

# Assurance Managed IT Services

With Exigent, your business enjoys proactive managed IT services that keep your organization running smoothly, with reliable technology solutions that support productivity at a predictable monthly cost. Our goal is a true partnership with integrity.

## Benefits of Managed Services



### Proactive

We all know what happens when your technology fails. Frustration, wasted time, and disappointed customers—to name a few of the consequences. With Exigent Assurance Managed IT Services, we optimize the investments you've already made into technology and work proactively to resolve IT glitches before they turn into problems.



### Predictable

Nobody likes surprises. With Assurance Managed Services, we bring predictability to your IT toolset and roadmap. In addition to easily budgeted monthly costs, we also manage your technology lifecycle end-to-end, assisting with budgeting, long-term planning and alignment of IT solutions with your business strategies for growth.



### Responsive

Let's be honest, when your laptop is locked or your cloud backup is offline, there isn't anything more important to you at that moment. We get it. In our nearly 30 years as a services business, we've learned that friendly, responsive service is what makes us stand apart from our competitors. When you submit a ticket—through email, online or with a phone call—we will be there.



### Reliable

Partnership means we are there when you need us. We're a reputable, experienced business with deep roots in the communities we serve. We are committed to reliable service, clear communication with our clients and quality across the board. In fact, our average customer has been with us for more than 10 years—evidence of our focus on partnership.

## How Managed Services Work: Set IT And Forget IT

As your managed IT services partner, Exigent Technologies becomes your virtual IT department. We can be the single point of contact for tech support or we can collaborate with your existing technology team to fill gaps in manpower or expertise. We will turn your technology into a valuable, trusted toolset that enables a positive user experience internally with your team and externally with your customers—without creating financial chaos.

To achieve that, our team works behind the scenes to monitor and proactively maintain your network. Our highly qualified team stays current on cybersecurity threats, hardware and software trends and cutting-edge technology innovations. We leverage that knowledge to advise our clients on potential concerns or opportunities for improvement to network infrastructure, devices and more. Established processes and quick service level agreements mean our team will start working diligently to resolve your problem—big or small—drawing on a team with nearly 300 years of combined technology support experience.

## Our Worry-Free Guarantee

As an Exigent Technologies Assurance customer, you can depend on us—that's our promise to you. We're so confident in our team that we offer a 90-day guarantee. If you aren't satisfied with our services in the first three months, you can cancel your contract with no penalty.

## Have an IT team but need additional support? *Ask us for details about our collaborative managed IT offerings.*

When you partner with Exigent for co-managed IT services, we will augment the efforts of your existing IT team. By sharing access to our service ticketing tool with your IT team, we enable in-house techs to escalate to our engineers as needed. For many businesses, it works seamlessly when Exigent manages servers and the network while in-house IT handles desktop support.

## Select the Right Option for Your Business & Budget

With three levels of support to choose from, we'll provide as much—or as little—oversight of your technology infrastructure and solutions as you need. All Exigent clients enjoy the advantages of the comprehensive managed IT services listed below, with three tiers of support choices to best fit your needs.

### Managed IT Services

#### Select 1 Option from 3 Levels of Support

#### All Support Levels Include:

#### Complete

Includes unlimited remote and onsite support. 24x7x365 support at no additional cost.

Choose this level if:

- You need or desire a flat IT budget.
- You require a moderate to high level of onsite, hands-on support.
- You often utilize after-hours or weekend support.

#### Resolution

Includes unlimited remote support. Onsite visits and after-hours support are billed hourly.

Choose this level if:

- You feel that most support issues can be resolved remotely.
- You are amenable to accelerated hourly billing for after-hours and holiday support.

#### Alert

Includes monitoring, but not actual support. All support is billed hourly.

Choose this level if:

- You handle some or most IT issues yourself, internally.
- You have one or more IT staff members.
- You need an IT company to rely on as a backup to your own efforts.
- You have a very tight budget.

#### Professional Helpdesk

- Intuitive ticketing system and client portal

#### Server Monitoring & Maintenance

- Server health monitoring
- Event log and critical service monitoring
- Microsoft patch management and installation

#### Web Content Filtering

- Enforces employee Internet use policies
- Mitigates the risk of ransomware, spyware and malware

#### Automated PC & Laptop Maintenance

- Patch management and installation for Windows operating systems and Microsoft Office
- Tracking and reporting of hardware and software assets

#### Managed Endpoint Detection & Response

- Managed Endpoint Detection & Response (EDR) for Microsoft servers, desktops, and laptops
- Behavior-based malware protection and visibility into application vulnerabilities via SonicWall Capture Client powered by SentinelOne® with AI/ML-based threat analysis

#### Other Included Services

- Hardware warranty/support subscription management
- IT solutions architecture
- Guaranteed response times from our qualified, friendly team
- IT product procurement services
- IT budgeting assistance
- Automated, monthly network health reports
- Dedicated account manager

## Other Managed Solutions

Extend the value of your Assurance Managed IT Services with complementary offerings from our full portfolio of solutions.

<b>Boundary</b> Managed Firewall-as-a-Service	<b>Veracimail</b> Email Security	<b>Informant</b> Dark Web Monitoring
<b>Prevent</b> Managed Cloud-based Backup and Disaster Recovery	<b>Backupify</b> Managed Services for Microsoft 365 and Google Workplace	<b>Fortify Edge</b> Managed Endpoint Protection*

\*In cases where a customer's hardware or environment may not meet the requirements of preferred software solutions, we can offer suitable alternatives.