



TOTAL CARE MANAGED IT PLAN

TECHNOLOGY MANAGEMENT & SUPPORT



- Onsite & Remote Support (The Fastest Help Desk in Northeast Ohio)
- 24/7 Network Monitoring of Critical Events
- Software Updates & Patch Management
- Network Administration
- Virtual CIO Services
- Server, Workstation & Network Management
- Multifactor Authentication Software on Email and Remote Access



SOC CERTIFIED CYBERSECURITY & COMPLIANCE SERVICES



- Antivirus Setup & Management
- Email Security Monitoring & Management
- Quarterly Internal & External Vulnerability Scanning and Remediation
- Data Compliance Protection
- System Backup & Monitoring plus Written Backup & Disaster Recovery Plan
- Management of Compliance Audits/Assessments
- Managed Firewall with Unified Threat Management



STRATEGIC IT BUSINESS DEVELOPMENT & PLANNING



- Vendor Management
- Budget Planning
- System Asset Management
- Subscription & Warranty Management
- Alignment with PCR's Best Practice Scorecard
- Long-Term IT Plan Development with 1,3,5 Year Plans
- Employee Education

