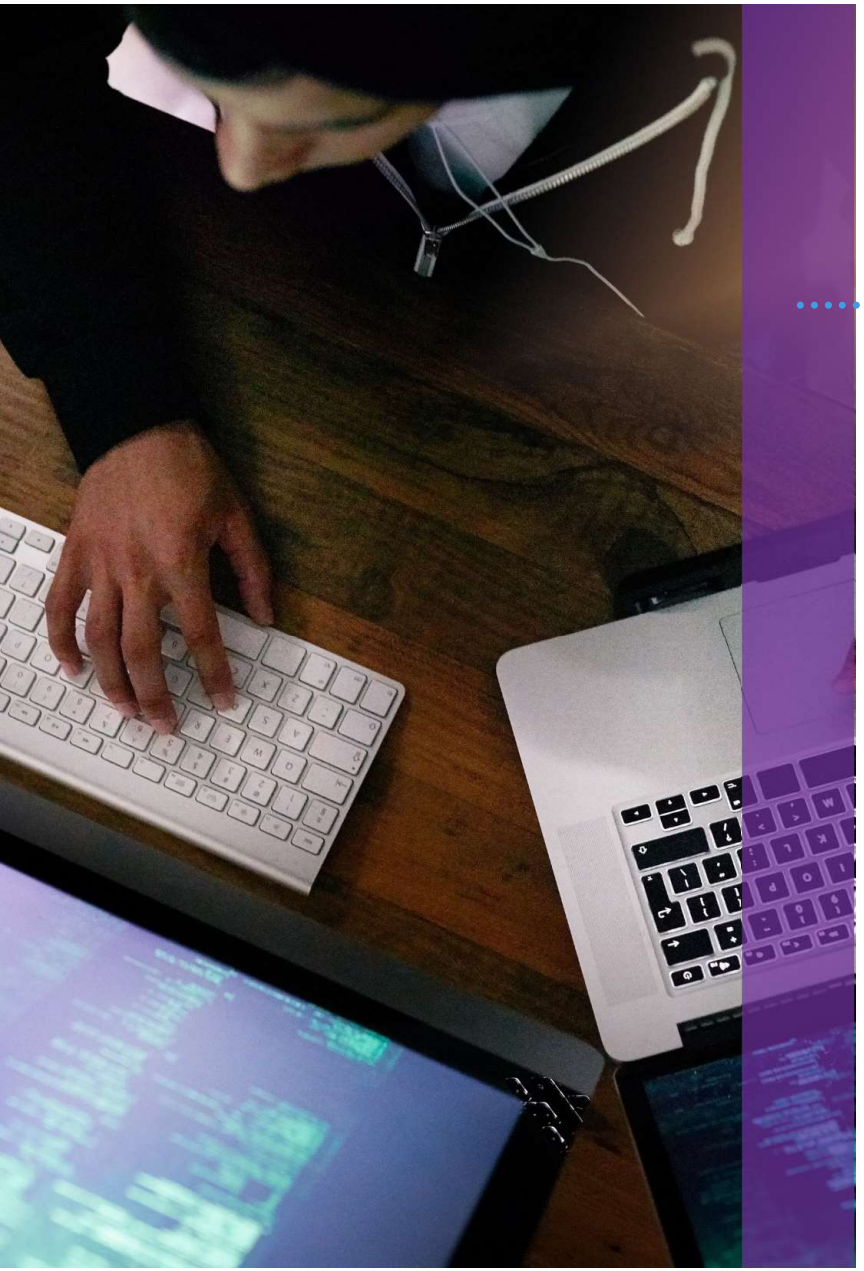
CONTROL IT SOLUTIONS

Our MSP Services

Overview



Agenda

1. About us
2. IT challenges
3. Our approach
4. Our services
5. Next steps

CONTROL IT SOLUTIONS

About us

CONTROL IT SOLUTIONS

Pre-eminent Managed Service Provider

- *"Provide organizations with predictable, business-focused IT services that optimize operations, manage risk and deliver measurable business value to our customers."*

Experience

- 8 years in operation
- Focus on SMEs from all sectors of industry – Scotland wide

Comprehensive Services Offerings

- Managed IT Services
- Cloud Services
- IT Support
- Cyber Security

IT challenges

CONTROL IT SOLUTIONS

Unpredictable, costly downtime

- Staff and corporate productivity are impacted when your systems are not functioning properly

Managing IT Costs

- Amount and unpredictable of ongoing cost

Management Time

- Time and effort of non-technical staff overseeing problem

Risk and Exposure

- Security
- Data loss or theft
- Compliance uncertainties
- Interruption of vital IT services

Strategic Issues

- Lack of accountability or ownership of problems
- Lack of optimisation

Our approach – device lifecycle management

CONTROL IT SOLUTIONS

Assess

- Detailed analysis of your current environment, reporting on issues and actionable items.

