

# Managed Services & Security

IT support and managed services are crucial to enhancing your cybersecurity posture, responding to security incidents, and mitigating risk. As the digital landscape evolves and cyber threats become more sophisticated, the importance of cyber security managed services continues to grow.

Custom IT Solutions (CIT) implements and deploys all the hardware and software to provide IT support and Managed Services and management of all hardware and software. Through critical updates, audits, and verifications, we ensure your IT systems run at peak performance and help meet compliance requirements set by NIST, SOC, HIPAA, FedRAMP, DFARS, and others. We start with remote monitoring and Endpoint Detection & Response (EDR), then custom-build a managed services plan that includes real-time AI analysis and alerting, regular security patching, and on-site maintenance.



## WHAT IS EDR?

EDR security solutions with Next Generation Antivirus (NGAV) continuously monitors PCs and end-user devices to detect and respond to cyber threats. EDR leverages AI and data analytics to detect suspicious behavior, blocks malicious activity, and provides advanced investigation and response capabilities.

# Custom Service Plans

CIT is true to its name. We tailor plans to your team's needs and assume monitoring and maintenance duties while you steer the ship. Together, we merge our respective specialties for total business-technology alignment.



## Retainer

- Support availability on an as-needed basis
- Hourly payment option
- Add-on services available:
  - NGAV and antimalware protection
  - Automated updates for workstations, servers, and third-party software



## Proactive

- Ongoing monitoring of workstations, servers, and network devices
- Utilization of MSP software
- Comprehensive dashboard view
- Essential services included:
  - NGAV and antimalware protection
  - Proactive monitoring
  - Automated updates for workstations, servers, and third-party software



## Hybrid Managed

- Proactive support with monitoring
- Top-priority help desk and Level II support
- Pricing options based on:
  - Per-server, per-month
  - Per-user, per-month



## Also Available with all Service Plans

- New project deployments
- Software installations
- Hardware installations
- Option to add dedicated monthly on-site support hours



# See IT Flourish™

Want to learn more? Scan to get in touch with a service and support expert!

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