




Guide to Managed IT Services

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If you are struggling to manage your information technology (IT) for your New Jersey business, you may want to consider outsourcing the management of your IT to an experienced team of professionals that provide managed IT services.



Managed IT services allow your company to outsource your IT operations and systems to a third-party managed service provider (MSP).

What Are Managed IT Services?

Managed IT services allow your company to [outsource your IT operations](#) and systems to a third-party managed service provider (MSP). When you outsource to an MSP, you can eliminate the need to hire your own internal IT department. These expert managed IT providers handle your

company's IT systems, applications and services to optimize IT operations. Managed IT services involve deploying an IT management plan customized for your business.

Managed IT services aim to achieve and maintain a healthy network environment to support your company's initiatives. Some managed IT services include:

- Network security
- Disaster recovery and backup
- Server and workstation maintenance
- Unlimited access to an IT support desk
- Onsite visits from a certified IT professional
- 24/7 monitoring and assistance of the entire company network

We cover more about what managed IT services include and the key elements in the first chapter.

What Is Service Management?

IT service management is the process of managing the delivery of IT services to customers, including all the activities and processes to design, build, support and deliver IT services. IT service management goes beyond basic IT support — a service management team oversees all types of workplace technology, such as servers, software applications and laptops. The approach to IT service management should include building and implementing IT technology, establishing and enforcing the right process and teaching users about the technology.

Each organization is unique, so an IT service management provider should avoid using the exact same strategy and standards for your organization as for another. An IT service management service should establish unique practices to add value to the organization. A structured IT service management approach aligns IT with business goals and standardizes the delivery of services according to resources, results and budgets.

What Is a Managed IT Service Provider?

Partnering with a managed IT service provider can benefit businesses of all sizes, particularly small and midsize companies that may find it more cost-effective to outsource these services rather than hire an in-house IT staff. A managed IT service provider functions as a comprehensive IT department and protects your company's IT assets against malware, spam and hackers. A provider should understand your business needs and schedule regular visits to deliver recommendations.

At Ascendant Technologies, Inc., we are a managed IT service provider who can handle your company's managed IT needs. If you are working with a different managed services provider, we promise a smooth transition. To [learn more about Ascendant](#), [schedule a discovery call](#) with our experienced IT team.

This guide covers what managed IT services include, server and desktop management, server maintenance, managed cloud services, network security services and how Ascendant can help.

CHAPTER 1:

What Do Managed IT Services Include?

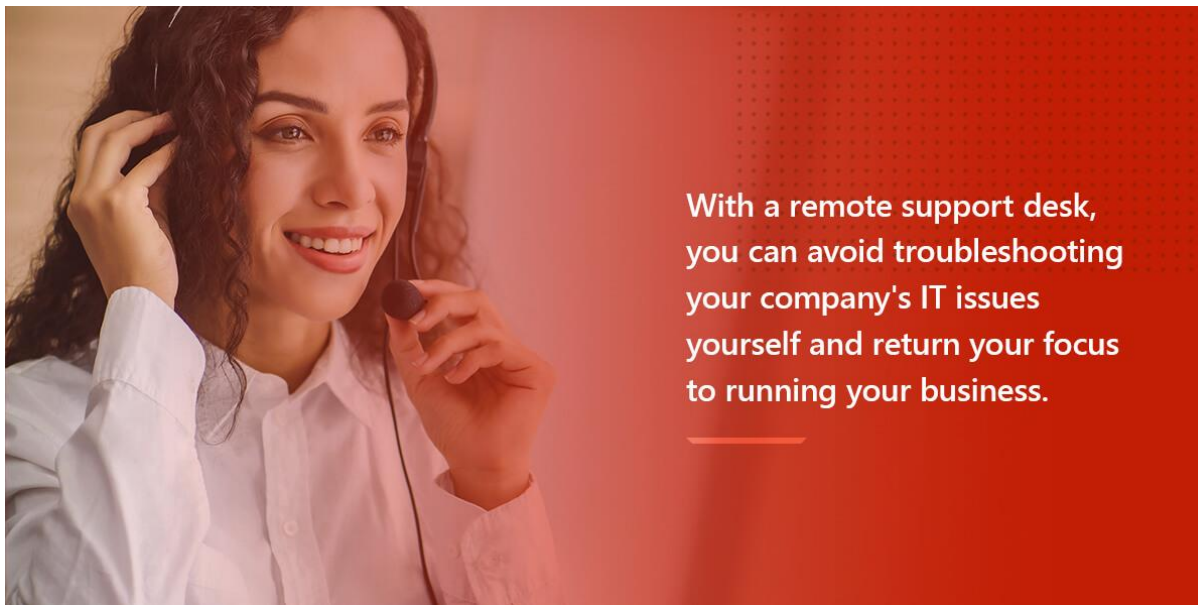


Chapter 1: What Do Managed IT Services Include?

To determine whether managed information technology (IT) services are right for your small or midsize business, you must know what is included in IT managed services and what each of these services involves. We cover most of these services in-depth in later chapters. This chapter provides an overview of what is included in managed IT services.

Key Elements of Managed IT Services

The key elements of managed IT services include a remote support desk, onsite services, server and desktop management, server and desktop maintenance, performance monitoring, and system security.



1. Remote Support Desk

At Ascendant, we offer [a remote support desk](#) for outsourced IT services. We manage your IT-related needs with everyday technical support. With a remote support desk, you can avoid troubleshooting your company's IT issues yourself and return your focus to running your business. A remote support desk can boost your productivity and minimize downtime. Rather than merely fixing technical problems as they arise, we build a partnership with your business, becoming familiar with your tech, monitoring your infrastructure and neutralizing threats to ensure your systems operate efficiently and smoothly.