On-board

- Initial maintenance activities, projects, and remediation required to stabilize your technology.

Manage

- Ongoing delivery monitoring & maintenance designed to keep your business optimized.

Protect

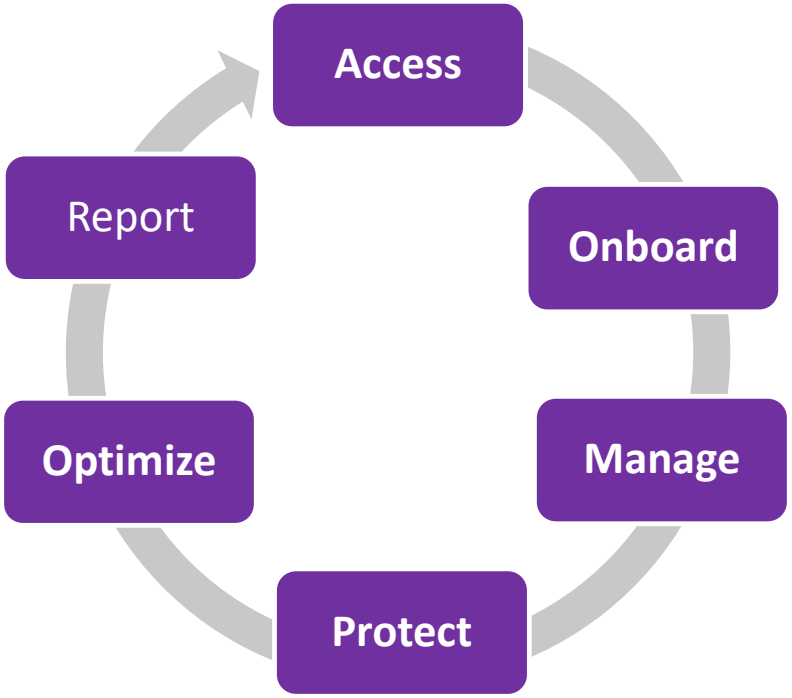
- Application of industry best practices for security & backup management.

Optimize

- Enterprise class automation technology to keep your infrastructure optimized. Critical issues are identified, reported, and resolved in real time.

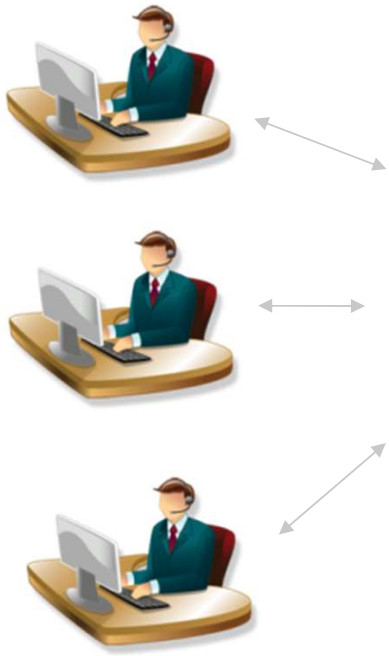
Report

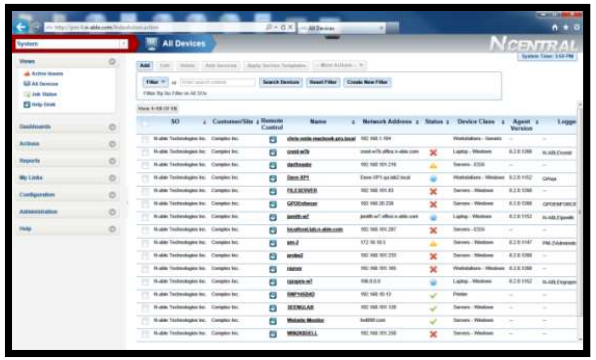
- Consistent reporting for insight into management and results being provided to your organization

