Cloud@Work™

Data Sheet

NextGen IT Managed Services

What heights could you take your business to if you didn't have to worry about "IT?"

As technology continues to advance, partnering with a Managed Services Provider (MSP) is increasingly a strategic imperative for businesses looking to thrive in the digital age.

Outsourcing IT to a managed services provider offers numerous benefits for businesses seeking to optimize their IT operations, reduce costs, and stay ahead in today's competitive marketplace. By leveraging the expertise, resources, and scalability of an MSP, businesses can focus on their core objectives, enhance security and compliance, and drive innovation and growth.

Key reasons for outsourcing IT needs to a managed services provider:

Cost Efficiency

Reduced Overhead: Lower costs by eliminating the need for businesses to invest in expensive hardware, software, and infrastructure.

Predictable Expenses: Subscription-based pricing, providing predictable and manageable IT expenses.

Access to Expertise

Specialized Skills: Employ a team of IT experts with specialized skills, providing access to experience that is difficult or costly to develop in-house.

Latest Technologies: Up-to-date insights on technologies and trends, ensuring the ability to stay competitive.

Focus on Core Competencies

Reduced IT Burden: By outsourcing IT functions, businesses can free up internal resources for strategic initiatives rather than day-to-day IT management.

Increased Productivity: In-house staff can concentrate on projects that drive business growth and innovation.

Enhanced Security & Compliance

Proactive Security Measures: Advanced security, including threat detection, monitoring, and response, to protect against cyber threats.

Compliance: Support for adhering to industry-specific regulations and standards, reducing the risk of non-compliance and potential fines.

Scalability and Flexibility

Flexible Solutions: Easily scale services up or down based on the business needs, providing flexibility to handle growth or downsizing.

Scale: Quickly deploy services / resources to meet changing business demands without delays associated with in-house staffing or training.

Improve Reliability & Performance

24/7 Support: Round-the-clock monitoring and support, ensuring that IT systems are always operational and minimizing downtime.

Service Level Agreements (SLAs): SLAs that guarantee performance, reliability, and response times, providing businesses with assurance of consistent IT service quality.

Utilizing Cloud at Work's Managed Services, businesses can enhance their IT capabilities, reduce costs, and improve overall efficiency and security, allowing them to stay competitive in an increasingly complex, technology-driven market.

Learn More:
www.thecloudatwork.com | 800.719.3307 | inquiry@thecloudatwork.com

Sage Service Delivery Partner
Sage Partner Cloud

Competitively priced on a per user basis, the following comprehensive services come standard with our Managed IT solution:

Network Operations Center (NOC) 24x7 network and systems monitoring and proactive maintenance. The NOC team reviews alerts from your environment and remediates issues to avoid business disruption.	• Intelligent Patch management • 24/7 monitoring & remediation • Asset monitoring & remediation • Security remediation • Backup management • Cloud Productivity Suite monitoring & remediation • Inventory Management • Network management & proactive maintenance
Security Operations Center (SOC) 24/7/365 Managed detection, protection and response, Network security monitoring, SaaS monitoring, AI, behavior-based threat protection.	• Managed endpoint detection and response • Managed anti-virus & anti-malware • Managed Email Security • Network security monitoring • SaaS Monitoring • AI threat detection • Security Experts on standby 24/7 • Managed anti-spam • Managed anti-phishing and safelinks • Email Security Awareness Platform
SysAdmins SysAdmins (System Administrators) are responsible for the safe upkeep, configuration, and reliable operation of your system components.	• Understands technology standards • Ensures uptime, performance, resources, & security • Best practice implementation • ITIL-aligned processes • Efficient delivery • All projects fully documented • End-user communications • Vendor Management
Help Desk Unlimited, US-based, tiered support providing your organization with dedicated reactive support across every person, platform, device, location, vendor and partner to keep your teams productive and efficient.	• Expert team available when you need it • ITIL methodology • User-friendly, state-of-the art tools & portal • 98.8% positive average CSAT scores • State of the art tools & customer portal • Ability to manage & deploy devices/configs • User initiated remote support services for PCs, Macs, and Personal Devices.
Managed SPAM & Phishing Protection A robust email gateway defense and email encryption platform added as an additional layer of defense in the environment. This software sits on top of the existing controls and provides added levels of security.	**Protection focused on preventing:** • Email Spam & Malware • Email viruses both inbound and outbound • Phishing emails • Undelivered emails • Unsecure emails • Denial of Service Attacks (DDoS) **Advanced tools such as:** • Advanced Threat Protection using full-system emulation • Agentless email encryption capability • Protection against typo-squatting attacks • Email continuity (96 hours) in case of mail outage • SSO and Multi-Factor Authentication (MFA) • Centralized managed security policies • Advanced reporting • 256-bit encryption at rest and in transit