A remote support desk can benefit your company in several ways. If your team faces issues with a slow system, Wi-Fi, printing or email, a support desk can quickly resolve these problems. By outsourcing IT services to skilled professionals, you'll notice positive effects on your business beyond your technology systems. The benefits of remote IT support include the following:

- **Cost savings:** Employing a full-time, in-house IT department can be costly. By outsourcing, your business can save thousands each year while still receiving the IT support services you need. IT support services also reduce your expenses by minimizing IT repair and maintenance costs.
- **Local support:** At Ascendant, we are local to New Jersey businesses and won't outsource our IT support, ensuring your team has access to a local support desk. For critical issues, we can send technicians to your site quickly.
- **Enhanced focus:** Rather than focus on handling IT management, your staff can return their focus to maintaining your operations and growing your business.
- **Greater efficiency:** Compared to resolving the problem yourself, outsourcing to a remote IT support desk is much more efficient. Call the support line to receive assistance from a trained IT specialist instantly.
- **Improved security:** Having IT professionals on your side can increase your business's cybersecurity and lower the risk of data breaches. Your IT service desk provider can also carry out a data recovery plan if a cyberattack occurs.

- **Increased productivity:** By outsourcing IT support services, you can minimize downtime and technical difficulties and enable your employees to perform their jobs without interruptions by IT complications.
- **Professional expertise:** Dealing with your company's IT issues on your own can be time-consuming and difficult. When you outsource to a remote support desk, your business receives help from certified IT experts with experience across every aspect of IT.

When you invest in a remote support desk, you pay a fixed fee each month to a managed services provider who manages and monitors your IT systems, including cyber security, network infrastructure, cloud migration and disaster recovery. Your entire team has unlimited access to our remote support desk, and since you'll know your cost each month, you won't deal with surprise bills.

2. Server and Desktop Management

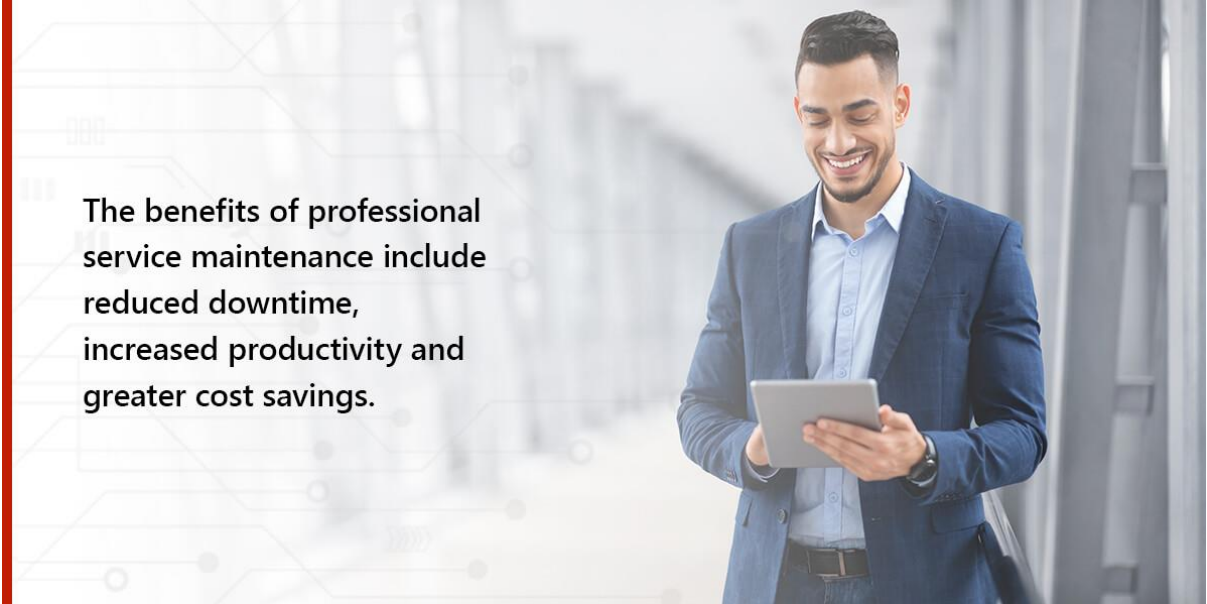
If you're a business owner, outsourcing your server and desktop needs to a professional can be advantageous, ensuring your systems run smoothly and potential issues are resolved efficiently and swiftly. Our server and desktop management include:

- DNS filtering
- Asset tracking
- Daily system audit
- AV/EDR cybersecurity
- Microsoft patch updates
- Third-party patch updates
- Desktop performance monitoring
- Remote and onsite priority support
- Cloud backup and recovery licensing
- Maintenance scripts for performance
- Real-time alerting to our IT technicians

Server management involves 24/7 monitoring, server support, and backup and disaster recovery. Desktop management includes system monitoring, patch management, asset management, remote and onsite support, and endpoint detection and response (EDR). The benefits of server and desktop management services include the following:

- Security
- Flexibility
- Productivity
- Reduced costs
- Improved uptime
- Improved reliability and performance

We cover server and desktop management in greater detail in the next chapter.



The benefits of professional service maintenance include reduced downtime, increased productivity and greater cost savings.

3. Professional Server Maintenance

The standard server is not customized to your business needs, nor can it operate indefinitely out of the box. The modern server is a complex combination of software and hardware. Both small and midsize businesses depend on servers for business applications, file sharing and mail. Servers must be properly maintained to [ensure they continue running smoothly](#).

The benefits of professional service maintenance include reduced downtime, increased productivity and greater cost savings. At Ascendant, our IT management framework monitors server health, storage, scripts and patching 24/7.

We cover professional server maintenance more in-depth in a later chapter.

