

- ★ MS+ provides a full-service cost-effective IT (Information Technology) solution that is developed and managed by small business IT professionals.

Support Desk

- Advos support desk (unlimited calls) with remote and onsite support capabilities
- Troubleshoot/Fix problems
- Customer Portal for online access to tickets and knowledgebase.
- Account administration and maintenance (add, change, delete)
- Non-computer device assistance (VOIP systems, smart phones, copy/scan/print, etc.)
- Line of business application support (Accounting software, ERP, CRM, Practice Management)
- Microsoft Office 365 (Word, Excel, Outlook, Power Point, Teams, SharePoint)

☺ *Have a problem or a question? Support calls are free.*

Security

- Comprehensive all-in-one endpoint security solution
 - Daily virus/vulnerability console review
 - Troubleshoot/Fix infections
- Secure Email Gateway service (optional email encryption)
- End user security awareness training service
- Establish and monitor file/folder/share security
- Establish and maintain system passwords
- Maintain perimeter security (wireless access points, remote systems)
- Firewall and VPN maintenance
- Annual security assessment

☺ *If you do security right then things aren't so scary.*

Planning and Guidance (vCIO)

- Annual IT plan
 - Cost summary/review
 - Review IT for Best Practice observance
 - Suggest an upgrade/replacement strategy
- Environment summary report (every 6 months, or when requested)
- Dedicated virtual CIO and Technical Alignment Manager

☺ *IT is provided and managed by professionals.*

- *Risks are reduced and costs are more predictable.*

IT Administration

- System support documentation
- Registration/Warranty/Subscription management
- Internet domain registration
- Hosting agreements (email, web)

☺ *This has to be managed but who wants to do it?*

Data Communications

- Cloud services support
- Fix Internet connectivity issues
- Maintain firmware for network equipment (firewall, switches, Wi-Fi)
- Network cabling maintenance
- Troubleshoot/fix all network problems

☺ *Yep, we work with this stuff every day and we love it!*

Maintenance Desktops, Laptops, Servers

- Windows Event Log alert monitoring, 24/7
 - Drive health monitoring
 - Active Directory health
- Storage availability monitoring, 24/7
- Perform BIOS/firmware updates
- Microsoft software patch process monitoring and maintenance
- Management/Coordination of vendor hardware repairs

☺ *Your uptime is increased, and things just work!*

Backups and Recovery

- User desktop files backed up to the cloud (optional)
- Critical systems are backed up to local storage and to cloud storage
- Backup processes are monitored and maintained.
- Recovery testing
- Data restorations
- Backup and recovery of Office 365 and Google Workspace content

☺ *When the worst happens, you're covered.*