



FALCON
IT SERVICES

(305) 433-6663

www.falconitservices.com

Comprehensive IT Solutions for Small and Mid Sized Organizations



Simplifying IT

A managed IT plan covers all of your IT needs. You pay a fixed rate each month determined by the number of PC's and servers in your organization.

Security

We publish recommended baseline security guidelines based on NIST (National Institute of Standards) and assist our clients in achieving greater levels of security. We focus on making your business assets secure, resilient and available.

Managed IT Services

Help Desk Support

Assistance is available when you need it most: right away. Most issues are addressed within 2 minutes. We take ownership and responsibility throughout the process until it's resolved to your satisfaction.



Falcon IT Services, Inc

1111 Lincoln Road # 500, Miami Beach, FL 33139 Tel: (305) 433-6663

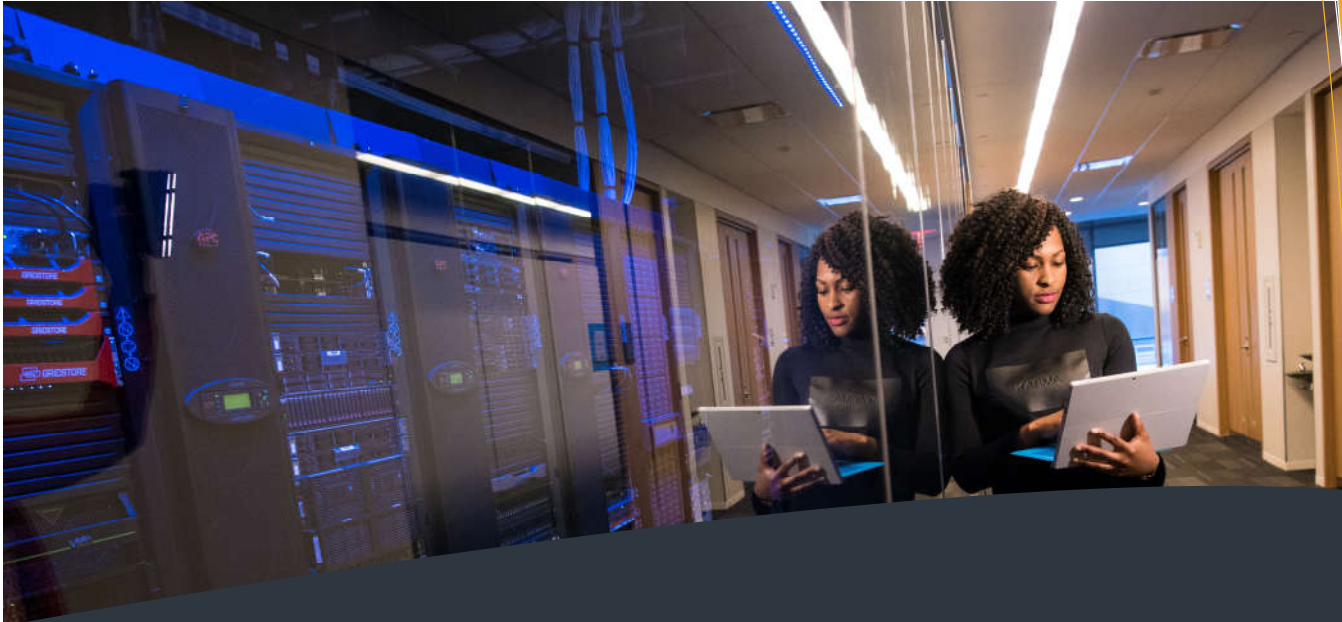
For complete details visit www.falconitservices.com



(305) 433-6663

www.falconitservices.com

Comprehensive IT Solutions for Small and Mid Sized Organizations



Falcon IT Services is a provider of comprehensive Information Technology solutions and IT support to small and mid-sized businesses in Miami, FL. We provide enterprise class IT services and support generally afforded only to large corporations. Our solutions will help your business leverage technology to increase revenues, reduce operating costs and deepen your customer relationships.

Technology has been the driver of business efficiency, making businesses that embrace technology highly competitive. Organizations that resist technology, do so at a disadvantage.

Many small organizations struggle with the high cost of IT management and support. They find it difficult to employ and retain experienced staff, especially in areas of high demand such as IT Security. Frustrated, they resort to low-skill hires or hourly contract workers, while nervously renouncing maintenance, security and best practices. Contracting a professional Managed IT Service Provider such as Falcon IT Services, can alleviate such problems.

Contact us for a complimentary network evaluation and interview, and to learn how Falcon IT Services can help your business work smarter and grow faster.



