



in the cloud
TECHNOLOGIES

Where will the #Cloud take you?

Let's find out... together!



MANAGED IT SERVICES
Spring 2023

It takes vision

Because we are a business process consulting and managed IT provider, we handle **EVERYTHING** from high level strategies, to being on-site and things like running cables and installing phone systems.

More than just an IT service, we closely partner with you and let you focus on your business, not on your technology. We strive to have our goals and incentives perfectly aligned with yours, as a close relationship with our clients enables us to use our technical knowledge and connections to overcome almost any business obstacle.

Let us deal with the technical details. Process automation, security, uptime and reliability are at the core of what we provide. We help you get the most out of your existing processes and manage your entire technical infrastructure, with fixed monthly rates and a 24x7 NOC.



Worry Free & All-Inclusive Services w/ Fixed Monthly Rates!



IT TECH SUPPORT

We help businesses fill gaps in their IT department with on-site support, remote IT help desk, infrastructure, and network issues, maintenance, troubleshooting and so much more. We deliver you best-in-class tools with a 24-7 NOC/SOC and always with premium support.



NETWORK SECURITY

We protect organizations and deliver confidence you're prepared through monitoring and management designed to fit a wide variety of solutions, technologies, industries and budgets. Keep confidential, classified, and proprietary business safe and sound.



DISASTER RECOVERY

Disasters do happen, regardless of how flashy, new, or well-maintained your equipment is or all the talent, training, and cost. That's why we are constantly ready to quickly enable the smooth recovery and of your business at any time with automated alerting and systematic backups.



COLLABORATION

Microsoft Teams users share secure files and communicate via text chat, voice call, or video conferencing on any device and from any location. Fully integrated with the 365 Suite of programs Teams brings benefits and needs that give you the competitive advantage.



TELEPHONY

Replace your phone system with a Teams system and empower your users to take and make calls from any phone or Internet connected device. Keep the same numbers and provider with this integrated, best-in-class solution provides premium quality HD Video/ Audio.



MIGRATION

A low-stress, cost-effective and full-service approach to migrations that's faster and with less risk. We handle your needs from start to finish, making all migrations scalable, even working with legacy repositories like Quickr, Livelink, Lotus, ECM, eRoom, Skype, Zoom, and Windows Server.



Outsourced IT where **EVERYTHING** is our Responsibility!

Get back to focusing on your business, not on your technology

No risks, no duties... nothing. Just use your technology and when it needs some attention for any reason, call us!

Imagine business IT and technology handled where you never had to think about it again. Where you could just point out needs and know we were on our way to fix it right the first time. IT is our business, and it quickly merges with security, migration, disaster recovery, Teams collaboration tools, backup, and even Teams Telephony. Just let us know what is going on, and consider it done. Simple.

Computers acting weird?

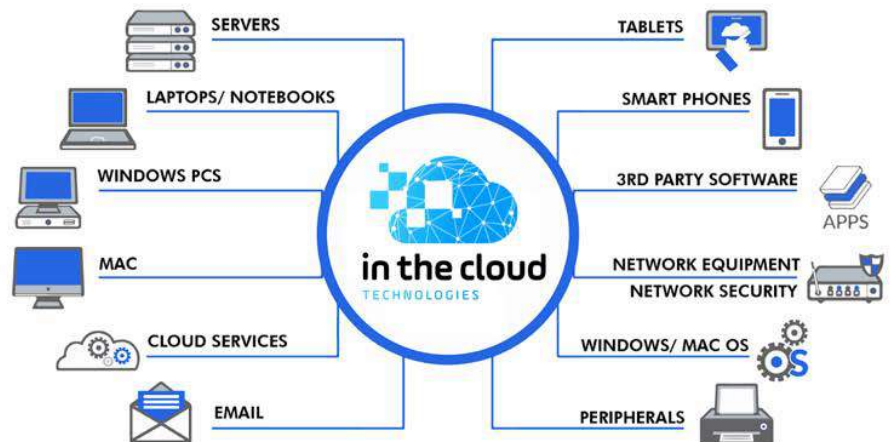
That's our problem now.

Have software errors?

We will totally come fix that.

Need some training?

Ok, we'll be right there.





