

My



Business IT Support

Computers are vital to any business, but they are often taken for granted. They're purchased, installed, and often forgotten about until something goes wrong. Then operations can grind to a halt. Worse, an Internet connection is a doorway into your business from anywhere in the world. The average cost of a compromised network for small businesses is **\$36,000** while 71% of cyberattacks target companies with under 100 employees.¹

With IT Xpress' **My ITXpert** services, you can stop worrying about your IT infrastructure and let our IT Xperts handle the support, maintenance, and security of your computers and network.

The best defense against hackers or system downtime is proper maintenance and support. With My ITXpert, your systems are proactively maintained and monitored to ensure peak performance. In addition, all packages include 2 hours of free remote support so our IT Xperts can assist you with any problems you may be having in real time. Note: we cannot access your computers without explicit permission from the user by toggling an icon in the system tray.

So how does it work? We utilize a program called P9, which is installed on every system we support. Think of this as your virtual 'IT Person' for each computer system. P9 will:



- Monitor your systems for errors, vulnerabilities, and anomalies, opening trouble tickets with IT Xpress automatically when issues are detected.
- Keep track of installed software and often updating it when new versions are released. If critical software or hardware fails, P9 can also detect this.
- Monitor other network peripherals such as printers and switches to ensure availability. P9 can even alert you automatically if printers on your network are running low on ink/toner.
- Allow employees to open trouble tickets with a simple click. Of course, a phone call/text is the best way to alert us to critical showstopper issues.
- A central IT dashboard allows our technicians to monitor your entire infrastructure, with any alerts or anomalies collected together for easy management.

In today's connected world, the security of your computing infrastructure is paramount. Keeping systems secure without slowing them down is critical to business success. Our My ITXpert plans all include the award winning Bitdefender antivirus suite. Unlike off the shelf antivirus, this is business grade 'endpoint' security software with world class threat detection:

- All systems are centrally monitored from a powerful security console, allowing our IT Xperts to respond to any detected threats and deploy changes to configurations remotely.
- An advanced firewall ensures all systems are protected against local and remote threats.
- A configurable content filter can block objectionable content, email phishing, apps and sensitive data leaks.
- A flexible access manager can prevent connection of some or all external devices if necessary for extra system security.



In larger deployments, antivirus updates are cached & distributed locally, which can reduce the load on your Internet connection from hourly AV updates.

¹ How Small Businesses Can Fend Off Hackers, Wall Street Journal <http://goo.gl/mZbgtw>



BACKBLAZE

Even the best support & security cannot prevent disasters.

Theft, fire, and accidents can wipe out your business data, crippling your ability to function and costing you resources to rebuild. Our ITXpert Premier Plan includes unlimited encrypted

cloud backup for every covered computer, so your data is backed up security and automatically. For those in sensitive fields such as healthcare, finance, and legal, we can configure private encryption keys for compliance with HIPAA and other regulations.

If your business relies on a central server, it will usually house the data and applications your business simply cannot do without.

Desktop backup solutions will not work on business servers.

Our Server Backup plan provides unlimited secure backup of all your business data and powerful data recovery tools. All monitored by our IT Xperts to ensure your data is backed up and recoverable!



Save 10% on parts/labor for in store repairs for every system covered

Computers should make your life easier, and with My ITXpert, they can. Let the Xperts at IT Xpress worry about your system’s health & security. It’s like having your very own in house IT Xpert!

My ITXpert Business Pricing (per device)				
Pro (PC) \$199/Year	Pro (Mac) \$199/Year	Premier \$299/Year	Server \$249/Year	Server Cloud Backup \$199/Year
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	P9 System Monitoring
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Bitdefender Endpoint Security
<input checked="" type="checkbox"/>	(Included in OSX)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PMPC Automatic App Updates
		<input checked="" type="checkbox"/>		Unlimited Online Backup
2 Hours	2 Hours	2 Hours	2 Hours	Remote Support
50%	50%	FREE	FREE	Virus Cleaning Discount
10%	10%	10%	10%	Shop Repair Discount

Multiple Devices? Save 5%/year for 3-4 or 10%/year for 5+

Call/Txt IT Xpress today at 336-525-5005 or email help@itxpress.biz to get My ITXpert!



Are you running your business on a few regular phone lines? Do you have an aging PBX you’re paying exorbitant fees to maintain? Do you have multiple offices with different numbers? Do you wish you could bring all your telecommunications together for your growing business? **We can help!**

IT Xpress is an authorized RingCentral installer. RingCentral is a virtual PBX providing big business phone features like voice menus, hunt groups, call queues, intercom/paging, text/fax, and more. Plus it includes collaboration platforms like Video Conferencing, Glip (glip.com), Online Meetings, and Audio Conferences.



Take the security of your network to the next level with **My ITXpert Network Security**. With real time threat scanning, intrusion detection, secure VPN network access, and much more, it’s like having the best deadbolt and a monitored alarm system for your network. Don’t let a consumer router weaken your network! See <http://myitxpert.biz/netsec/> for details.