FALCON
IT SERVICES

(305) 433-6663

www.falconitservices.com

Comprehensive IT Solutions for Small and Mid Sized Organizations

Why Choose Managed IT Services?



Flat Rate

One of the biggest benefits of partnering with a Managed IT Services company is that your IT spending is controlled and predictable. IT service companies that charge flat fees for managed services benefit themselves by doing work right the first time—and by preventing problems from reoccurring. This is a win-win for both the IT company and the client.



Talent Pool

Managed IT service companies offer several levels of focused talent and disciplines. This prevents having to hire outside consultants when the scope of work exceeds the knowledge of a single in-house IT manager.

Organizations also get issues resolved quickly since multiple users have simultaneous access to support staff during peak hours or specific events such as upgrades/migrations.

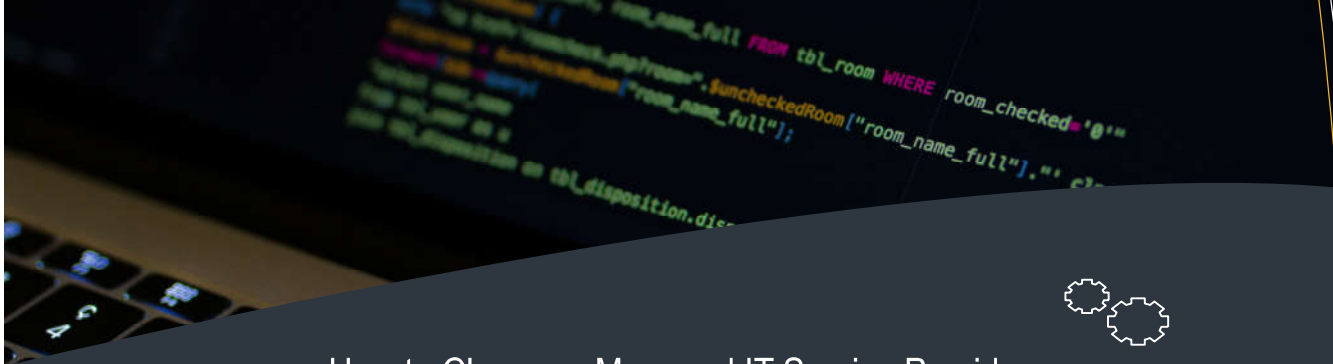


FALCON
IT SERVICES

(305) 433-6663

www.falconitservices.com

Comprehensive IT Solutions for Small and Mid Sized Organizations



How to Choose a Managed IT Service Provider

Make sure that the IT service company you choose has experience and know how. Technicians should have college degrees in computer science and/or recognized certifications in the IT field.

The longer the company has been in business the better, since most companies that close do so in the first few years. Changing IT companies is challenging so don't be afraid to ask for copies of business references, occupational license and certificate of insurance to find the more mature IT service companies.

On-line reviews can be bought, so don't guide yourself by them. Dig deep and look for negative feedback and on-line complaints that challenge an IT service company's reputation before you choose.

When you interview a managed IT services company, they should be asking a lot of questions and trying to understand your organization. This is a sign that they will adapt to your needs, not vice-versa.

Ask the IT services company if they outsource their help desk or any other part of their support. Familiarity and trust are paramount to IT health and security, and outsourcing means handing control to an IT company that in turn hands it over to a large third party IT outsourced call center.

Don't partner with an IT service company that charges by the hour. One of the biggest benefits of partnering with an IT services company is that your IT spending is controlled and predictable. IT service companies who charge flat fees for defined services benefit themselves by doing work right the first time—and by preventing problems from reoccurring.

Look for IT services companies that have experience in your own field and with the systems and applications that your organization uses. Ask for client references with similar business needs and make sure to follow up.

