

# Managed Services

**Consumer Technology Solutions LLC provides customized proactive IT monitoring and support that delivers enterprise IT standards to small and medium-sized organizations. We empower small business owners to take control of their IT costs through flat rate managed IT services; this allows business owners to focus on their business and give them peace of mind.**

## 24x7x365 Proactive Maintenance

Consumer Technology Solutions' Proactive Maintenance Plan helps businesses reduce downtime, increase profitability, and make your technology work for you.

CTS is dedicated to keeping your technology investment up and running smoothly so you can focus on your business. You can relax knowing that you have a partner in your corner that takes your IT needs seriously. Our goal is to provide you with the tools and technology you need to keep your staff productive and drive your business forward.

**Change the way you think about IT with CTS. Think of us as your outsourced IT department that strategically optimizes and protects your infrastructure while performing day-to-day maintenance that keeps your users from experiencing downtime.**

## Flat-Rate IT Support

Imagine finally being able to budget your technology. Imagine how much faster issues can be resolved if your entire staff can call for support without increasing your monthly IT expenses...no more surprise bills, no more being billed every time you turn around. In the long run you reduce costs by encountering fewer technology issues and less downtime - all at a predictable flat monthly rate.

## Have a current IT department?

CTS isn't out to replace your current IT department or IT guru but we can certainly supplement and assist them. Our 24x7x365 monitoring, maintenance, and support is something that your IT team can take advantage of on top of our accumulated knowledge of technology. We can definitely help an overloaded IT department!

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[www.consumertechnologiesolutions.com](http://www.consumertechnologiesolutions.com)

## Features

- 24x7x365 Network Management
- 24x7x365 Workstation, Server, and Network Monitoring
- Desktop Support & User Care
- Backup & Disaster Recovery
- Comprehensive Cybersecurity

## Benefits

- 60 Minute Response Time
- Proactive Monitoring & Protection
- Flat-rate IT that's easy to budget
- Quarterly business reviews to review project progress, review metrics, analyze future needs and review 3-year roadmap/budget
- Enterprise level IT support at small business prices
- Minimal downtime across your entire infrastructure
- HIPAA and SOC2 Compliant
- Thorough documentation

**Get proactive and call us today! (806) 451-1405**

Service	Description
Customer Portal	· 24x7 access to CTS's service request system
24x7x365 Security Monitoring	· Monitoring of all Endpoint Protection on all Covered Devices, as well as device availability and performance
24x7x365 Network Monitoring	24x7x365 monitoring of:· Internet Access Availability· DNS· Firewall or Router, Ethernet Errors, SYSLOG and SNMP
24x7x365 Server Monitoring	24x7x365 monitoring of:· Server availability· Physical and virtual memory utilization· Server's disk storage: status, available space and utilization· Server processor(s) utilization for performance limits· Event logs for errors on servers· HP and Dell Server hardware: fans, drives, processors, temps, power, etc...· Critical business-specific server services for operational status (Citrix, Exchange, Terminal Server, SQL Server, IIS, etc...)· Windows Active Directory on server· Email system availability when hosted on a Covered Device· Various specific services and items used on the server, such as Ethernet errors, FTP, etc...· Review of server event logs· Emptying server recycle bin monthly· Monthly removal of temporary files from server· Monthly optimization services
24x7x365 Endpoint Monitoring	24x7x365 monitoring of:· Workstation availability· Physical and virtual memory utilization· Disk storage: status, available space and utilization· Workstation Performance/Processor Mon.
Windows Patch Management	· Daily and weekly automated patching of Covered Devices consistent with industry standard best practices
Managed Anti-Virus / Anti-Malware	· Deployment, licensing, and monitoring of next generation cloud-based real-time endpoint security solution for Windows servers and workstations which prevents, detections, and responds to advanced cyber threats· Provides prevention and detection of attacks across all major threat vectors, rapidly eliminates threats with fully automated policy-driven response capabilities
AV Daily Scanning & Alerting	· Daily endpoint and server anti-virus and anti-malware scanning
AV Updates Daily	· Daily patch updates to anti-virus and anti-malware software
UPS Monitoring	· 24x7x365 monitoring of UPS for events, battery strength, reserve time, battery temps, battery age· Monthly verification of UPS functionality, self-test schedule, logs, and run UPS self-test if not scheduled
Dark Web Monitoring	· We will monitor for your corporate information on the Dark Web, including compromised email accounts, compromised bank information
Advanced Ransomware Threat Protection	· Automatic Isolation of Impacted Systems· Advanced Threat Technology to detect, isolate, and terminate malicious processes and the impacted computer system as a whole
Unlimited Remote Support	· Unlimited Access to Our Help Desk for day to day IT support; no small bills for here and there IT support
Unlimited On-Site Support	· Unlimited On-Site Support at no additional charge. We will come on-site as many times as a service requests warrants in order to resolve your day to day IT issues; projects not included
Project Consulting/vCIO	· We will consult with you on past, present, and future IT related projects and provide guidance as needed for all things technology related
Vendor Management	· We will act as the middle man between you and your vendors, ensuring streamlined support so you can focus on your business
Hardware and Software Procurement	· We are partnered with industry leaders in hardware and software. We can help you select the best vendor for your needs and projects.
Support for CTS Purchased Unified Communications / VoIP	· If you are utilizing CTS as your UCaaS/VoIP provider, CTS will provide all of the necessary training and day to day support for your product.· Exception: initial onboarding and training when purchasing a new system is considered a project and will be billed accordingly
Support and Management of Microsoft 365 and Google Workspace Products	· Adding Users· Removing Users· Editing User Permissions· Defender Report Review· InTune/Entra Management
Password Manager	· We will provide a password management utility to securely store your passwords.
Email and DNS Security / SPAM Filtering	· We will ensure that your email filters and DNS security is setup and managed properly by configuring industry standard best practices.· SPAM and DNS Security by Barracuda, Microsoft, or Webroot as needed
Quarterly Security Assessments	· On-Site Assessment of Security Posture
Quarterly Phishing Simulation	· We will send out simulated phishing emails to your users. This system will test and determine who is clicking the emails and allow us to provide training on the recognition of phishing emails on a quarterly basis.
Monthly Cybersecurity Awareness Training	· This is a quick 5-minute cybersecurity lesson each month with a short quiz. Education is the greatest weapon in network security because people are the weakest link.
3rd Party Software Patching	· We will ensure all 3rd party applications supported under our patch management tool receive their appropriate updates on a scheduled determined by CTS
Quarterly Business Reviews	· We will sit down with the business owner or business management and review events of the prior quarter and expectations and upcoming events in the next quarter.· These meetings ensure we are meeting deadlines and Client expectations.