4. Emergency Onsite Response

Emergency onsite IT response is a service that [supports your company's urgent IT needs](#). If a critical IT issue arises and requires immediate attention, emergency onsite response ensures IT technicians come straight to your organization and stay to handle the issue as long as they are needed. Onsite technicians can either work with your existing IT department or function as your sole resource. Your business may want onsite support for the following reasons:

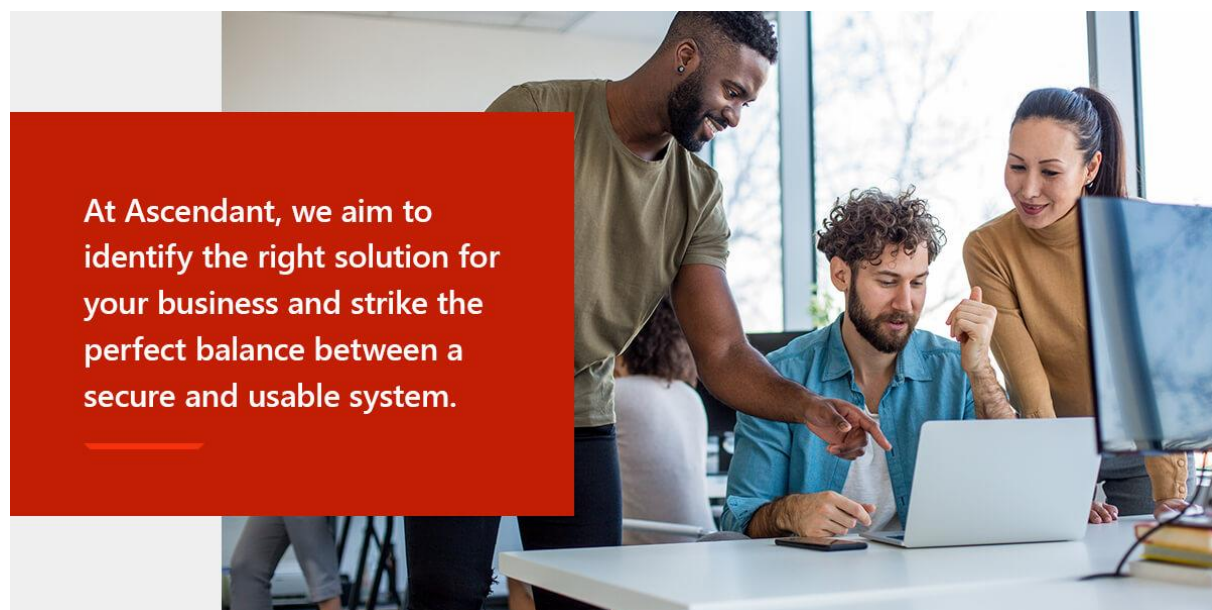
- Less downtime
- Improved IT processes
- IT leadership at your site
- Increased office productivity
- Additional, on-demand resources as needed
- Quick onsite response to handle critical IT problems
- Lower costs compared to employing in-house IT technicians

When you outsource your emergency onsite response, you skip the costs of payroll and benefits needed to employ in-house IT professionals. You also avoid the costs of recruiting and training

employees and reduce the space needed in your office. Other benefits of emergency onsite IT solutions include:

- **Insight into your network:** For any business, regular reporting regarding the health of the IT infrastructure is necessary. At Ascendant, we can use this ongoing knowledge to identify any potential issues before they become more serious problems, ensuring your company continues to operate smoothly and meet goals.
- **Efficient support for IT systems:** Anytime an issue occurs with IT infrastructure, a business needs fast, efficient support. You can trust the technicians from Ascendant to help 24/7 with any problems that may arise with your IT systems. While our onsite techs are on their way to your site, our help desk can troubleshoot your IT problems.
- **Partnership with dependable IT technicians:** IT technicians should be reliable and trustworthy. At Ascendant, each of our technicians is highly skilled with years of experience delivering onsite support services. Our technicians also receive ongoing training to remain up-to-date on the newest technologies.
- **Custom IT solutions for your company's specific needs:** To manage your business successfully, you need a customized IT solution designed for your company's specific technical needs. With a customized IT solution, you can get the most from your technology and ensure it helps you reach your business objectives and goals. You can trust that your business is in good hands when you have a customized IT solution.

We cover emergency onsite response more in-depth in a later chapter.



5. System Security

Every system has security risks. Cyberattacks and hackers can compromise the security of a system and business. This is where system security service comes in to [lock down business IT infrastructure](#) with usable, commonsense network security. At Ascendant, we aim to identify the right solution for your business and strike the perfect balance between a secure and usable system. Network security with Ascendant includes the following services:

- Cybersecurity consulting
- IT vulnerability assessment
- Network penetration testing
- Network security monitoring
- Employee cybersecurity training
- Firewall configuration and management
- Managed Security Operation Center (SOC) as a service

We cover system security more in-depth in a later chapter.

Choose Ascendant for Your Managed IT Services

[Learn more about Ascendant](#) and the managed IT services we offer, or [schedule a call with us](#) today to learn how our services can benefit your business.



Chapter 2: Server and Desktop Management

This chapter covers server management, desktop management and the benefits of both services.

What Is Server Management?

[Server management](#) is a service that involves administering and overseeing the server-side components of a system or network, including the installation and management of server software, hardware and security. With server management, you ensure that your company's server

is accessible and online. Server management services also include troubleshooting server issues, maintaining backups and receiving updates and patching.