THE Best-in-Class, Enterprise Collaboration Tool

Immediate Competitive Edge w/ Microsoft Teams

Get the best-in-class collaboration app for immediate, secure collaboration and communication with staff, groups and guests! "Unify" all your communications with Microsoft technology and regain total control over all your communications tools, providing everyone the same resources, on the same platform. This is Technical Equality.

Teams Telephony and Collaboration Integration

Teams Telephony can augment or even replace your phone system, further empowering users by handling all incoming and outgoing calls while keeping all the same numbers, lowering costs and eliminating maintenance, managed through one single pane of glass interface.

- Reduces costs and hardware maintenance
- Improves call quality and expand service reach
- Automated performance monitoring and analytics
- Seamlessly integrates with O365 suite and other apps



Telephony uses any Teams enabled device. Hardware is available as a service.

What is Microsoft Teams?

Microsoft Teams is the leading, best-in-class collaboration platform for meetings, chatting, messaging, grouping, scheduling, file sharing, calling conferencing, and live collaborative use and editing of Office 365 Applications. Delivered live, in full HD audio and video, and managed through a single pane of glass interface, where everything is located in one place, available on any Internet device, usable from any location, by every employee, without compromising security.

Easy Collaboration

- Quick screen and file sharing
- Seamless switching of Devices
- Connect to all your apps with 3rd party integrations.

Flexible Chat and Messaging

- Get more options with unified and instant messaging.
- Full log history for reference
- Powerful security encryption

Simplified Connections

- One click launch chat, meetings, file sharing, video, and more.
- Secure file sharing.
- Join from anywhere
- Use any Internet enabled device.



Constant Business Improvement

Unlimited support. No hourly rates. Simple. Secure. Amazing Support.

1.

Integrate, automate, simplify...

Your business is our passion. Would you like more productivity and efficiency out of your existing staff and business processes? We can do this through the strategic use of technology! We will help you find ways to integrate your systems, automate your processes and simplify the ways you interact with systems. Our clients see a drastic improvement in productivity quickly, and they're really excited when it translates to higher revenues AND profits, better staff retention and faster service to your customers.

3.

Business software improvement

Is your software right for your needs? Does migrating to a new system seem daunting because of data exports, imports and configuration? Your new team of experts at In The Cloud Tech will help you analyze, interview and explore the options. We will handle the technical aspects of any software migration and work directly with the vendors to ensure your needs are properly met. Want to check out some amazing collaboration software? Microsoft Teams, can even handle all your incoming and outgoing calls.

2.

One point of contact, end to end.

As you know, computer technology is everywhere. It's in your phones, cameras, thermostats, lights, doors, windows and even your power outlets. At In The Cloud Tech, we supply and support all of these components to ensure end to end visibility of your business technology. Workers and technology are now everywhere and your support team will be there for them. This means you have one number to call for support and one company serves as your single point of contact.

4.

New technology research

As your technical experts, we will constantly look for and research new technologies and risks that impact your business. This will keep you ahead of your competition. Discover new ways to connect with your clients, communicate with your team and find new revenue sources. We pool our knowledge from divergent industries to spark new ideas, new concepts and help forge your business into an industry leader.



24/7 Tech Support



Support Desk

Your new support desk is always available. 24 hours a day, 7 days a week. Our clients can contact us anytime of the day they'd like via phone, email or chat, and we will be there ready. We offer Subject Matter Experts who are fast and friendly, with support that will constantly put a smile on your face.



Network Operations Center

When something stops working, our goal is to know about it before you do. The 24/7 Network Operations Center (NOC) watches every network device, every server, even your Internet connection for issues. When a problem is detected, your team of technical experts springs into action to troubleshoot and resolve the problem quickly. The NOC is also responsible for maintaining security updates and software patches.



Security Operations Center

Your security team sees everything. Data in, data out, data in between. Hackers are everywhere (in some cases, literally in the wires). Security has moved beyond simple antivirus software. As your security team, In The Cloud Tech uses advanced security tools such as Security Information Event Management (SIEM), persistent threat detection, machine learning, artificial intelligence and global threat databases. Ransomware infections are a matter of when, not if they hit your business data.

Included benefits

INFRASTRUCTURE

Included with every infrastructure support plan

Lifetime network hardware

As long as you're a client, you'll never have to worry about replacing firewalls, switches, battery backups or access points. As they age, or new technology becomes available, we'll replace this hardware for you at no cost. This hardware and its configuration is owned by you, managed by us. No lock-ins or surprises.

