

Choosing the RIGHT Managed IT Services Provider

How do you view Technology?

- A Necessary and Expensive Evil
- Important to the Success of My Business

Correct answer:

I.T. done right can help any business grow and become more profitable.

Inside you will find a few quick check lists that will help you understand just how powerful IT can be, and how to choose the right IT Partner. So take a few minutes to go through them. Then give us a call, PARTNER!

DynaSis

We believe that every small to mid-sized business needs the same quality of Strategy, Proactive Management and Support that has only been available to large organizations. Our Mission at DynaSis is to provide a suite of products and services affordably designed for the small to mid-sized market and help our clients fully leverage their business technology so they can lower cost, increase productivity, minimize risk and drive growth.

Seven Things to Expect from Your IT Partner

Your IT provider should be just that...a partner. That may sound a bit optimistic as some IT consultants focus on only your basic needs. But what you should expect goes way beyond that. They should provide a fast response when you call and take a vested interest in your business, providing the benefits and guidance that are central to your company's long-term growth and success.

1

Technical Expertise & Strong Communications Skills

Your IT Partner should be a business person who utilizes IT in a cost-effective way to solve your business problems, and must be able to bridge the communications gap that often exists between IT and the CEO's office.

2

An Awareness of Your Budget & Resources

IT partners are proving increasingly essential, but that should not come with crippling expense. Fixed fees that include unlimited support go a long way towards a first class IT infrastructure and sticking to a budget...and saves money in the long-run.

3

An Advocate Who Cuts Through Product Hype

Software and hardware companies continuously release new products and certainly make them sound great. A true IT partner will let you know what you actually need, don't need, and how to maximize the products you already own.

4

A Long-Term Planner, Implementer & Strategist

Well thought out and planned IT becomes a valuable business tool for sales, operations, security and more. Your IT partner needs to understand your needs of today as well as help plan for the future in an orderly and cost-effective way.

5

An Industry Watcher Who Maps Tech Advances to Your Needs

This is a double-pronged attack: your partner must not only keep abreast of all technology developments that may affect your business, but also work with you to understand the changing needs of your business as market conditions evolve.

6

A Keen Ability to Prevent, Troubleshoot & Solve Problems

Proper monitoring, back-up and protection provided by a well-trained staff will sharply reduce the number of problems that occur, but when they do, your IT partner must have the expertise to solve those problems quickly without interrupting your business.

7

An Interest in Handling ALL Your Technology Needs

You do not want to work with a company that "cherry-picks" the work they want to do then leaves you on your own do figure out the rest...or turns you over to a 3rd party and washes their hands of it. You need a partner who takes responsibility for IT from beginning to end.

10 Questions You Should Ask Your IT Provider

	DynaSis	Other Guy #1	Other Guy #2
1 Will the provider supply a dedicated support team for your company? Many companies have a limited number of techs, or generic teams, so you may get a different tech each time. With DynaSis you always receive support from the same dedicated team.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Does the provider only use an in-house team of highly trained professionals? Some use interns or outside/overseas contractors.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Do you get unlimited Help Desk and Onsite Support for a fixed flat monthly fee? With DynaSis you won't be "nickeled and dimed" for every service call.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Is the provider an established company, experienced and certified? We have been servicing Atlanta's business community for well more than 20 years. We hire only the best tech and support people who are constantly trained and certified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Does the provider offer top-level built in security? We have developed a unique and revolutionary network security protocol involving 12 layers of protection.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Do they have automated backups? We protect you against legal or non-compliance infractions with our automated backups. And don't worry about losing data, even when employees leave.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Do they have true 24 x 7 x 365 service with live, awake people monitoring your network and ready to serve you? Some providers call a tech with a cellphone by his bed 24-hour service.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Does your provider have a world-class data center facility? DynaSis offers a state-of-the-art Tier III data center with biometric access control, 24 x 7 x 365 surveillance, automated power backup, six internet providers, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Does the provider assume all maintenance tasks? Leave all the monitoring, software patches, and updates to the experts at DynaSis, all done in real time as they become available...including the latest versions of your software...all included in your monthly fee.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Does your provider offer true work from ANYWHERE, ANYTIME ability? With DynaSis, your staff can work from anywhere, on any device, at any time, while your data remains secure.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Security Provided Through 12 Layers of Protection

	DynaSis	Other Guy #1	Other Guy #2
1 Weekly Patch Updates (Workstations & Servers) Workstations and servers scanned for missing patches. Patches applied on set schedule. Immediate patching for major concerns.			
2 Antivirus (Workstations) Scans for known viruses, then deletes or quarantines. Regular updates. Daily in-depth scan of entire system.			
3 Anti-Malware (Workstations) Scans for and cleans out viruses. Looks for zero-hour malware. Regularly updated. Real-time and daily scans for known malware. Deletes/quarantines malware.			
4 Safe Browsing Habits & Discernment (User) User education. Beware of attachments. Be wary of pop-ups. Rule to live by: If you don't have the service, don't click on it.			
5 Email Security Protection (User) Threats stop at the gateway. Stops malware before it gets into the system. Blocks ZIP files. Sender authentication. Recipient verification. Message analysis. Spam rules.			
6 Firewall Port Lockdown Signature based detection of viruses. Intrusion detection. Allows only known inbound traffic (email, www, ftp). Configured for specific traffic to specific endpoints. Locks down DNS request from LAN to OpenDNS preventing malware from using self-contained DNS resolution. Virus ID. Geo filtering.			
7 Gateway Antivirus & GEO IP Filtering, and...			
8 ...Cloud Delivered Predictive Security Service (Internet) Stops malware from ever getting into your system, and blocks outbound malware communication if it does.			
9 Crypto Prevent (Workstation) Prevents malware from installing from most common locations.			
10 CCS (Crypto Containment System) Scans for known file names and types found and, if found, disables affected area so infection cannot spread. Decreases time to get you back up and running.			
11 Data Backups (Server) Critical for recovery after a malware attack. Good back-ups allow you to restore data to a known "good point" in time prior to the attack.			
12 Removing Local User Admin Rights (User) Reduces the ability for malware to install itself and prevents employees from installing unauthorized software.			