and complete data restoration

Priority IT Support*

- Automatic Tier 2 escalation for all support requests
- After-hours support included at no cost





CONTACT US

 www.mytech.com

 letschat@mytech.com

Services subject to change | Version 2021.1