Many business owners can benefit from outsourcing server management to professionals. Outsourcing ensures that professionals keep your company's systems running smoothly and quickly handle potential problems. Additionally, server management services can increase your system security and keep your data protected and safe. Server management services generally include:

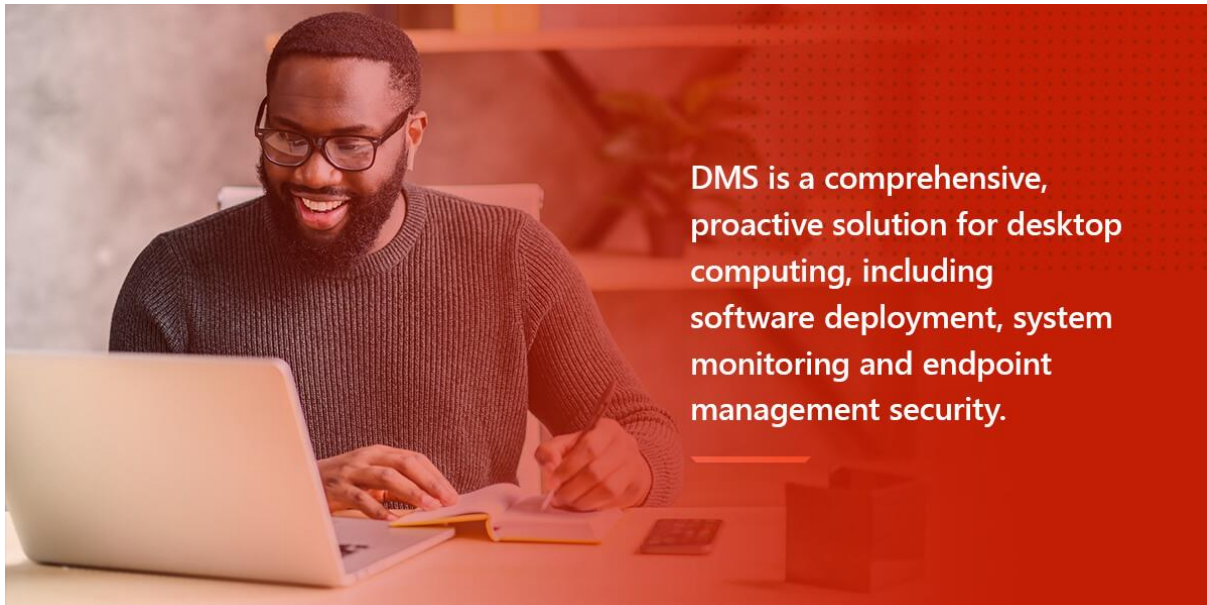
- **Server support:** Server management and maintenance professionals can keep your servers running efficiently and smoothly, ensuring your sensitive data remains safe and secure.
- **Constant monitoring:** Constant, 24/7 monitoring is one of the most crucial aspects of server management and maintenance. Server management services should monitor your company's servers continually so they can identify and proactively address any issues that arise as quickly as possible.
- **Backup and disaster recovery:** Backup and disaster recovery are another critical part of server maintenance. If something occurs with your server, you need a plan to get it back up and running as soon as possible. This is where server management services come in, preserving your IT assets with recovery and data backup strategies.

There are three types of server management — physical server management, cloud server management and virtual server management. Physical server management involves:

- DNS filtering
- Asset tracking
- Daily system audit
- AV/EDR cybersecurity
- Microsoft patch updates
- Third-party patch updates
- Server performance monitoring
- Remote and onsite priority support
- Cloud backup and recovery licensing
- Maintenance scripts for performance
- Real-time alerting to our IT technicians

With cloud server management, a third-party company provides the resources your business needs. Cloud servers tend to be more dependable than physical servers. Virtual server management combines a physical server with software on multiple servers, which can be energy-efficient and cost-efficient.

Several software tools for server monitoring allows us to track key metrics like disk space, CPU usage and memory utilization. We can also use these tools to analyze your data and better understand your server's performance. If your business depends on servers for essential operations, server management is vital to ensuring customers have a positive experience and avoiding downtime.



DMS is a comprehensive, proactive solution for desktop computing, including software deployment, system monitoring and endpoint management security.

What Is Desktop Management?

We need our computers to work properly and keep our programs and files safe and secure. However, this isn't always the case, which is why so many organizations regularly struggle with various desktop-related issues. Issues with desktops can be time-consuming and costly, significantly impacting business operations.

Sometimes referred to as computer management services, [desktop management services](#) (DMS) let organizations centrally manage and deploy software and updates to staff desktops. DMS is a comprehensive, proactive solution for desktop computing, including software deployment, system monitoring and endpoint management security. You can improve your overall desktop infrastructure and reduce your costs with DMS.

At Ascendant, our managed desktop package includes the following features:

Remote and Onsite Support

Our IT professionals can provide your company with unlimited remote and [onsite IT support](#) for your managed workstations. We use a remote access management tool to deliver remote support. Onsite IT support is used for everything from emergency support to technical troubleshooting.

System Monitoring

We monitor your systems and workstations continuously to ensure each is always operating optimally. We are immediately notified of any issue, so we can resolve it right away.

Endpoint Detection and Response (EDR)

This is an advanced antivirus solution we set up. Endpoint detection and response (EDR) technology can protect your end-users and workstations from security events like malware.

Patch Management

Our third-party patch management services can ensure your workstations are up to date with the most recent software updates and security fixes. Patching is [essential for protecting every network system](#) from vulnerabilities that hackers can exploit in outdated software. When you partner with a patch management service provider, you can skip manually updating your systems. The benefits of patch management include the following:

- Flexibility
- Time savings
- Peace of mind
- Increased productivity
- Protection from hackers

