

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 technologies.

We build a long-lasting business relationship with our clients and 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 need:

- Provide Security against Cyber threats
- Create security manual
- Manage Vendors
- Manage Network
- Manage phone System
- Provide Remote and local Support
- Employee awareness training

The Solution:

IT21ST Managed Services, MSP

The Financial Investment Company improves their IT security structure by hiring IT21ST team

IT21ST's Managed Services & Security Processes provided them with the peace of mind to support their clients. Managed Services transformed their operations

The Financial investment company contracted with us to provide them with IT Security support and resolve ongoing Cyber Security and compliance challenges that the firm has been facing for a while and impeding the operation productivity for a while.

First, we took a holistic approach and collaborated with their internal IT team.

Second, we ran Rapid Fire Network scanning software (a state-of-the-art Security scanning product) and other utilities to uncover any vulnerabilities with their network system.

Third, checked all the open ports and closed RDP and unnecessary ports.

Fourth, installed Enterprise Bit Defender (which is part of our Managed Services package) on the servers and workstations.

Fifth, we augmented their office 365 suite products, Set up Mimecast as their email Archiving and created a sandbox to open all the emails outside of their network and check the links and attachments this way we minimized the threats of getting infected by any Malware and Phishing scheme.

Sixth, we installed Datto backup devices with 15 minutes snapshot and online virtualization capability as part of their BDR (backup & disaster recovery) plan.

Seventh, we provided the employee awareness training and created a security manual and appointing a security officer in charge of the compliance procedure.

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

With **IT21ST's** Managed Services, company now sees the benefit of having a professional IT team behind their support as opposed to having one staff handling the issues. Calls and trouble tickets are responded right away by a live engineers 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 more information on what we can do to help your business grow, please contact us at info@it21st.com or call us: 855-4IT – 21ST or 855-448-2178