Learn More:
www.thecloudatwork.com | 800.719.3307 | inquiry@thecloudatwork.com

Sage Service Delivery Partner
Sage Partner Cloud

	Enhanced Security Support During onboarding multi-factor authentication and SSO (single sign-on) will be assessed and configured within the environment.	• If the environment does not have necessary licensing or configuration in place to support this functionality, recommendations will be provided to remedy. • Baseline configurations are leveraged with the ability to customize, providing they do not compromise security.
	Productivity Suite Cloud Backup Your Microsoft 365 environment will be backed up daily including Microsoft Exchange Online, Teams, OneDrive, and SharePoint. Companies that are running Google Workspace receive back up for Google Mail, Drive, Shared Drives, Calendar, and Contacts up to 3 times/ day.	• Unlimited retention • Fast index searching and filtering • Ransomware protection • Ability to download data locally • Ability to delete inactive accounts but retain data • Backups monitored by the NOC team • Data is encrypted in transit and at rest • Automatically backup users and/or folders
	Mobile Device Management (MDM) Support Industry standard advanced MDM tools are covered including Intune for Microsoft environments and JAMF for Apple. For environments that need an initial configuration or are determined to be in an unhealthy state, options to remedy will be provided.	• Initial audit and assessment of current environment • Policy and profile adjustments and optimizations • New standard application deployments preventing users from having to individually install • Ongoing support and management of the environment and configuration profiles
	Employee Onboarding & Offboarding Setting up new employees and removing former employees from the environment.	• Includes configuration of machines • Authorized contacts submit on onboarding and offboarding requests with pre-determined workflows • User configuration based on function or department
	White Glove Onboarding Dedicated resources of a Project Manager (PM) and an Engineer throughout the onboarding process. The PM creates a detailed project plan and maintains communication throughout the project. Following the kickoff, you receive support resources on a best-effort basis until all information has been gathered and the project is completed. If appropriate, you may receive a list of observations and recommendations to further improve the environment.	**Dedicated Technical Account Manager (TAM)** The TAM owns the long-term relationship and acts as your single point of contact, ensuring we do what we say we do while also serving as an escalation point, should the need arise. You will have regular meetings with your Technical Account Manager -- as often as weekly, but no less than once per month.

Optional Add-on Solutions:

IaaS at Work - Azure Cloud Infrastructure-as-a-Service

This service includes a fully managed server solution built on Microsoft Azure technology. The system monitoring and administration are included along with routine and emergency maintenance needs. All systems are backed up daily in a geo-redundant, multi-location, configuration with 30 days of retention.

Managed XDR with Dedicated SOC Security Analysts

Advanced EDR software is installed on all devices within the covered infrastructure, monitoring events for both malicious activity and unusual behavior. A robust security policy is in place to automatically isolate potentially infected machines, with all events being monitored by a Security Operations Center (SOC) with dedicated security analysts who will actively respond.

DaaS at Work - Virtual Desktops

The Azure-based service includes a full cloud desktop assigned to each user and is accessible from anywhere from any HTML5-enabled device, thus eliminating the reliance on local hardware. The fully managed desktops are optimized to work with your line of business applications and the Microsoft 365 application suite. Each machine contains premium hard drives with up to 30GB per user and 30 daily geo-redundant, multi-location, backups.

With Cloud at Work as your trusted partner, you can leverage our expertise and cutting-edge solutions to streamline your IT operations, enhance productivity, and fortify your cybersecurity posture. Whether hosting Sage, managing IT, or delivering virtual desktops, Cloud at Work has you covered.

Contact us for a no obligation IT consultation.

Learn More:
www.thecloudatwork.com | 800.719.3307 | inquiry@thecloudatwork.com

Sage Service Delivery Partner
Sage Partner Cloud