



IT21ST is honored to serve a wide variety of small and medium size businesses and help them to achieve their business goals. We understand the small businesses challenges. We know too many of them are held back by their lack of having proper tools to help them achieve their business goals.

We build a long-lasting business relationship with our clients. Most of our clients have been with us for over 15 years.

We invite you to review our case studies to see how other businesses leverage IT21ST to be their trusted IT partner.

Overview

The Client

Small Personal Wealth Management in San Diego

The Challenge

Fear of Cyber Attacks
Protecting their Client's Data
Lack of Cyber Security Training
No Business Continuity Plan

The Need

Managed Services
Secure Data at Rest / in Transit
Business Continuity and D/R
Employee Training

Our Solution:

Managed Services
Managed Security
Backup and Disaster/Recovery Solutions – Powered by Datto

The Personal Wealth Management Company survived a Ransomware attack!

IT21ST's Business Continuity and Disaster Recovery solution came to rescue.

The small (50+ employee) financial company had approached us to help them with securing and protecting their data, providing cyber security training, and coming up with a complete BCDR (Business Continuity and Disaster Recovery) plan.

The customer was facing challenges on how to secure and protect their data at rest and in transit. The company had many databases with their client's PII that had to be secured. The solution they were looking had to follow industry standards without much complexity for their employees to stay productive.

Our approach to their challenges was multi-faceted:

Managed Services: Keeping all their endpoints up to date by providing automated Microsoft and third-party Security updates and patched was our #1 goal. Monitoring and Management of all their devices, including network gears and more helped us to proactively provide support before any major issue arises.

Encryption: Protected their local data at rest by encrypting them using BitLocker and FileVault with pre-boot option

DLP/ATP/AiP: Implemented solutions from Microsoft and put Data Loss Prevention in place for content inspection and contextual analysis of the data sent electronically.

Cyber Security Training: Implemented Employee Cyber Security Training and made it mandatory and part of onboarding. Employees are the weakest link when it comes to security.

Dark Web Scanning: Provided 24x7 Dark Web scanning for their entire domain and individual personal Emails to help them stay vigilant against any hacking attempts.

BCDR: Most importantly, added a solid Backup and D/R solution utilizing one of the best industry standards, **Datto** backup. When they were hit by a Ransomware attack, we were able to immediately spin up their local servers through the Datto appliance and get them up and running within couple of hours.



IT21ST's Managed Services encompassed all their requirements and needs. With our 24x7 Monitoring and Management and helpdesk support, we were able to provide the needed security to mitigate any threats and respond to all their IT needs immediately.

With IT21ST's Managed Services, the company now sees the benefit of having a professional IT team behind their support as opposed to having a single staff handling their issues. Calls and trouble tickets are responded right away by a live engineer via phone, in person or remotely. IT expenses now can be managed and planned as MSP solution covers all non-project-based IT issues for one flat fee.

For more information on what we can do to help your business grow, please contact us at info@it21st.com or call us at 855-448-2178