



MANAGED CONTINUITY



## PROTECTING YOUR CRITICAL IT SYSTEMS

### Are you prepared for downtime?

How would you cope without your IT systems? What if you couldn't access important emails or files? You could lose sales, customers, time and money.

Managed Continuity helps you to protect your systems, minimize data loss and keep your business running by:

- Monitoring the status of your IT
- Building a clear picture of your systems
- Analysing risks
- Producing regular reports
- Highlighting potential issues
- Providing back up services
- Giving you quick, flexible access to data
- Minimizing downtime
- Providing support to get you up and running

This keeps you connected to your data so you can grow your business and increase your revenue.

### THE SOLUTION

We will monitor, fix and analyse your IT systems. 24/7.



**www.BiscontiComputers.com**  
**3065 N Perryville Rd.**  
**Rockford, IL**  
**815-229-8110**

Managed Continuity consists of three separate services that can be built up over time to give your critical IT systems full protection and support.

#### AVAILABILITY MONITORING

Anti-virus, connectivity and back-up  
Regular reports and health checks  
Keeps you connected

#### RECOVERY MANAGEMENT

Data, archive and continuity services  
Vulnerability and virus management  
Gets you up and running

#### SYSTEMS RISK CONSULTING

Quarterly risk audit  
Planning and testing  
Reduces risk of downtime

You can build up your protection a step at a time - or take all three services for maximum protection, ensuring continuous availability of your critical business functions in the event of major IT issues.



## MANAGED CONTINUITY

### What does it cover?

- Archiving
- Backup
- Data access
- Anti-Virus
- Security
- Anti-spam
- Email access
- Hardware check
- Disk health
- Recovery
- IT governance

### What can you expect from each service?

Service	What it does	Benefits
Availability Monitoring	Checks status of your IT systems Anti-virus monitoring Assesses back up functionality Health check of hardware Regular reporting	Ensures continuous, secure and flexible access to data Highlights issues early on Improves the connectivity of your IT systems Enhances the efficiency of your business
Recovery Management	Virus prevention Multi-tier back up Email continuity and archive Vulnerability management Reporting	Quick, flexible access to data and email Removes stress of lost IT connectivity Fast response Minimizes risk of losing revenues Value for money solution
Systems Risk Consulting	Quarterly risk audit Continuity planning Continuity testing Policies and IT governance	Less downtime Safeguards your business Helps you plan and prepare for business continuity

### How does it work?

Getting your systems protected is easy. There is no hardware to install or any training required. It's easy to maintain and frees up your existing resources. Give our Managed Continuity team a call and they will get you started in no time.

If you feel that Managed Continuity would benefit your business, get in touch with us now.



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## MANAGED EMAIL



# SAVING YOUR BUSINESS TIME AND MONEY

## Common issues with email?

Email is part of our daily life and an essential communication tool for business. How would you manage without it? What if something went wrong?

There are a number of common email issues that might affect your business, such as:

- Losing time and customers due to server downtime
- Rising costs of trying to fix issues
- Increased stress worrying about virus attacks
- Unable to locate important emails
- Server space being filled by junk emails

These issues can not only put a financial strain on your business, they can also take up valuable time to resolve. This time could be spent growing your business, keeping your customers happy and winning more sales.

## THE SOLUTION

Not only is your email system safe and secure, it is always running which means you'll always be able to keep in touch with your customers.



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Managed Email consists of three separate services that can be combined to provide a total solution to these common issues, keeping your email safe, secure and always running.

### SECURITY

Anti-virus protection  
Spam detection  
Allows genuine emails

### CONTINUITY

Cloud based system  
Keeps email working  
Less risk of data loss

### ARCHIVING

No email ever lost  
Easy to search  
Frees up server space

You can either go for a complete solution consisting of all three services – archiving, continuity and security – or take a step at a time and build up your level of service.



## MANAGED EMAIL

### Why is it effective?

- Affordable per-user monthly pricing, with no start-up costs
- No infrastructure to buy or maintain
- Easy to set up and to use
- Tailor made for small and medium size businesses
- One tool which solves multiple issues

### What can you expect from each service?

Service	What it does	Benefits
Security	Protects against threats from virus Blocks spam Provides constant, automated security updates	Systems kept safe and secure More efficient working practices No sleepless nights worrying about IT security
Continuity	Uses a cloud based solution Protects against server downtime Integrates with Security to offer full protection to your email	Email keeps working Reduces risk of data loss Improves communication with your customers
Archiving	Automates email retention Offloads email infrastructure Offers a customized solution for your needs	Easy to retrieve important emails Keeps an audit trail of old emails Frees up server space

### How do you set up Managed Email?

Set up is quick and easy as there is no hardware or software to install. All it takes is a quick phone call to our Managed Email team. They will discuss your requirements and then come and visit your offices to set things up. They can even do this remotely if you prefer.