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# Network Security

**How secure is your network? Is your sensitive corporate data at risk? Are you proactively monitoring your network? Consumer Technology Solutions proactively manages and monitors your network for security threats, including hackers and ransomware via our advanced ransomware threat protection technology paired with our 24x7 security operations center.**

## Protect Your Business Inside and Out

The internet offers significant benefits to small and medium businesses but it presents several risks to network security. From malware to data theft, layering protection into your IT infrastructure is becoming more and more important.

Consumer Technology Solutions provides and combines employee education with software and hardware to layer your security stack, reduce your attack surface, and provide a unified approach to securing your valuable data.

**Anti-Virus & Anti-Malware** - we provide you with a monitored and managed anti-virus; alerting us to potential threats to your network and automatically removing them

**Advanced Ransomware Protection** - our system automatically kills the threat processes, and isolates the system from the remaining network to prevent the spread of the ransomware; this triggers our SOC and automated technologies to send out notifications and begin remediation

**Phishing Email Simulation** - we send out intentional practice malicious email and can detect who is clicking links so we can provide additional training

**Security Awareness Training** - the weakest link in network security is people. This training comprises a monthly 5-minute training lesson about being aware in the cyber world and is followed up by a short quiz to keep employees on edge for the latest threats

**Vulnerability Assessments** - monthly vulnerability testing to improve security

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## Features

- 24x7x365 Network Monitoring
- Managed Anti-Virus
- Advanced Ransomware Protection
- Managed & Monitored Firewalls
- Vulnerability Assessments & Penetration Testing

## Benefits

- Protection from external attacks
- Restrict access to inappropriate or unwanted web content
- DNS Security
- Keep your network from getting bogged down, allowing users to be more efficient
- Comprehensive network security, monitoring, and maintenance
- Internal threat detection looking for malicious employees
- Data Loss Prevention
- Phishing email simulation
- Security awareness training

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# Professional IT Consulting

**Are you concerned your current IT company isn't doing the job you pay them to do? Do you have to deal with multiple vendors for all of your technology? Are you being nickel and dime or suffering from slow response time? No matter the time of day, or struggles you may be having, Consumer Technology Solutions is here to help!**

## IT Consulting and the Benefits for Small to Medium-Sized Businesses

In today's fast-paced digital world, businesses of all sizes rely heavily on technology to stay competitive, enhance productivity, and deliver exceptional customer experiences. However, for small to medium-sized businesses (SMBs), managing technology can be a daunting challenge. Not every SMB has the resources to hire a full-time, in-house IT director to oversee their technology needs. This is where IT consulting comes in—and companies like **Consumer Technology Solutions** are offering an invaluable service.

## How Consumer Technology Solutions Helps SMBs

**Consumer Technology Solutions** specializes in providing IT strategy and guidance tailored to the unique needs of small and medium-sized businesses. We understand that each business is different, which is why we take a personalized approach to every client engagement. We don't just sell products or services—we work with our clients as trusted partners to ensure that their technology aligns with their specific goals.

## Why SMBs Need IT Consulting

For small to medium-sized businesses, the stakes are high. Technology is no longer just a support function—it's a key driver of business success. However, without the right expertise, businesses can struggle with:

- Poorly implemented technology that reduces efficiency
- Security vulnerabilities that put data at risk
- Missed opportunities due to outdated or incompatible systems
- Overwhelming costs of in-house IT infrastructure

IT consulting from **Consumer Technology Solutions** addresses all of these challenges by providing expert guidance that ensures businesses make smart decisions without the need for a full-time IT director. We act as a strategic partner, helping businesses stay ahead of the curve in a rapidly changing tech landscape.

### Professional Consulting

- Strategic IT Planning
- Selecting the Right Solutions
- Cost Effectiveness
- Ongoing Support / Expert Advice
- Data Protection/Cybersecurity
- Regulatory Compliance Advice

### Programs / Benefits

- Managed Services
- Managed Security
- Data Backup & Disaster Recovery Planning
- Data Breach Prevention Strategies / Planning for an Incident
- VoIP / Telephony Solutions
- Unified Communications
- Business Internet / Failover Internet Solutions
- Hardware and Software Procurement and Sourcing/Research

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