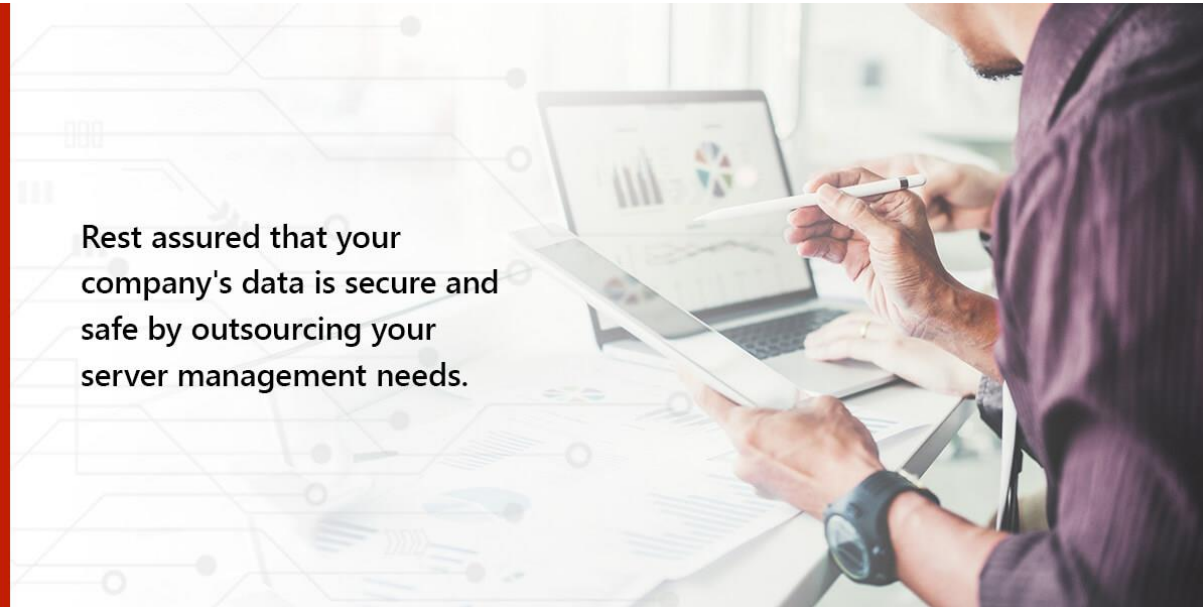
Asset Management

We track your software licenses and workstation assets so you're always aware of what you have and where you can find it. Asset management helps you manage your IT budget and avoid overspending on hardware or licenses while still maintaining minimum software and hardware requirements. Your team can thrive when the proper asset management procedures are in place.

[Remote management and monitoring \(RMM\)](#) software allows us to manage your desktop environment from a single, central location. You can use tools for remote support and troubleshooting and manage applications, devices and users.

The Benefits of Server and Desktop Management Services

Businesses that solicit server and desktop management services can enjoy several advantages. The following are some of the benefits of server and desktop management services.



Rest assured that your company's data is secure and safe by outsourcing your server management needs.

1. Security

Rest assured that your company's data is secure and safe by outsourcing your server management needs. Your business can also depend on our expertise to keep your desktops secure with managed desktop support. We increase your security by managing patches and installing updates when they are available, along with configuring desktops to ensure they adhere to security best practices.

2. Reliability and Performance

We manage your desktop environment centrally, which allows us to ensure each of your desktops is properly configured and running the latest software versions. By doing so, we can help improve the performance and reliability of your company's systems.

3. Reduced Costs

Reduce or even eliminate the costs of recruiting and employing an in-house IT professional or an entire IT department by outsourcing your server/desktop management. If you manage your own desktops, your business may face significant costs in terms of resources and time. The process of managing desktops can be time-consuming and complex and may require specialized skills. You can reduce costs and maintain control over your desktops with managed desktop support services.

4. Flexibility

With managed desktop services, your business can increase its flexibility related to managing desktops, as a service provider can customize its services to meet your company's specific needs. Managed desktop services can also be scaled down or up according to your organization's needs, making them ideal if your business needs fluctuate.

5. Productivity

A professional server management provider has the experience and expertise needed to manage your company's servers efficiently, especially compared to in-house staff. One of the main reasons to use managed desktop services is to improve employee productivity. When you can rely on a team of experts to manage your desktop environment, your employees can return their focus to essential work tasks rather than managing their desktops. When you outsource routine tasks like software updates, your employees can better use their time at work to perform their job duties.

6. Improved Uptime

Since our services can [reduce the risk of complications](#) and identify and resolve problems before a major breakdown occurs, we minimize downtime for your business. Downtime can lead to [unexpected expenses](#), such as lost work time and replacing or repairing computers. We can often keep your company's servers up and running better than in-house staff.

Outsource to a Remote Desktop Manager

To outsource to a server and desktop management company, choose one with experience with your server type, a good track record of customer service and reliability, and a pricing structure that works for your business. Read reviews and evaluate the services included in the monthly fee.

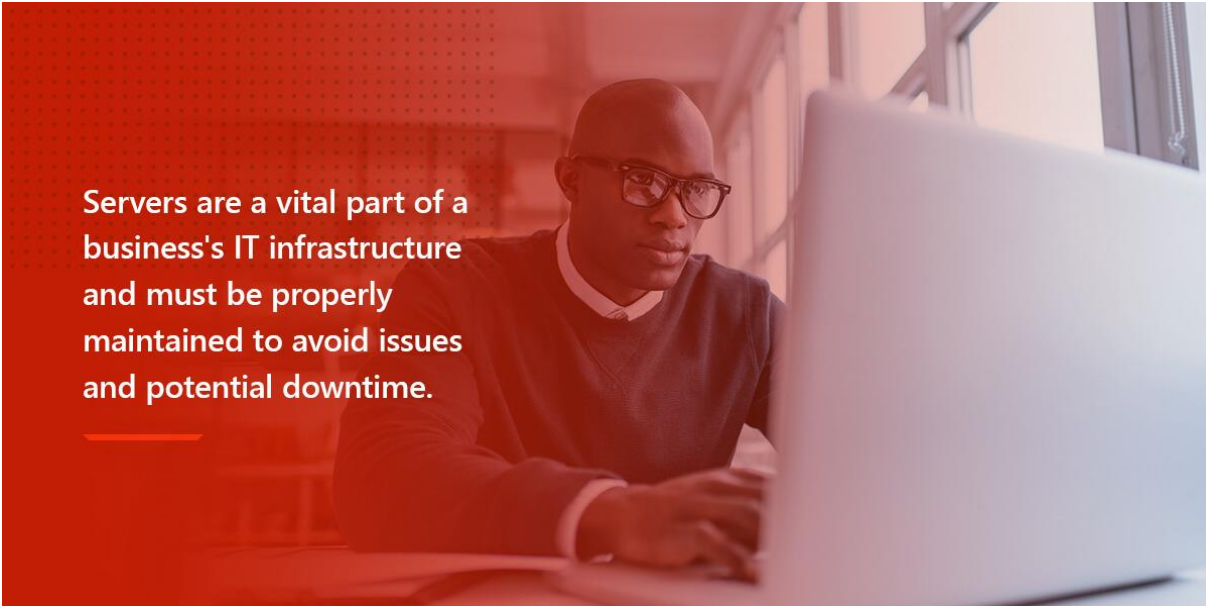
If you want to outsource your server and desktop management to a desktop manager, [schedule a call with us](#) at Ascendant or [learn more about what](#) we can do for you today.

