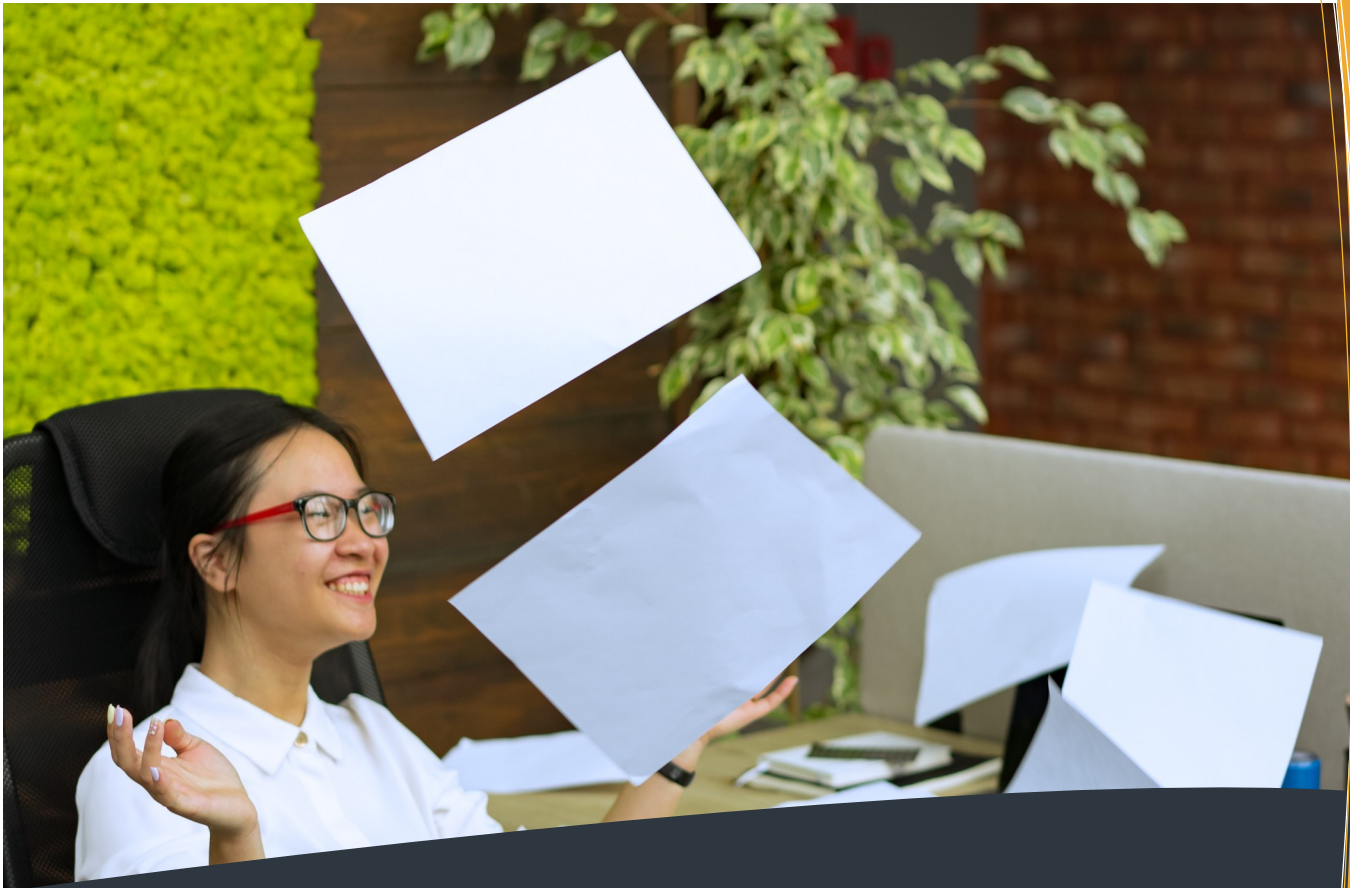




Stop worrying about securing and supporting the data, IT systems and processes that run your organization.