Endpoint security

We provide advanced, multi-layer protection for your desktops, laptops and mobile devices. This provides active peace of mind about your computers, phones and tablets as you browse the web, use your programs and focus on serving your clients.

- **AI powered security software:**

Using advanced, artificial intelligence all activity on your computers will be monitored. This enterprise-grade software runs faster and catches unknown issues to provide maximum real-time protection.

- **Persistent threat detection:**

How many times have we heard in the news about companies, large and small, discovering an intrusion months after it happened? That's because hackers are getting really smart. Our persistent threat detection software was developed and is actively monitored by ex-government cyber security agents. They know all the tricks and will actively monitor your systems to prevent your business from hitting the headlines.

- **Web filtering:**

Category and reputation-based website filtering protects you against phishing, malware and other nefarious attacks. In addition, our solution works regardless of the computer's location, ensuring your staff is protected in the office or out.

- **Remote access:**

We all live in a mobile world; secure access is required anywhere, anytime. Our secure remote access software gives your team access to their office system 24/7 from anywhere, on any internet-enabled device.

Website security

Your new web hosting solution was custom built for speed, security and search engine optimization. Your website is the public face of your business. Daily backups, consistent updates and a watchful eye will keep it available and looking the way you designed it. We stop hackers from defacing or using your website to launch attacks. We can also handle domain registration, making sure your company name is properly secured and renewed as needed. Two less things to worry about! We'll handle all of the technical and security details for you. Your web developer will love working with us. We make their job easy.

- Private domain registration
- SSL security certificates
- Daily backups
- 24/7 availability monitoring
- Daily security scans
- Daily security updates

Hosted firewall

Hackers are intimately familiar with traditional firewalls. They know exactly how they are designed and configured. They also know exactly how to bypass them. Stop buying expensive firewall hardware and constantly renewing the subscription.

Your new hosted firewall is managed and monitored by a team of security experts. You benefit from our multi-million dollar investment in firewall hardware, personnel and custom software layers. This includes our automatic, always-on, secure and remote connectivity from any device.



PRODUCTIVITY

Included with every productivity bundle

Basic multi-factor authentication (MFA/2FA)

Two Factor Authentication (2FA) or Multi Factor Authentication (MFA) greatly enhances security by requiring an additional login step. Typically this involves pushing a notification to the user's phone to ensure they are actually the ones trying to login. Basic only applies to Office 365.

Enterprise password management

Eliminate the password books, sticky notes and other insecure password management techniques! Our password management solution allows your staff to safely and easily store login credentials. Effortlessly share logins with other users or groups. Easily use a different, complex password for every website without impacting your productivity.

Breached password detection

When hackers steal information they sell it in large databases on the 'dark web'. By monitoring those databases we can detect known passwords and force users to change them before hackers can use them.

End-user security training

With fun, brief monthly videos, your staff will be the most security knowledgeable people on the block! These videos are based on real life events and include a short quiz. Ongoing security training is required to comply with most compliance frameworks.

Single Pane of Glass Management

Microsoft offers the leading suite of programs including business email, advanced file sharing, personal file sync, Office desktop applications and productivity applications like Teams and encrypted email capabilities. Manage everything from one location.

Seamless Integration with Microsoft Teams

Use, edit, collaborate and live share files with Microsoft Teams, the program that definitely gives you a competitive edge. Chat, Messaging, Calling, Groups, Calendars, Conferencing, File Storage and live Collaboration platforms greatly increase productivity.

Telephony - Make every Call a Teams Call!

Teams Telephony can now handle all your incoming and outgoing calls, replacing your existing provider and bringing a ton of new functionality. Keep the same numbers with this integrated, best-in-class calling solution provides premium quality HD Video and HD Audio.