CHAPTER 3: Server Maintenance



Chapter 3: Server Maintenance

You have a wide range of responsibilities to juggle as a business owner, which can mean some aspects of running a business slip through the cracks. Server maintenance is a task that should be prioritized, however, as it ensures your organization's systems are secure. A server maintenance company can develop and enforce a server maintenance plan for your business. This chapter covers server maintenance, including what it is and why it's essential to maintain your servers.



Servers are a vital part of a business's IT infrastructure and must be properly maintained to avoid issues and potential downtime.

What Is IT Server Maintenance?

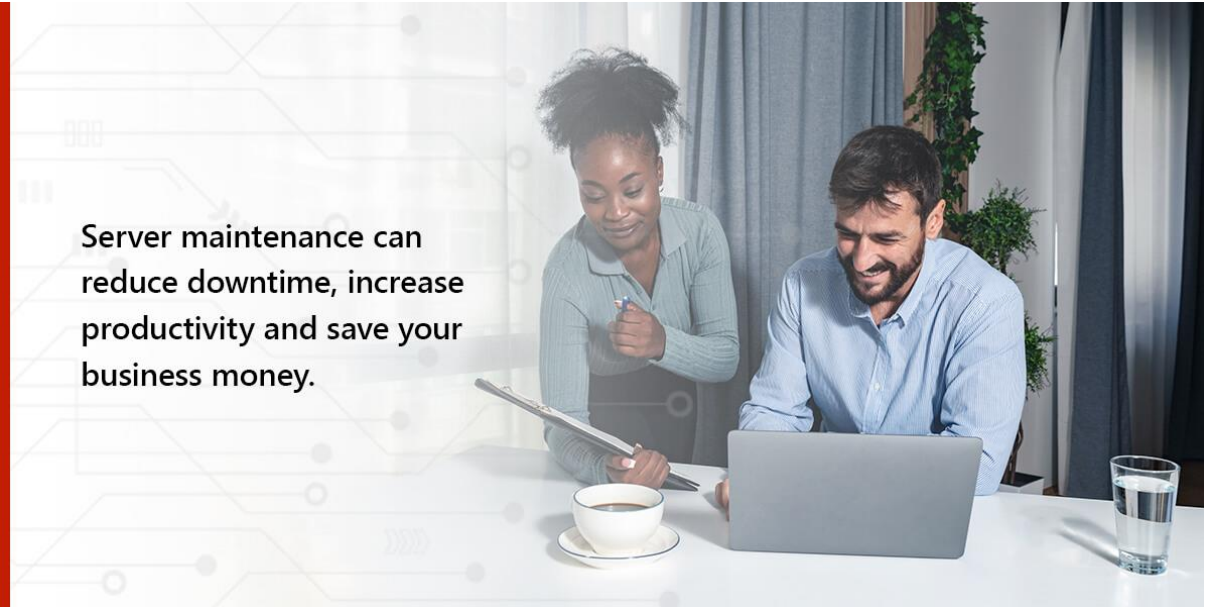
[Servers are a vital part](#) of a business's IT infrastructure and must be properly maintained to avoid issues and potential downtime. A server maintenance company can [keep your servers running smoothly](#) with less effort on your part. While server maintenance goes hand in hand with server management, server maintenance focuses more on repairing, monitoring and support.

Well-maintained networks face fewer errors than networks without consistent upkeep. Your business should have a regular network maintenance plan that covers all your company's systems and tasks needed to monitor, run and update your network to reduce the risk of technical failures and difficulties.

At Ascendant, our server maintenance services protect and streamline your network. We help your business develop a healthy IT ecosystem, keeping your systems running reliably every day. Our server maintenance plans cover the following areas:

- Monitoring
- Data backups
- Cybersecurity
- Network repairs
- Network scalability
- Network performance
- IT infrastructure compliance
- Hardware and software updates

You can receive our services for a fixed rate each month for a fraction of what you would pay to hire in-house IT staff.

A woman and a man are sitting at a white desk in a modern office setting. The woman, on the left, is holding a tablet and looking at it. The man, on the right, is looking at a laptop screen. There is a cup of coffee on the desk between them. The background shows a window with blue curtains and some green plants. A red vertical bar is on the left side of the image.

Server maintenance can reduce downtime, increase productivity and save your business money.

The Importance of Server Maintenance

It's crucial to maintain your servers for several reasons. By working with a network maintenance provider like Ascendant to create and follow a routine server maintenance plan, your business can gain several benefits. Server maintenance can reduce downtime, increase productivity and save your business money.

Reduced Downtime

If your servers are well maintained, you experience less unscheduled downtime. A preventive network maintenance plan for your company's servers can also lower the risk of complications. We can help identify and resolve problems before a major disruption or breakdown occurs, minimizing downtime and avoiding the associated costs.