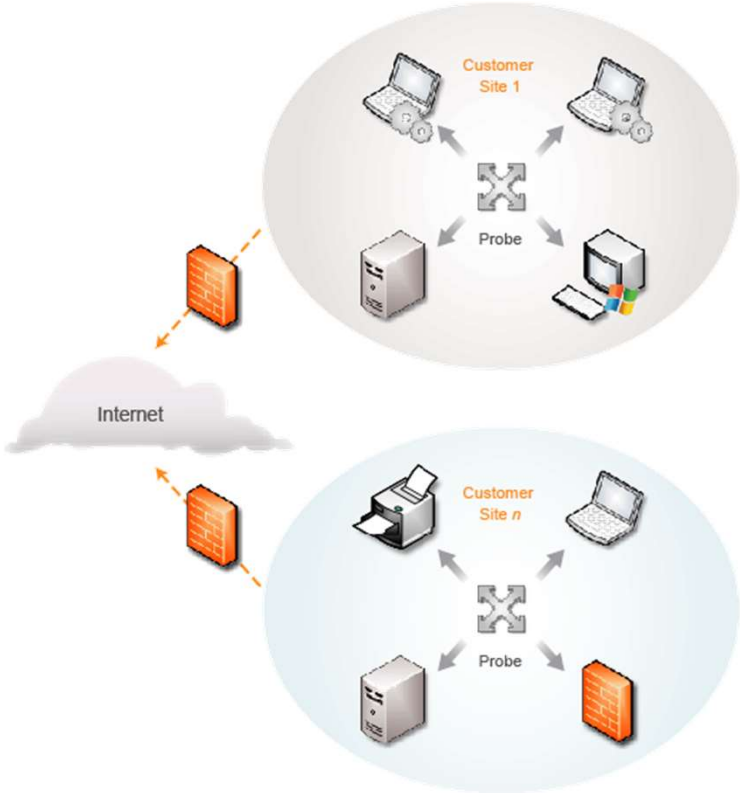


Network operations center

Supporting your business in the background







Our services

Flexible support and security solutions

- **Essential IT support** — Our team of IT Technicians and support group are available to assist with all your day-to-day IT support or project requirements.

- **Advanced IT support**— Management plan designed to support key IT systems. Delivers value through operational reliability and preventing issues.

- **Fully managed IT support** — Fully outsourced solutions, designed to fulfill an organizations entire IT requirements.

CONTROL IT SOLUTIONS

Essential IT support

Flexible support and security solutions

- **Resolution Speed**
  - Onsite & Remote Assistance

- **Essential for all Businesses**

	ESSENTIAL
IT SERVICES	Advanced Performance Monitoring
	Network Device Monitoring and Management
	VPN Monitoring + Management
	Routine Server + Desktop Maintenance
	Key Application Maintenance & Management
	Device Optimization
	Software License & Hardware Asset Management
SECURITY SERVICES	Quarterly Security Risk Assessment
	Firewall Monitoring and Management
	Endpoint Protection
	Patch Management - Windows + Third Party
	Mail Filtering and Protection
	2FA + Password Management
BACKUP SERVICES	Backup - Desktop - Critical Documents
	Backup - Server (if applicable)
	Backup - M365 (if applicable)

Advanced IT support

Network management, maintenance & security

- Significantly **improved overall system** reliability and performance
- IT spending focused on **issue avoidance and service optimization** rather than 'fighting fires'
- Predictable network and system management **costs**
- Improved **security**
- An **outsourced IT** management solution

	ADVANCED
IT SERVICES	Advanced Performance Monitoring
	Network Device Monitoring and Management
	VPN Monitoring + Management
	Routine Server + Desktop Maintenance
	Key Application Maintenance & Management
	Device Optimization
	Software License & Hardware Asset Management
SECURITY SERVICES	Monthly Security Risk Assessments
	Advanced Firewall Monitoring and Management
	Endpoint Protection
	Patch Management - Windows + Third Party
	Mail Filtering and Protection
	2FA + Password Management
	Anti-phishing
	Dark Web Monitoring
	DNS Filtering/Web Protection
	Device Disk Encryption
	Internal Vulnerability Management
	Mail Archiving
BACKUP SERVICES	Backup - Desktop - Complete
	Backup - Server - Full Data & System State
	Backup - M365 (if applicable)
	Disaster Recovery Planning
	Backup Recovery Testing