## Get Falcon IT Services



### Flat Rate

We offer flat-rate IT management, help desk support and cyber security to organizations that have between 5 and 200 users in Dade and Broward counties. We provide great service and a budget-friendly, predictable monthly bill.



### Fast Support

No call backs & no ping-pong, our technicians answer the phones and attend to you right away. Most support calls are answered within 1 minute. We provide support in English & Spanish, perfect for organizations in South Florida.



### Safe Choice

Insured, highly-rated, and in business since 2002, we only hire help desk technicians with computer science degrees and people-friendly skills. We foster a culture of honesty, integrity, service and security.

**Falcon IT Services, Inc.**

1111 Lincoln Road Suite 618, Miami Beach, FL 33139 Tel: (305) 433-6663

For complete details visit [www.falconitservices.com](http://www.falconitservices.com)



Falcon IT Services provides budget-friendly, information technology solutions to small and mid-sized businesses (SMBs) in South Florida. We offer enterprise-class IT management and solutions generally afforded only to large corporations with internal IT departments that encompass varied staff and disciplines. A managed IT service plan from Falcon IT Services helps SMBs even out the playing field.

Technology has been the leading driver of productivity in the past 30 years. Organizations that leverage professional IT services have higher levels of efficiency and lower risk factors than those that don't. A professionally managed, outsourced IT service can help your organization increase revenues, reduce risks, lower operating costs and attain deeper customer relationships.

So what are you waiting for? Contact us today for a complimentary interview and to learn how Falcon IT Services can help your business work smarter and grow faster.





**Mission Statement:** To provide our clients with enterprise-class IT management generally afforded only to large corporations. We are committed to speed and efficiency while always mindful of upholding our culture of privacy, security, quality of work and caring.

**Stability:** Falcon IT Services has been providing small and medium sized organizations in Miami with comprehensive Information Technology solutions since 2002. We are a long term partner committed to quality of service, security and relationship trust.

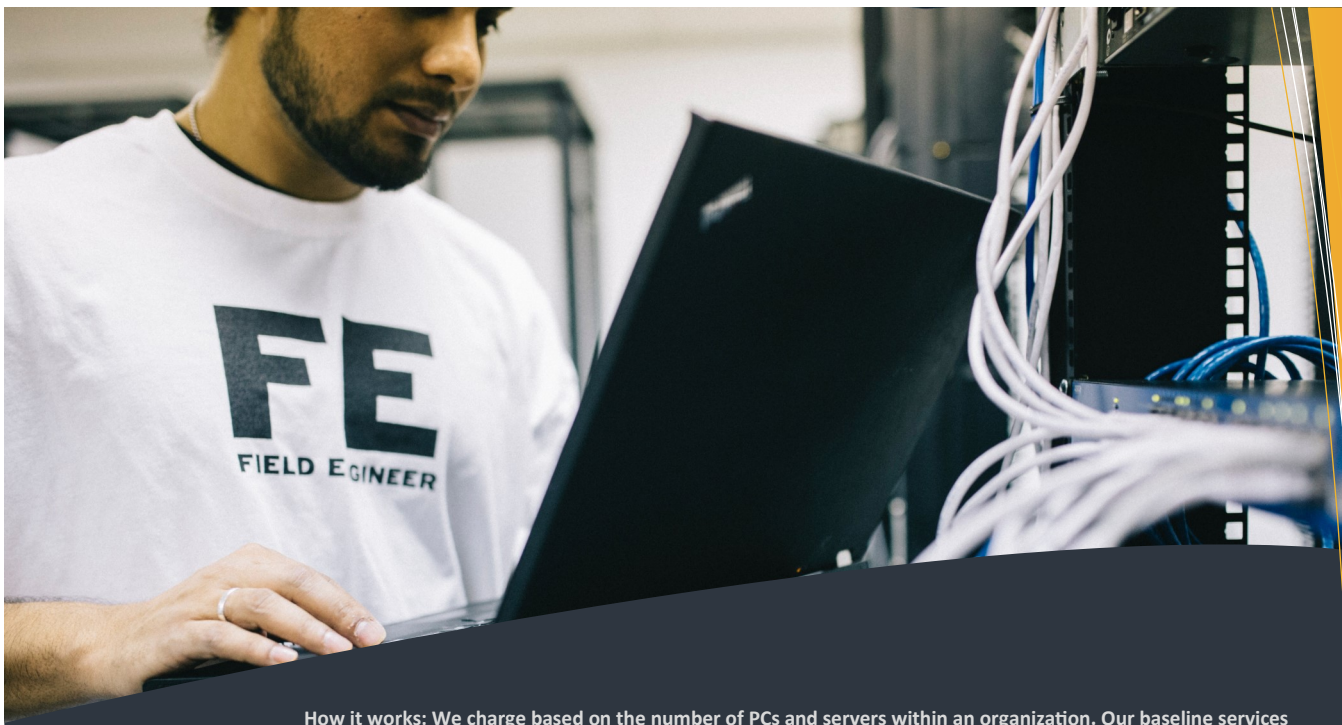
**Security:** We focus on the confidentiality, integrity and availability of your data and business services. Security is more than just keeping out the bad guys, it extends to the well-being of your data and business processes with which your organization relies on to work efficiently and without interruption.

