

The webinar will start in just a moment.

# Coffee is brewing, be right with you...



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# **3 Tiers of IT Service: Which one is right for you?**

# Today's Presenters



**Jeff  
Blount**

vCIO



**Patrick  
Judy**

IT Solutions Specialist

# What makes a good fit?



*Type of SMB  
Decision Maker*

*Type of Partners  
They Seek*

"IT is critical to my  
success. IT is an  
investment."

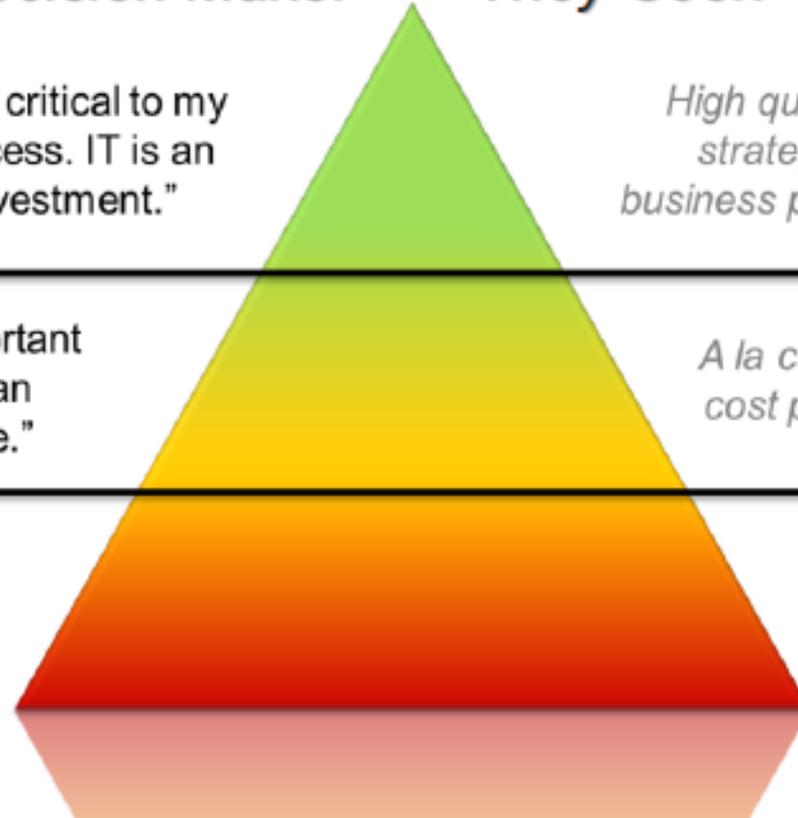
*High quality,  
strategic  
business partner.*

"IT is important  
but it's an  
expense."

*A la carte, low  
cost provider.*

"IT is (a  
possibly  
necessary)  
evil."

*Ad hoc, cheapest  
provider.*





# Zach Wilcox

Account Manager

A photograph of a modern office hallway. On the right wall, the word "COLLABRANCE" is written in large, silver, 3D block letters. Below it, a blue sign with white text reads "A GREATAMERICA COMPANY". The hallway has a grey carpet, recessed ceiling lights, and glass-walled offices on the left. In the background, a person is visible at a desk.

A GREATAMERICA COMPANY

# Bottom-Break Fix

- Reactionary
- On Call
- Smaller businesses/less need
- Pay per call or per issue

# Middle – A La Carte

- A little more Proactive
- A little more expensive
- Covers some, but not all aspects of the network
- Pay on a monthly basis

# Top – Fully Managed IT Service

- Proactive
- Covers all aspects of the network
- Most expensive
- Monthly service contract

# FLAT RATE IT SERVICES

*We provide you with the IT services you need to make your business go!*

## SECURITY

- Content Filtering & Reporting
- Intrusion Prevention
- Dark Web Monitoring
- Secure access for remote users

