



CONCIERGE IT & CYBERSECURITY SUPPORT



IT SUPPORT COMPARISON

	PROVIDER	COMPETITOR	LEADINGIT
LIVE ANSWER HELP DESK, ALL DAY EVERYDAY			✓
CONCIERGE SUPPORT W/ 98+% POSITIVE FEEDBACK			✓
INSTANT REMOTE SUPPORT			✓
LOCAL ON-SITE SUPPORT WITH A 😊			✓
EMERGENCY ON-SITE SUPPORT			✓
24/7, 365 SUPPORT - HOLIDAYS INCLUDED			✓
YOUR FEEDBACK REQUESTED ON EVERY ISSUE RESOLVED			✓
CONSISTENT VCIO MEETINGS AND AVAILABILITY			✓
DEDICATED VCIO FOR STRATEGIC IT GUIDANCE			✓

IT SUPPORT



CYBERSECURITY COMPARISON

GUARANTEES

	PROVIDER	COMPETITOR	LEADINGIT
COMPLETE INFORMATION & DATA PRIVACY			✓
60-DAY 100% SATISFACTION GUARANTEE			✓

CYBERSECURITY

	PROVIDER	COMPETITOR	LEADINGIT
ALWAYS-ON MONITORING OF SYSTEMS FOR BAD ACTORS			✓
MANAGED ENDPOINTS FOR COMPLETE DEVICE CONTROL			✓
EMAIL FILTERING FOR JUNK, PHISHING, AND MALICIOUS THREATS			✓
IMPOSSIBLE TRAVEL MONITORING			✓
FULLY MANAGED STONEWALL FIREWALL AS A SERVICE			✓
DARK WEB MONITORING FOR COMPROMISED DATA			✓
24/7 SOC FOR REAL-TIME THREAT DETECTION			✓
MFA FOR PROTECTION AGAINST UNAUTHORIZED ACCESS			✓
SECURE VPN FOR ENCRYPTED REMOTE ACCESS			✓
MANAGED ANTIVIRUS FOR COMPREHENSIVE PROTECTION			✓
DNS SECURITY TO BLOCK MALICIOUS WEBSITES			✓
IDS/IPS FOR INTRUSION DETECTION AND PREVENTION			✓
MDR FOR REAL-TIME THREAT DETECTION & RESPONSE			✓
PHISHING SIMULATION TO TRAIN AND PROTECTION STAFF			✓
COMPUTER ENCRYPTION FOR SECURE DATA PROTECTION			✓

CYBERSECURITY



TECHNICAL SERVICES COMPARISON

	PROVIDER	COMPETITOR	LEADINGIT
SECURE AND EFFICIENT MIGRATION OF DATA			✓
PROFESSIONAL INSTALLATION AND CONFIGURATION OF SERVERS			✓
IT INFRASTRUCTURE DESIGN & IMPLEMENTATION			✓
PENETRATION TESTING & VULNERABILITY ASSESSMENTS			✓
VENDOR COORDINATION TO ENSURE SEAMLESS INTEGRATION			✓
HOURLY IMAGE BASED BACKUP OF ENTIRE SERVER(S)			✓
SCREENSHOT VERIFICATION OF SERVER RESTORES			✓
AUTOMATED OFFICE 365 BACKUP TO PROTECT DATA			✓
DISASTER RECOVERY PLAN TO ENSURE BUSINESS CONTINUITY			✓
SUPPORT FOR COMPUTER, SERVER, AND NETWORK ISSUES			✓
USER ADD/MOVE/CHANGE/DISABLE MANAGEMENT			✓
SPAM FILTER WHITE/BLACKLISTING MANAGEMENT			✓
OFFICE 365 SUPPORT AND LICENSE MANAGEMENT			✓

TECHNICAL SERVICES

GOLEADINGIT.COM

815-788-6041



### TECHNICAL SERVICES COMPARISON

	PROVIDER	COMPETITOR	LEADINGIT
INSTALL AND SETUP OF NEW HARDWARE/SOFTWARE			✓
MOBILE DEVICE SUPPORT FOR SECURE CONNECTIVITY			✓
PHONE SYSTEM SUPPORT AND MANAGEMENT			✓
WI-FI NETWORK DESIGN & OPTIMIZATION			✓



### PROACTIVE MONITORING & MAINTENANCE COMPARISON

	PROVIDER	COMPETITOR	LEADINGIT
WEEKLY EXECUTIVE IT REPORT SUMMARY			✓
SECURE VPN FOR ENCRYPTED REMOTE ACCESS			✓
LEADINGIT HELP APP FOR QUICK IT SUPPORT			✓
24/7/365 PROACTIVE MANAGEMENT & ALERTING			✓
SCHEDULED PREVENTATIVE IT MAINTENANCE			✓
COMPREHENSIVE PATCH MANAGEMENT SERVICES			✓
AUTOMATIC ALERT ESCALATION AND RESOLUTION			✓
SERVICE AUTO-HEALING FOR SYSTEM RELIABILITY			✓
CUSTOM IT ALERTS TAILORED TO YOUR NEEDS			✓
AUTOMATED SOFTWARE DEPLOYMENT SOLUTIONS			✓
MFA FOR PROTECTION AGAINST UNAUTHORIZED ACCESS			✓
PROACTIVE PLANNING AND MANAGEMENT OF HARDWARE			✓



### PROACTIVE MONITORING & MAINTENANCE COMPARISON

	PROVIDER	COMPETITOR	LEADINGIT
HOURLY IMAGED BASED BACKUP OF ENTIRE SERVER(S)			✓
SCREENSHOT VERIFICATION OF SERVER RESTORES			✓
AUTOMATED OFFICE 365 BACKUP TO PROTECT DATA			✓
DISASTER RECOVERY PLAN TO ENSURE BUSINESS CONTINUITY			✓
QUICK RECOVERY TIMES THAT ENSURE MINIMAL DISRUPTION			✓



### PROACTIVE ACCOUNT MANAGEMENT COMPARISON

	PROVIDER	COMPETITOR	LEADINGIT
CUSTOM ON/OFFBOARDING EMPLOYEE FORMS			✓
WEEKLY CYBERSECURITY AWARENESS EDUCATION			✓
WEEKLY TECH TIPS FOR PRODUCTIVITY AND SECURITY			✓
SECURE PORTAL FOR PAYMENTS AND INVOICES			✓
MONTHLY 'THE NETWORK' NEWSLETTER WITH IT INSIGHTS			✓
TECHNOLOGY REVIEWS TO ALIGN IT WITH BUSINESS GOALS			✓



GOLEADINGIT.COM

815-788-6041