**Experience:** Our help desk staff are IT professionals with college degrees and extensive IT experience. We provide them with ongoing training which ensures that they are apprised of the latest technology trends and security standards of excellence. We specialize in Microsoft applications, servers, cloud technologies as well as open source and private cloud platforms. We are a Microsoft partner and a TechNet contributor with a gold achievement award.

**Work Ethic:** We believe in hard work; we do not bind our clients to lengthy contracts. We retain clients the old fashioned way: by proving them excellent value.

**Responsive:** We do not use SLA-based call back systems. Our help desk staff address your issue when you need it most: right when you call. Our technicians take ownership of issues and see them through until fully resolved to your satisfaction. In an industry where some IT providers have 500 users per technician, we staff 1 technician per 125 users. This means your calls get answered quickly and there are no shortages of staff during peak times. Most calls made to our help desk are answered by a technician within 1 minute.

**Responsible:** We provide a stable, 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 company's culture, policies and reputation are a reflection of the commitment that we have to our clients as well as to ourselves.



How it works: We charge based on the number of PCs and servers within an organization. Our baseline services provide the resources necessary to run a typical organization's information technology systems securely and efficiently. Organizations that require additional services can choose from the add-on services which are provided as packaged or à la-carte. All our solutions include the following:

**Unlimited Helpdesk Support:** You can contact support by phone, e-mail or Web ticket submission. Our helpdesk support staff are readily available and calls are typically answered within one minute's time. Over 99.9% of issues are resolved quickly via remote access. We are fluent in English and Spanish, perfect for South Florida.

**Unlimited On-Site Support:** Our unlimited on-site support has a 4 hour SLA (excludes moves/changes).

**Cloud Support:** We offer a suite of open source Web applications within our private cloud environment and also support 3rd party public and private cloud services such as Azure, Google, Microsoft 365 and others.

**SOC Monitoring:** Telemetry is sent to our SOC (security operations center) from our next generation EDR/XDR anti-virus and security suite as well as from unified threat management gateways (requires UTM device) and IDS/IPS systems. The data is analyzed and actions are proactively taken that reflect changes in external or internal security threats.

**NOC Monitoring:** Telemetry is sent to our NOC from your network (servers, gateways, printers, IoT devices and switches) and analyzed. Issues such as terminal or imminent failures, disconnects and security alerts are acted upon proactively, thereby greatly increasing the reliability and security of your organization's network.

**Cybersecurity Awareness:** After years of hardening perimeter defenses, employees have become the primary targets of hackers who utilize social engineering, phishing and a variety of other techniques for initial network penetration. Yearly on-site cybersecurity training and quarterly on-line trainings are provided as a means to advance security consciousness and reduce workplace cyber crime incidents.

**Virtual CIO:** A vCIO serves as an organization's external chief information officer, advising clients on technologies, IT roadmaps, budgeting, best practices and vendor relations.