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MANAGED SECURITY



## PROTECTING YOUR DATA, PROTECTING YOUR BUSINESS

### How safe is your vital information?

What if your data was stolen? Or if confidential information was passed on to your competitors? Even if you have security measures in place you could still become the victim of a data breach, costing you time and money.

Managed Security helps to protect your systems, minimize data theft and safeguard your business by:

- Monitoring security of your systems
- Analyzing risks and threats
- Producing regular reports
- Running anti-virus software
- Protecting your email
- Offering consultancy support & advice
- Developing guidance and policies
- Testing your systems against hacking

We take away the worry of data theft, leaving you to concentrate on growing your business and increasing your revenues.

### THE SOLUTION

We will monitor your systems, administer your protection and help plan your strategic approach to data security. 24/7.



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Managed Security consists of three services:

#### SYSTEMS MONITORING

Anti-virus  
Systems scanning  
Early warning signs  
of threats

#### ADMINISTRATION

Email protection  
Malware prevention  
Software  
security updates

#### CONSULTING

Audits and  
strategic advice  
Guidance and policy  
Strategic security  
improvements

Systems monitoring takes a comprehensive look at your current systems and spots any threats – fast. Next, administration lets us manage all your security measures and keeps them up to date. And for total protection, our strategic consultancy services work with you in partnership to maximize the protection of your data.



## MANAGED SECURITY

### What does it cover?

- IT systems security
- PC and laptop protection
- Email security
- Hacking
- Malware prevention
- Data confidentiality
- Policies & guidance

### What can you expect from each service?

Service	What it does	Benefits
Systems Monitoring	Checks anti-virus measures Monitors threats and security incidents Scans systems Produces regular reports	Highlights issues and threats early on Builds up a picture of systems' security Step towards making your data more secure
Administration	Malware protection Email security Security updates Testing Produces regular reports	Keeps data accessible and safe Provides the latest protection Removes the stress of data attacks Frees up valuable IT resources
Consulting	Strategic advice Hack testing Guidance and policies Produces regular audits, reports and recommendations	Complete peace of mind about data security Comprehensive testing of defence systems Action plan to build up protection Unified company-wide approach to data protection

### How does it work?

Protecting your systems is easy. Give our Managed Security team a call and we'll ensure your data is secure in no time.

If you feel that Managed Security would benefit your business, get in touch with us now.



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## MANAGED WORKSTATIONS



# KEEPING YOUR IT RUNNING

## Healthy workstations?

How would your business survive with no access to PCs or laptops? If your system went down, what would the impact be on your business?

Managed Workstations helps look after your IT by providing a continuous service health check through the following:

- Building a clear picture of each workstation
- Producing reports on issues
- Highlighting potential risks
- Updating and upgrading software
- Enhancing performance
- Reducing downtime
- Providing on-going support

This all helps you to concentrate on growing your business and increasing your profits.

## THE SOLUTION

We monitor, maintain and support your workstations. 24/7.



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Managed Workstations consists of three separate services that can be built up over time to give your PCs and laptops complete support.

### MONITORING

24/7 health check  
Identifies issues early on  
Keeps your business running

### MAINTENANCE

Automatic patches and updates  
Improves PC performance  
Helps you work smarter

### SUPPORT

Combines monitoring and maintenance  
Helpdesk support  
Reduces downtime

Many customers start with monitoring and then, once we have worked in partnership to build up an understanding of current IT infrastructure, they move on to the full support package so we can provide improvements to performance.



## MANAGED WORKSTATIONS

### What does it cover?

- Backup
- Antivirus
- Disk Space
- Networking
- External Websites
- Security
- Email System
- Hardware
- Performance

### What can you expect from each service?

Service	What it does	Benefits
Monitoring	<ul style="list-style-type: none"><li>Checks status of your workstations 24/7</li><li>Builds up a clear picture of each workstation</li><li>Provides daily reports</li><li>Automatic health check</li><li>Work undertaken remotely</li></ul>	<ul style="list-style-type: none"><li>Identifies issues early on</li><li>Helps work out where improvements can be made</li><li>No drain on in-house resources</li></ul>
Maintenance	<ul style="list-style-type: none"><li>Provides updates and upgrades</li><li>Allows work to be carried out remotely</li><li>Virtual technician – no need for an extra person in the office</li></ul>	<ul style="list-style-type: none"><li>Improves performance</li><li>Helps you work smarter and faster</li><li>Cost effective solution per workstation</li></ul>
Support	<ul style="list-style-type: none"><li>Extension to monitoring and maintenance service</li><li>Helpdesk support</li><li>Ideal for companies with no in-house team</li></ul>	<ul style="list-style-type: none"><li>Value for money</li><li>Less downtime</li><li>IT issues resolved quickly</li><li>More efficient use of resources</li></ul>

### How does it work?

Set up is quick and easy. We'll happily come in and give you a demo, or you can even opt for a free trial to see how it all works. Just give our team a call and they will talk through with you how it works. They can either come in to your offices or set it up remotely.

If you feel that Managed Workstations would benefit your business, get in touch with us now.



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