

Did you know?



UNICORNS DO NOT EXIST

Small businesses fall into the “unicorn trap” which is a mythical mid-level IT engineer who is expected to excel at employee support interactions, executing on a variety of projects, and have the security expertise to prevent significant data loss and theft from happening within your organization. There are usually 3 or 4 people that incorporate all these skills into one unicorn. Even if you do engage with this mythical creature, what will prevent them and their knowledge from disappearing?



THERE ARE SEVERAL TYPES OF MID-LEVEL SPECIALIST

THE RECLUSE Very smart, hoards information, and not customer service friendly.

THE KNOW IT ALL Thinks they know everything but ultimately causes more harm than good.

THE STONE STEPPER They have greater ambitions. They will be out the door in less than a year.

THE POSER Their knowledge of IT is skin deep, don't admit to their IT short comings, and are the greatest liability to your business's livelihood.

THE CHARMER Very good at customer service but extremely limited in their ability to solve difficult problems, fail to see impending IT doom, and usually lasts only until they did or neglected to do or foresee, goes horribly wrong.



PRODUCTIVITY SUFFERS AND NEGLIGENCE OCCURS DUE TO POOR BUSINESS DECISIONS

Every business now has some form of government compliance that protects businesses and consumers from data theft or loss and legal issues. Most small businesses do not properly consider security protections against data theft or loss. They simply look at the IT individual as reactive solution to the problem at hand. Yet, the lack of maintaining basic compliance standards and deploying a holistic security plan that you received from a CTO is one of the main reasons a successful business goes out of business.

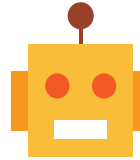
Not all heroes wear capes

We integrate the best-of-breed IT technologies into one stack



RMM ALERT MANAGEMENT

Neighborhood Watch The first line of defense against would be problematic issues.



AUTO DOCUMENTATION

The Robot Automatically cleans up the mundane systems network documentation.



VIRUS & MALWARE PROTECTION

The Doctor Performs checkups and diagnoses problems.



SHARING OF IT INFORMATION

Intelligence Businesses rely on quickly accessible information for making sound decisions.



BUSINESS CONTINUITY DISASTER RECOVERY

The Backup No one should go into a fight alone.



ADVANCED DETECTION RESPONSE

The Enforcer Make sure no systems are too loosely regulated.



STANDARD OPERATING PROCEDURES

The Boy Scout Always attentive to detail & performs every task to perfection.



PROFESSIONAL SERVICES AUTOMATION SYSTEM

The Conductor Assembles the group and integrates all players unique talents to achieve a harmonious result.

DEPARTMENT EXTENSIONS

Ext 1 - Sales & First Impressions

x 700 - Hanh Williams

x 702 - Blake Miller

x 704 - Michael Antic

Ext 2 - IT Support

x 701 - Tony Hickey

x 703 - Tareq Aziz

x 705 - Carsel Bester

Ext 3 - Billing