Fully managed IT support

Comprehensive security services and support

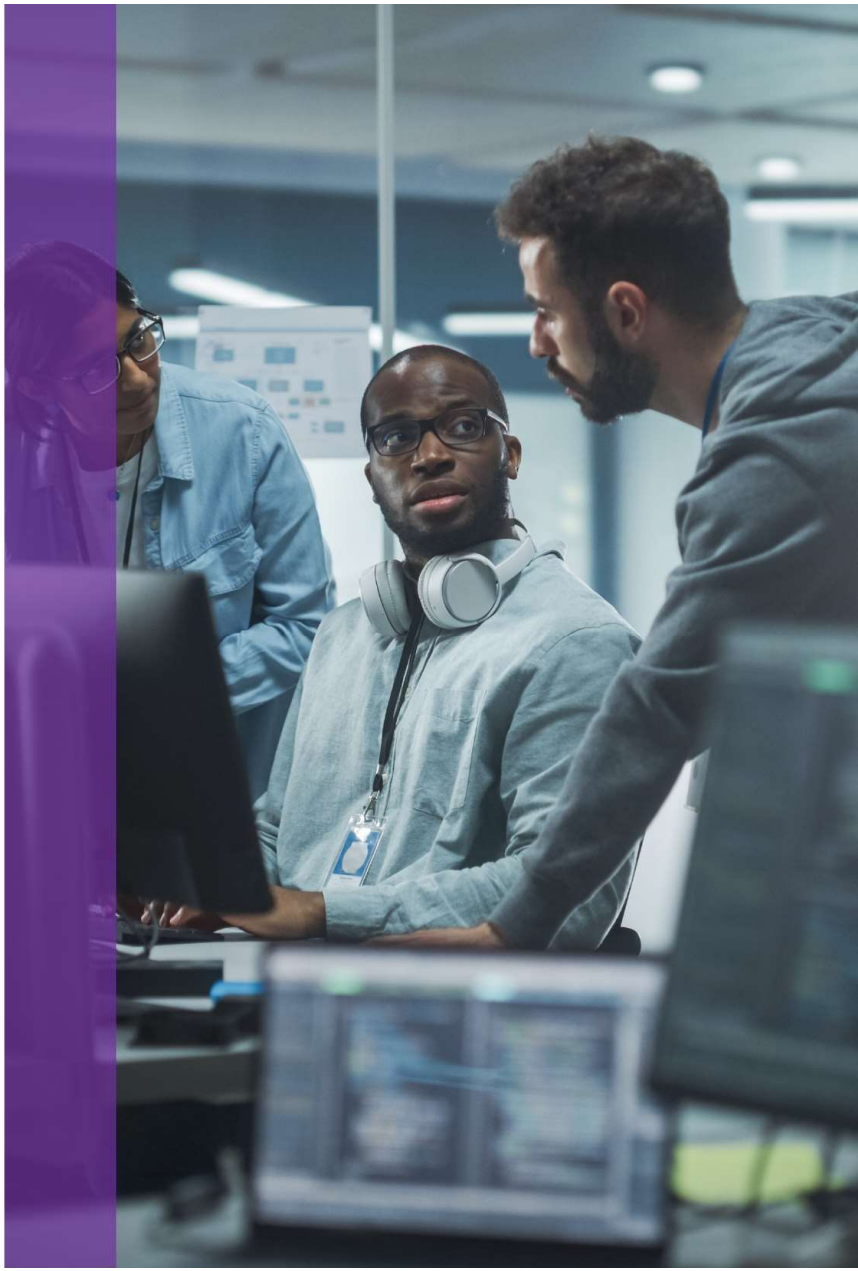
- **Total cost predictability**
  - A single monthly fee for a complete IT solution
  - Lower total cost of ownership and management
- **System reliability and performance**
  - Highest level of response to issues
  - Minimize risk of intrusion, data theft and lost productivity

	COMPREHENSIVE
IT SERVICES	Advanced Performance Monitoring
	Network Device Monitoring and Management
	VPN Monitoring + Management
	Routine Server + Desktop Maintenance
	Key Application Maintenance & Management
	Device Optimization
	Software License & Hardware Asset Management
	Application Maintenance and Management
	Configuration Management & Enforcement
SECURITY SERVICES	Ongoing Security Risk Assessment
	Advanced Firewall Monitoring and Management
	Endpoint Protection + Threat Hunting (EDR)
	Patch Management - Windows + Third Party
	Mail Filtering and Protection
	Anti-phishing
	Dark Web Monitoring
	DNS Filtering/Web Protection
	Device Disk Encryption
	2FA + Password Management
	Internal & External Vulnerability Management
	Mail Archiving
	Network IDS/IPS
BACKUP SERVICES	Backup - Desktop - Complete
	Backup - Server - Full Data & System State
	Backup - M365 (if applicable)
	Disaster Recovery Planning
	Backup Recovery Testing
	Redundancy / Failover Planning

Next steps

CONTROL IT SOLUTIONS

1. Select services
2. IT audit & assessment
3. Solution proposal



Let’s Get Started!

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