ANALYTICS BOUND

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IT Support
Keeping your systems online

Impact of IT Support

Organizations that embrace technology have a significant advantage over organizations that are resistant to it because of costs or lack of knowledge. In fact, properly establishing your IT infrastructure will **reduce your risk of data loss, increase your cyber security protection, and minimize downtime**. To maximize your return on investment in your IT infrastructure, you need **knowledgeable, technical experts available to accelerate your technical processes**. Some areas that an IT services group can help with are:

- User onboarding/offboarding
- Security setup and maintenance
- Device set up and management
- Troubleshooting and issue resolution

Why Choose Us

At Analytics Bound, we have a proven track record with helping our customers troubleshoot a wide range of technical issues using both conventional and unconventional methods. In addition to being available to fix technical issues, our team of experts will also work with your organization to enact measures that will prevent data loss and data breaches by implementing security best practices and ensuring systems are kept up to date. With these measures in place, you will be able to **focus on what you do best...operating your business**.

Main Services

Access Management

Manage the granting and removing of access for users in a timely manner to ensure systems and data remain secure

Security

Implement cybersecurity best practices to ensure company and customer data remains secure

Device Management

Ensure the devices that are connecting to company systems are secured and proper data protections are in place

Helpdesk

Offer issue tracking strategy to easily communicate any problems that stem from technology and provide issue resolution services

Our Process

When we bring on a new client seeking IT Support, we work through a simple, four stage process with the client. This process sets the foundation for all IT Support services moving forward. Here is a high-level overview of these stages:

1
Assessment
Working with our client, we perform an assessment of their current technical environment.

2
Initial Setup
Working with our client and their employees to implement backups, cybersecurity best practices, and other services as needed.

3
Helpdesk
Setup a separate helpdesk for your organization where you can submit requests for IT Services.

4
Maintenance
Provide IT support and services in accordance with the terms set out in the IT Service Agreement based on the service packages listed below.

Case Study

Our customer owns an accounting firm in Western Pennsylvania. With our support, they were able to implement Microsoft 365 for Business into their organization providing them with all of their business productivity needs. Once implemented, we configured their Microsoft 365 environment to utilize cybersecurity best practices based on Microsoft recommendations. When they run into technical issues we are able to quickly resolve them so that they can get back to helping their customers as quickly as possible.

Emerald
$125/user/mo

Data backup

Management of productivity applications (like Office 365)

VoIP/telephony

Remote support services

Employee onboarding/offboarding

Software installation support

Basic software troubleshooting

Sapphire
$175/user/mo

Everything in Emerald

Business application management

Mobile device management

Network monitoring and management

Endpoint security

Network security

On-site customer support services

Ruby
$225/user/mo

Everything in Sapphire

Cloud-based infrastructure (IaaS)

On-premises server management

Management of cloud-based applications (SaaS)

Advanced software troubleshooting

24x7 customer support services

Annual cybersecurity assessment

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* Additional charges may apply for technology services that are not considered maintenance