Increased Productivity

Good maintenance keeps your systems running smoothly at optimal performance, enabling better productivity. This increased productivity is possible due to eliminating performance bugs and streamlining data access. A well-maintained computer network also maximizes connectivity, which can improve data access by enabling your staff to exchange information and collaborate easily.

Saving Money

Keeping your servers in good shape reduces the risk of unexpected issues, which can help you save money in the long run. These cost savings come from decreasing downtime expenses and minimizing repair costs.

Schedule a Call With Ascendant for IT Server Maintenance

As an IT server maintenance company, we can offer your business ongoing server maintenance. When you want to work with a reliable data center maintenance company, consider Ascendant. Our team of knowledgeable network engineers, project managers and IT consultants will learn about your business and create a custom solution to meet your company's needs. [Schedule a call](#) or [learn more about us](#) and our IT server maintenance services.

CHAPTER 4: Managed Cloud Services



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Internal IT department staff don't always have the knowledge and skills needed to handle a cloud environment that supports a company's specific needs. You can optimize your IT management with outsourced cloud services, adding greater efficiency and productivity to your business. This chapter covers what cloud-managed services are, the benefits of working in the cloud and the managed cloud services we offer at Ascendant.



Cloud service providers automate your company's operations by managing cloud networks, security, computing, storage and applications.

What Are Managed Cloud Services?

Managed cloud services refer to the [delivery of services via the internet](#). For example, businesses that use a hosted email system use cloud computing services. Cloud applications include DropBox, Salesforce and Box. When you work with a cloud service provider, you outsource your everyday technical support and IT management for cloud platforms to a third party. Cloud service providers automate your company's operations by managing cloud networks, security, computing, storage and applications. Providers customize managed cloud services to your company's exact needs, improving your operational efficiencies.

The Benefits of Working in the Cloud

Cloud infrastructure can make sense for businesses of all sizes, especially those interested in leveraging flexible computing power and modern security solutions. [Primary benefits of the cloud](#) include cost-effectiveness, scalability, security and easy access.

Cost-Effectiveness

Moving your company's workloads to the cloud can save your business money. You only pay for what you use with most cloud services, and typically, you don't have to pay for initial infrastructure costs. The cloud can be a cost-effective solution if your company has scheduled workloads. If your business has a set operating schedule, this can be a major advantage of cloud computing.

A provider may bring your infrastructure online to perform specific tasks and shut it down when the work is finished. As a result, your business pays for only the hours that your infrastructure is running. If your company does not take advantage of everything the cloud offers, you won't be spending money on these unused features. The pay-as-you-go model may also apply to your data

storage space for servicing clients and stakeholders, so your business gets the needed space without being charged for space you don't use.

The combination of these cost savings makes the cloud cost-effective for your business. Along with the initial cost, you should consider your return on investment. With lower costs, you may enjoy higher returns.

Scalability

Another major advantage of using the cloud is scalability. Cloud services can scale rapidly according to your company's growth, while on-premises hardware may not be scalable. If your company's need for certain resources like central processing units or disk space decreases, you can also easily scale back. The ability to scale up or down quickly ensures your business has the resources necessary, whenever you need them.

Security

When data, programs and files are not secure onsite, they may not be protected. Fortunately, your business can rest assured about the security of your data with the cloud. Although you can access your data remotely, that doesn't mean a cybercriminal can. The cloud can offer your business advanced security options, including pre-hardened virtual machine images, operating system updates and patch management. When you start with secure configurations, your business can enjoy the advantages of using the cloud with peace of mind.

A cloud host should carefully monitor security. This is much more efficient than a typical in-house system that requires a business to divide its effort between multiple IT concerns. Since companies can face internal data theft perpetrated by employees, keeping your sensitive data offsite can be safer. Many businesses experience an improvement in security and meeting government compliance requirements when they switch to the cloud.

This increased security comes from data encryption. Encryption makes your company's data less accessible to hackers and unauthorized users. You can also create different security settings for various users or roles for added security.

Easy Access

Another benefit of working in the cloud is easy access to innovative technology. You can experiment with the latest technology and test new ideas. Technological innovation can involve using state-of-the-art software and hardware, but this can be costly on-premises. With the cloud, experimenting with technologies like machine learning algorithms and artificial intelligence is easier.

After your trial period, your business can continue using the cloud or build the infrastructure on-premises. If the experiment was unsuccessful, the cloud infrastructure may be shut down, and you will be charged only for the time your infrastructure was running.

When your business infrastructure is on the cloud, you save money and time for project startups. Cloud computing enables mobile access to your information via internet-connected devices and smartphones, which ensures everyone is in the loop. Remote, freelance and traveling sales staff can use this feature to stay up-to-date with your operations and clients. This convenient access can lead to better work-life balance for employees, resulting in greater employee satisfaction when your business transitions to the cloud.



Managed Cloud Services With Ascendant

Ascendant is your company's go-to partner for managed cloud services in New Jersey. We have been providing businesses with top-tier IT services for more than 25 years. The following are some of [the benefits of working with Ascendant](#) for cloud services:

- Limitless storage capabilities
- Performing disaster recovery
- Lack of responsibility for hardware or software updates
- Lack of dependence on physical hardware that may fail
- Constant, 24/7 uptime of every cloud-based system and application
- Avoiding endless software upgrades, internet failure and hardware failure
- Running critical business applications within a highly available cloud platform
- Scaling business applications without the need to purchase new hardware or servers
- Employee access from any part of the world as long as they have an internet connection

Ascendant offers custom solutions for your needs. Our cloud services include cloud consulting and solutions, desktop as a service (DaaS), on-premise cloud solutions, and Microsoft Azure and AWS consulting.

