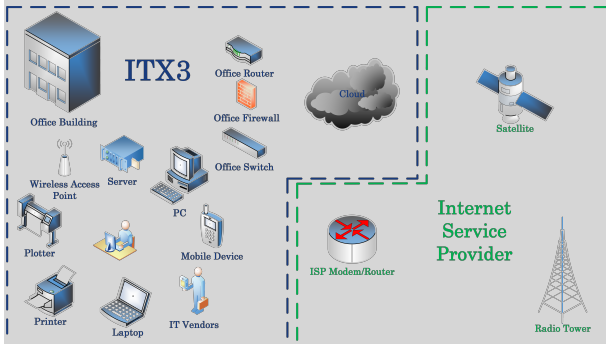


What We Do

We're not just here to provide you with hardware, software, and IT services. We're here as a supporting function of your business to facilitate its success and drive growth.

How We Fit In

Our responsibility is providing your company's office with IT support.



Added Value For Your Company

- ✓ Improved cybersecurity
- ✓ Disaster recovery for data
- ✓ On demand help desk
- ✓ Reduced down time
- ✓ Proactive IT management

IT Facts

- ❖ Over 340 million new malware variants discovered in 2016
- ❖ In a 2016 survey over a six month period 32% of enterprises incurred a ransomware event; the average ransom requested was \$679
- ❖ 65% of Windows users are running unsupported or outdated versions of the OS increasing vulnerabilities
- ❖ 60% of flash users and 72% java users are running an outdated version
- ❖ On average businesses spend 3.2% to 6.9% of annual revenue on IT services and assets

Contact Information



Located in the New York State
Finger Lakes Region

Contact ITX3 for a free
consultation.

ITX3, LLC

Phone: (585) 598-4893

Email: Support@ITXThree.com

Web Site: www.ITXThree.com

Address: P.O. Box 620

East Rochester, NY 14445



IT Support, Services, & Solutions

Technology enablement that drives success



ITX3, LLC provides small
businesses with cost effective
and comprehensive Information
Technology (IT) support,
services, and solutions.



Basic Services

Monthly Fee

- ✓ **Security Suite:** Designed to address the following
 - ❖ Anti-Malware/Virus - protection against viruses, malware, ransomware, trojans, and spyware
 - ❖ Anti-Phishing Protection - defend against social engineering attacks
 - ❖ Content Control - preventing access to malicious or undesired websites
 - ❖ Data Loss Prevention - Controls to prevent the disclosure of sensitive data
 - ❖ Firewall and Intrusion Detection System for workstations, laptops, and servers
- ✓ **Data Backup Solution:**
 - ❖ Secure cloud solution to backup data
- ✓ **Continuous Monitoring:**
 - ❖ For workstations, laptops, and servers
 - ❖ Peripheral devices printers and plotters
- ✓ **Help Desk:**
 - ❖ On demand technical support
- ✓ **Patch Management:**
 - ❖ For operating systems and applications
- ✓ **Remote Management:**
 - ❖ Ability to provide support from anywhere
- ✓ **Server Administration:**
 - ❖ Install, maintain, and manage server resources
- ✓ **Monthly Reporting:**
 - ❖ Backup data, IT health status, security state

Onboarding

Quoted after consultation & assessment

Depending on the state of your IT environment the initial onboarding is meant to baseline your equipment to achieve a more stable, reliable, and secure environment.

IT SERVICES & IT SOLUTIONS

Hourly Rate

The below services and solutions are offered in addition to basic services at your request. These encompassing categories are designed to provide you with a comprehensive approach to managing your IT environment's daily operations, organization, future growth, and security.

IT GOVERNANCE

- Budget Development** - Based on current spending on IT services, personnel, and assets.
- Enterprise Architecture Development** - Holistic approach to managing processes and IT assets through documentation and modeling.
- IT Strategy Development** - Supports and facilitates company goals
- Policy Development/Implementation** - Support proper employment and use of IT assets; while also helping to educate and clarify business rules.
- Process Modeling** - IT is more than just equipment it is people and processes. Understanding how things are done is essential to finding the right solution for your business.
- Service Investment Strategy** - Develop a plan to allocate resources toward improving the security, reliability, and functionality of your IT environment.
- Service Portfolio Management** - At a client's request we will take lead on managing all IT services and vendors regardless of who provides that particular solution.

DIGITAL MANAGEMENT

- Capacity Management** - Assess and plan for short and long term capacity requirements.
- Collaboration Design/Implementation** - Will find solutions that best fit your budget, how you operate, and will provide you with an easy means of collaborating within your organization.
- Knowledge Management** - Will provide policy and design guidance on how to best manage continuously growing information requirements.

NETWORK SOLUTIONS

ITX3 will design and install a network best suited for your needs to include the integration of switches, routers, access points, cabling, conduit, network drops, IT closets, and server rooms. Simplify network management through real time cloud based management of network assets.

IT OPERATIONS

- Help Desk/Technical Support** - Providing Tech I, Tech II, and Tech III support on a variety of subject matters.
- IT Project Management** - Will gather requirements, design, and assist in implementing new systems into your IT environment to support your business goals.
- Server Administration** - ITX3 will evaluate your requirements to design a server to meet your specifications. ITX3 will also maintain, support, and manage existing server resources.
- Supply Monitoring** - Through remote monitoring tools client's can be alerted to when they are running low on supplies for computer peripherals.

IT SOLUTIONS

- ITX3 works with multiple distributors to bring name brand technology solutions to small businesses at a discounted rate. These IT solutions are scaled to your requirements and are part of an ever increasing portfolio.
- ❖ Custom Solutions
 - ❖ IT Security Solutions
 - ❖ IT Equipment
 - ❖ Software

CYBERSECURITY

- Identity & Access Management** - Security is paramount we will provide guidance and solutions on how to secure your environment from physical security to multi-factor authentication.
- Risk Management** - Is essential to controlling the impact of changes to the stability of your IT environment and assessing security vulnerabilities.

SECURITY CAMERA INSTALLATION

With asset protection and personnel safety in mind we will design and install a security camera network to meet your security priorities. Options include wired/wireless cameras, DVRs, multi-site support, mobile and cloud managed solutions.