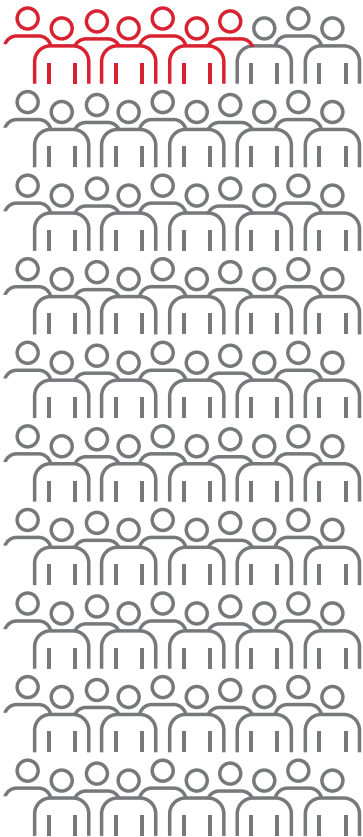


Optimise and Protect Your Business with Xerox® Managed IT Services.

Keeping up with advancing business technologies in general has always been exhausting. But when it comes to running your business at top productivity and profit potential, you'd better have your running shoes on. Many businesses like yours find themselves in a balancing act when it comes to optimising technology. All this, just as digital risks and threats to your business are on the rise.

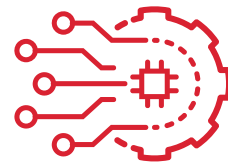
7%
ONLY
OF SMB OWNERS (1-999)
HAVE FULL-TIME IT STAFF



BALANCING ACT

Balancing cash flow with IT needs is tough – as is finding a partner that understands the unique needs of your business. If this is your reality, Xerox® Managed IT Services is here for you. Our specialised team of local experts let you keep your business running at optimal levels while helping to develop a time- and money-saving IT strategy.

From the proliferation of cloud computing to the expansion of hybrid work, many businesses have found a path to resilience due, in part, to technology that empowers efficiency and increases access to customers. But without the advanced IT infrastructure to support them, those same enabling technologies can make it easier for cyber attackers to breach your defences and jeopardise the business you've worked so hard to nurture and grow.




FIND YOUR FOOTING

From the data center to the desktop, Xerox® Managed IT Services meets all your day-to-day IT challenges by using a customised strategy to drive down costs while improving the consistency, security and quality of your IT experience. Organisations that partner with us unlock measurable benefits, such as:

- Predictably lower operational costs with a fixed monthly fee to cover your unique needs
- Proactive IT support that improves reliability and security
- Clear visibility of your current technology with support from a virtual CIO to help you plan and implement your future strategy
- National US-based helpdesk
- Access to a wide range of specialised engineers
- Strategic planning


Xerox® Managed IT Services


Our local engineering talent understands the unique technology needs of small-to-medium sized businesses, with a goal of enhancing your IT efficiency, reliability, security, and overall performance – at the right price – while allowing you to focus on your core business operations. We scale with you as you grow – so you’ll always have the support you need without searching for other vendors who won’t know you or your business.

		MANAGED WORKSTATION	MANAGED NETWORK & SERVER	MANAGED IT
	HELPDESK SUPPORT			
	Workstation Maintenance (Patching, AV)	✓		✓
	Endpoint Support	✓		✓
	Business Hour Helpdesk Support (8 am to 5 pm, Mon–Fri)	✓	✓	✓
	24x7x365 Helpdesk Support	Optional	Optional	Optional

	DEDICATED VIRTUAL CIO			
	Quarterly Business Reviews	✓	✓	✓
	IT Strategy and Budget Planning	✓	✓	✓

	DEDICATED NETWORK ADMIN			
	Develop and Maintain Technical Documentation	✓	✓	✓
	Identify Trends and Technical Risks	✓	✓	✓

	REMOTE MONITORING & MANAGEMENT			
	Infrastructure Support (e.g. Servers, Network, Firewall)		✓	✓
	Vendor Management (e.g. Line of Business Applications, ISP, Voice)	✓	✓	✓
	24x7x365 Proactive Monitoring and Business Hour Issue Resolution	Optional	Optional	Optional
	24x7x365 Incident Resolution	Optional	Optional	Optional
	Microsoft Operating System Patching	✓	✓	✓
	Windows Antivirus Management	✓	✓	✓
	Email Security (Antivirus/Anti-spam/Filtering/Threat Detection)	Optional	Optional	Optional
	Complete Email Protection (Email Security Plus Cloud Archiving and Backup)	Optional	Optional	Optional
	Total Email Protection (Complete Plus AI, Heuristics and Phishing Training)	Optional	Optional	Optional
	Third-party Application Patching	Optional	Optional	Optional
	Web Filtering	Optional	Optional	Optional
	End-user Security Awareness Training	Optional	Optional	Optional
	Follow Me Filtering (DNS-based)*	Optional	Optional	Optional
	Trusted Devices and Device Location*	Optional	Optional	Optional
	Multi-factor Authentication*	Optional	Optional	Optional
Single Sign-on*	Optional	Optional	Optional	

		MANAGED BACKUP	MANAGED BACKUP & CONTINUITY
	MANAGED DATA PROTECTION		
	Monitor and Manage Supported Backup Solutions	✓	✓
	On-site Backups (Local Backups)	✓	✓
	Off-site Backups (Cloud-replicated Backups)	✓	✓
	File and Folder Restores	✓	✓
	Monthly Test Restores	✓	✓
	Data Recovery Support	✓	✓
	Local Failover		✓
	Cloud Failover		✓

*Professional services required for custom configuration

Conquering IT costs starts with a consultative assessment.
Visit xerox.com/manageditservices to schedule yours today.

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