## BUSINESS REVIEWS

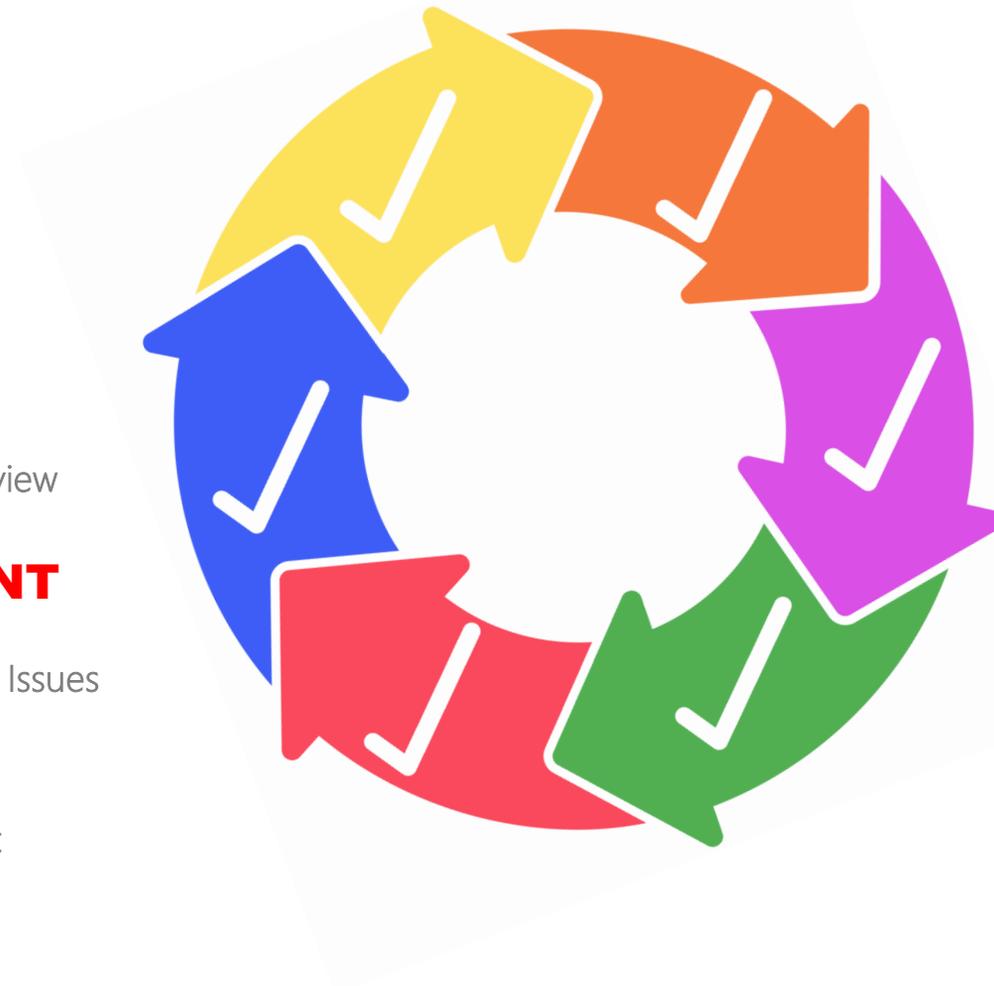
- Technology Consulting
- Technology Solution Engineering
- Quarterly Technology Business Review

## VENDOR MANAGEMENT

- Manage Technology Relationships
- Single Point-Of-Contact for Vendor Issues

## EMAIL SUPPORT

- Office 365 email and management
- Security Awareness Training



## BACKUPS

- Protections against:
  - Accidental deletion
  - Malicious deletion
  - Hackers
  - Ransomware

## HELP DESK SUPPORT

- Remote Assistance
- Onsite Services As Needed
- 5X12 Help Desk

## MONITORING

- Patch and AV Updates
- Critical Monitoring 24x7x365
- Automatic Ticket Generation System

# Fully Managed Extra Features

A person's hand in a tan sweater sleeve holds a dark pencil over a silver laptop keyboard. An orange spiral notebook is open on the laptop. A white coffee cup sits on a saucer to the left. The background is a clean, light-colored desk.

- Security Awareness Training
- Security Audit/Ethical Hacking
- Dark Web monitoring
- NIST, HIPPA, PCI guidelines
- Password Managers
- SIEM/SOC
- HoneyPots

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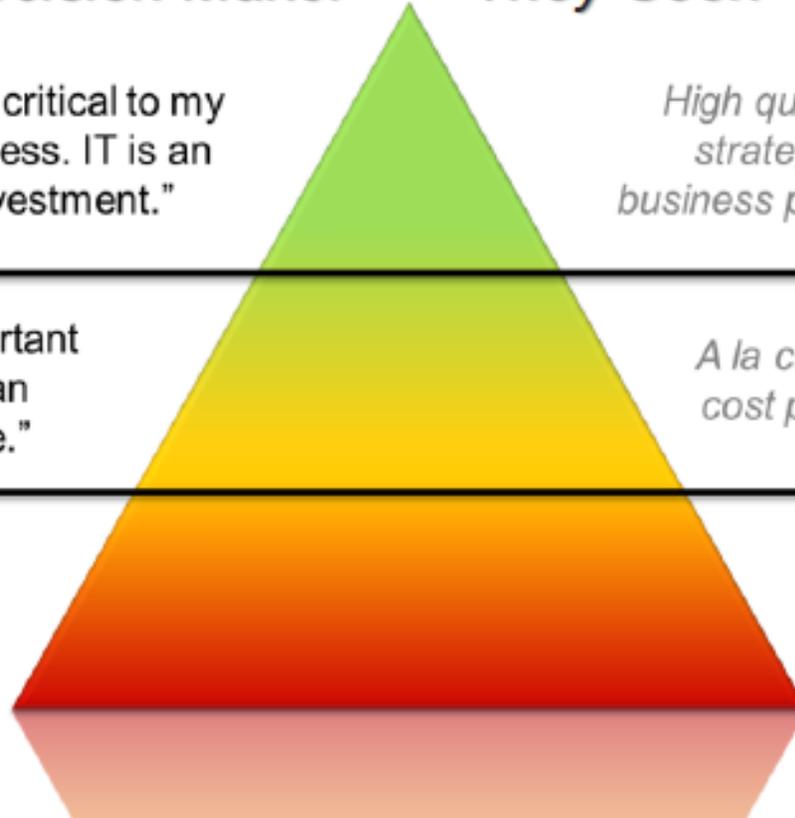
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# Q&A



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# Thank you for Joining us.

For any other Questions contact us at



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