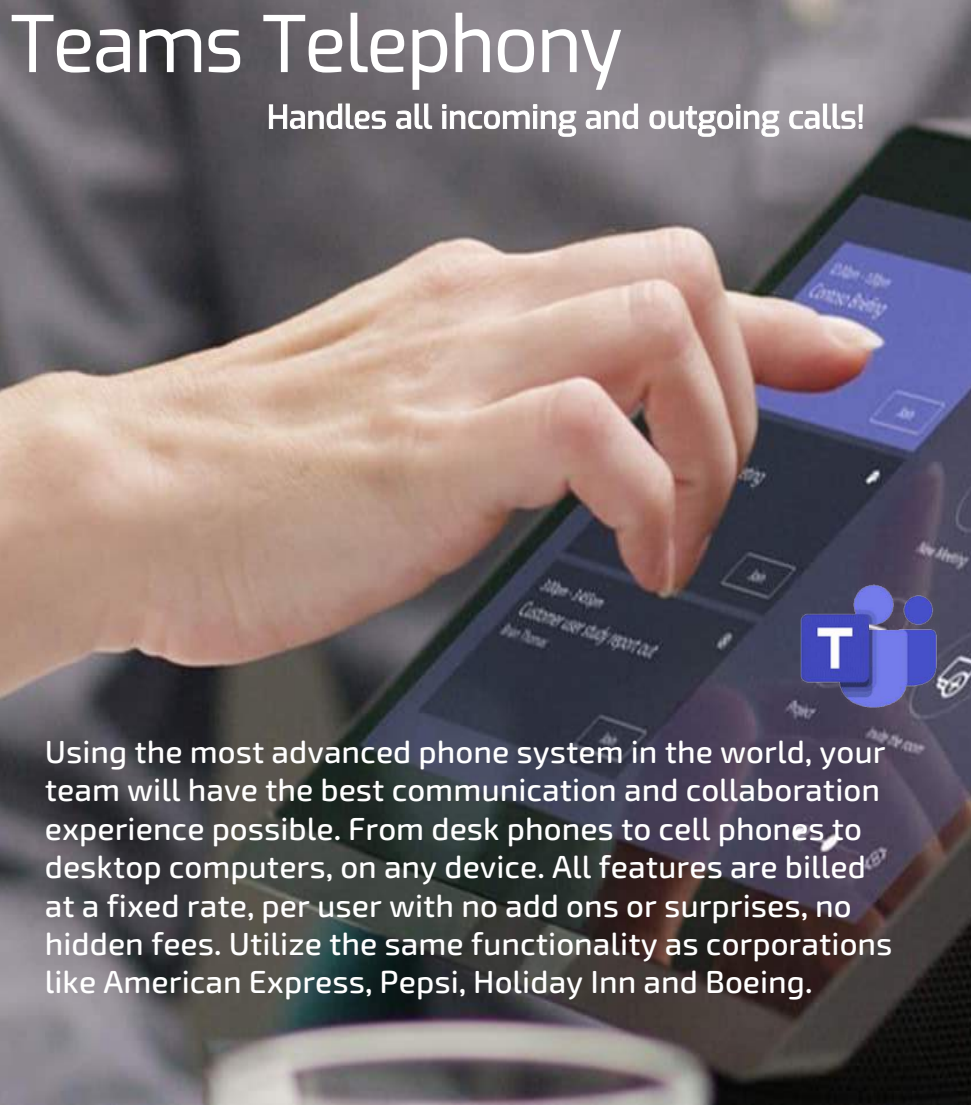
Teams is a Unified Communications Leader

From email to collaboration, and from phone calls to video conferencing, only Microsoft brings complete control and integration with the O365 suite.

Unified Communications brings what's known as "Technical Equality," meaning it provides exactly the same set of tools to all users, who can use them any time they want, from any location, on any Internet enabled device. Everybody uses the same tools and collaborates with the same applications. This is Technical Equality.

Teams Telephony

Handles all incoming and outgoing calls!



Using the most advanced phone system in the world, your team will have the best communication and collaboration experience possible. From desk phones to cell phones to desktop computers, on any device. All features are billed at a fixed rate, per user with no add ons or surprises, no hidden fees. Utilize the same functionality as corporations like American Express, Pepsi, Holiday Inn and Boeing.

- **Unlimited minutes:** we include calling to anywhere in the US with affordable international rates
- **Includes advanced phone hardware:** with full color screens, real time presence information and automatic button labels (no more paper extension lists!)
- **CRM integration:** Pre-built integration with dozens of CRM solutions
- **Click to call:** dial a number directly from your email or a website by simply clicking on it
- **Mobile app:** remote dialing, call management and cell number cloaking
- **Office 365 integration**
- **Advanced call center functionality:** from call queues and advanced routing to wall boards and advanced supervisor functionality.
- **Call recording:** automatic or on demand call recording is included.

888-603-1033