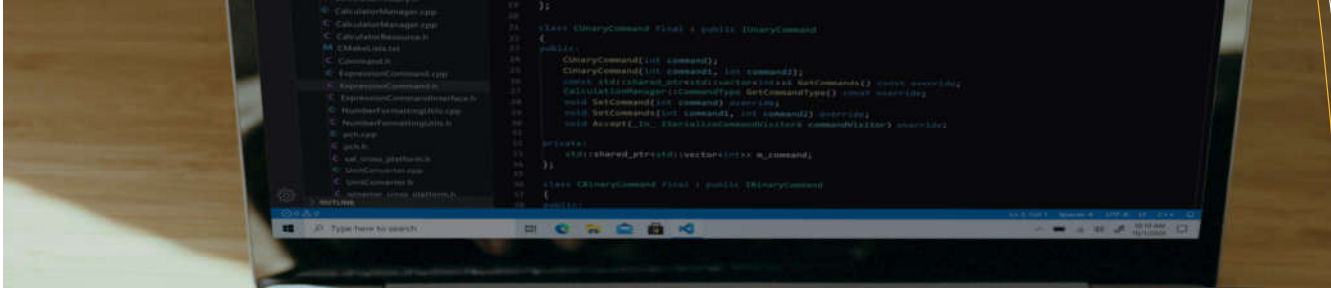


FALCON
IT SERVICES

(305) 433-6663

www.falconitservices.com

Comprehensive IT Solutions for Small and Mid Sized Organizations



Stability and Longevity

Falcon IT Services has been providing small and medium sized organizations in Miami with comprehensive Information Technology solutions since 2002. Most of our clients have been with us for over 10 years. We focus on retaining clients by providing them with great service and affordable prices.

Fast & Responsive



We do not bind our clients to lengthy contracts or renewals.

We retain our clients by providing them with fast response issue resolution and quality of work.

Security



Our prime directive is the confidentiality, integrity and availability of your data and business services. We provide yearly on-site end user security awareness training in order to instill our security focused culture to your staff and better protect your organization.



Experience

Our helpdesk technicians are IT professionals with college degrees and extensive IT knowledge. We continuously provide our technical staff with training to ensure that they are apprised of the latest technology and security standards.

Expertise



We are a Dell & Microsoft Partner, an MCC (Microsoft Community Contributor) and publish an industry acknowledged technical blog that receives thousands of visitors each month.

Responsible



We provide a professional and structured environment for both our employees and our clients. We make use of broad policy and structured approaches to serve as regulators for security, ethical behavior and conduct. Our staff are screened and monitored ensure adherence to our policies.



Managed IT Services

Baseline Services

80-050/55 Managed IT Services Desktop PC

Unlimited Helpdesk Support ; Unlimited On-Site Support w/ 8 Hr. On-Site SLAW (Excludes MAC); Web Content Filtering; UTM/Firewall Management; Managed Endpoint Anti-Virus; Endpoint SPAM Filtering; Network Device Access Control; VPN with 2FA; Access to our Private Cloud Applications suite

80-100/110 Managed IT Services Server

Managed Anti-Virus; Managed Server Backup; VM Image and Granular File Restore; Quarterly Restore Testing; Exchange SPAM Filtering & Granular Mailbox Restore; On-Site Server Support with 4 Hour SLA

Optional Add-On Packages

80-150 Extended Support

After Hours Support
Mon-Fri (7:00 pm to 10:00 pm)

80-170 Advanced Security

SIEM 100 Alarm Event Security Monitoring; Patch Management; CDP Backup; Gateway Anti-Malware; Disaster Recovery Services; SYSLOG Event Storage; Intrusion Detection and Prevention (IDS/IPS)

80-180 Premium Security

Vulnerability Assessment; Secure Asset Disposal; Regulatory Compliance Assistance (PCI, FISMA, HIPAA); File Auditing; Geolocation IP Filtering; 250 Alarm Event Security Monitoring; Rogue Access Point Detection; Desktop 2FA; Disk Encryption; Proximity Lock Management; Includes 80-170 & 80-210

Falcon IT Services, Inc

1111 Lincoln Road # 500, Miami Beach, FL 33139 Tel: (305) 433-6663

For complete details visit www.falconitservices.com



Managed IT Services

Optional Add-On Packages *(continued)*

80-210 Mobile Device Management	Mobile Device support; Mobile Anti-Virus; Remote Wipe/Lock; Smartphone Software Install Restrictions
---------------------------------	--

80-220 Telephony Service & Support	Managed VoIP Service and Support for Asterisk PBX; SIP Trunks; Handset Support for Cisco, Yealink & Polycom
------------------------------------	---

80-310 Off-Site Backup Storage	Off-Site Backup Storage (Per Terabyte)
--------------------------------	--

80-320/325 Off Site Redundancy	Business continuity planning, maintenance and support for hot/cold site continuity designs
--------------------------------	--

80-350 Firewall Lease	Sonicwall/OPNSense Firewall/Unified Threat Management Device Leasing Option
-----------------------	---

80-360 Switch Lease	Dell/Cisco Managed L3 PoE Switch Leasing Option
---------------------	---

Falcon IT Services, Inc

1111 Lincoln Road # 500, Miami Beach, FL 33139 Tel: (305) 433-6663

For complete details visit www.falconitservices.com