1. Cloud Migration Consulting

Modern technology makes the cloud accessible to virtually anyone with an internet connection. The cloud can be advantageous to businesses when it comes to data protection, accessibility and storage. If your in-house business infrastructure is challenging to expand or maintain, consider migrating to the cloud. The [advantages of cloud migration](#) include the following:

- **Improved security:** A physical system is more vulnerable to viruses and damage that can result in data losses. A cloud system keeps a backup of your data and prepares for recovery if something happens to one of your critical files.
- **Increased productivity:** An automated cloud platform reduces the manual work needed for server management. Additionally, intuitive layouts and tools support efficient work.
- **Reduced business costs:** IT infrastructure can be costly, and maintaining it for the best functionality and efficiency can require extensive company resources. With cloud migration, you can eliminate these infrastructure costs and reallocate your savings.
- **Decreased maintenance needs:** Typically, the cloud supports automated maintenance schedules, allowing your team to relinquish the responsibility of performing updates as required with physical technology.
- **Easily scaled infrastructure:** It can be time-consuming to scale your company's IT infrastructure to meet your changing needs. The process of scaling can also be challenging and expensive to accommodate in your physical space. Cloud architecture can expand easily, so your data management reflects the scope of your business.

At Ascendant, we are cloud migration experts. If you are interested in our cloud migration consulting services, [schedule a call with us](#) today.

2. Cloud Backup Solutions

Your business likely relies on an abundance of information and documents to keep things running smoothly. Every file needs a backup to ensure all your data, from private information to accounting reports, remains safe. With a [reliable cloud backup solution](#), your team can recover data if it is lost to a damaging event like a virus or theft. You can trust cloud backup as a secure solution. Our cloud backup solution is:

- **Easy:** Our private cloud server is an easy-to-use platform that allows you to locate and manage any files on your server right when you need them.
- **Constant:** Our team monitors your company's cloud backup around the clock, ensuring each file is available on the cloud platform. When you trust our team to handle your data backup, you can avoid dedicating extensive resources to file protection.
- **Automatic:** Our cloud backup platform uploads your server's files automatically. Our solution replaces the need to archive files manually to keep them secure, saving you time.

3. Cloud Security Solutions

To protect your company's information, you want to ensure your technology is easy to monitor and up to date. Cloud security refers to [a system of strategies](#), programs and precautions to protect your valuable information and cloud infrastructure. Cloud security solutions ensure your company's files are safe from IT threats. At Ascendant, we can create a protection plan to reduce downtime and conserve your resources.

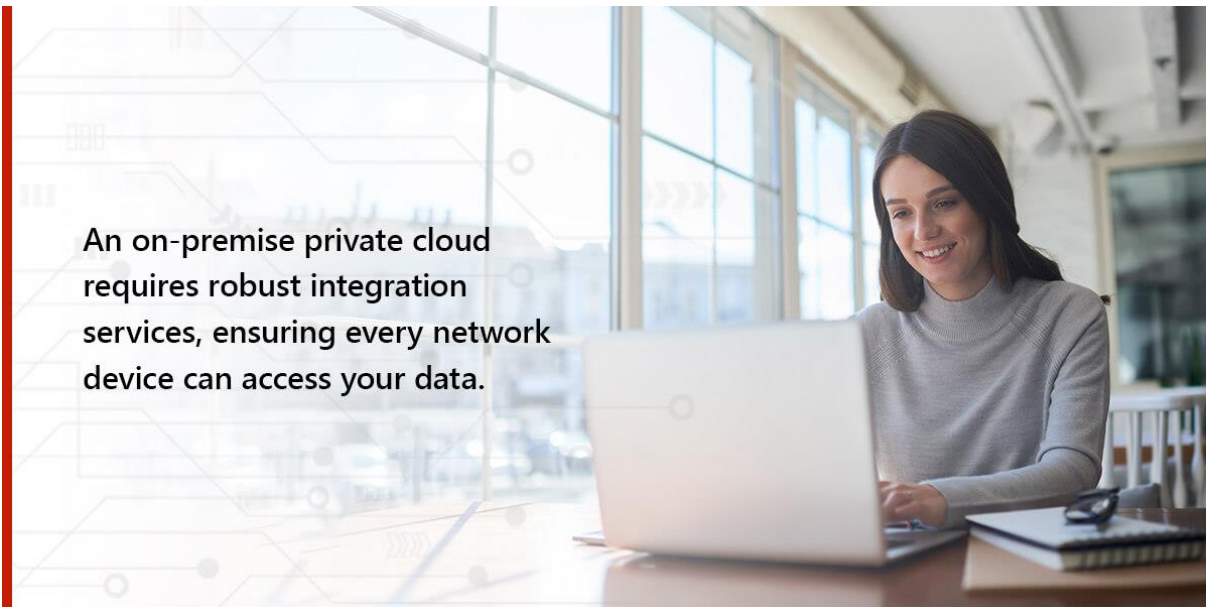
Protecting your company's information is vital in a frequently changing technological landscape. Cloud security solutions protect your data from other parties. The benefits of cloud security solutions include the following:

- **Costs:** Your business can reduce or even eliminate hardware costs when you choose cloud monitoring. Outsourcing your cloud security can also save you money on salaries, benefits, training and more.
- **Security:** A network security plan can be challenging to monitor as it expands. Centralize your cloud security with cloud security services.
- **Reliability:** A cloud protection program can make you confident in your company's system because it can securely handle more information and data.
- **Availability:** If a security problem arises, our team will offer support that reduces downtime and ensures your company's information is available when needed.

4. Desktop as a Service (DaaS)

If you rely on a physical system for data storage, you could run into significant storage challenges, unwanted expenses and increased maintenance needs. Desktop as a Service (DaaS) delivers apps and desktops [from the cloud to a device](#) or computer. This virtual desktop solution keeps your team connected without needing a physical IT infrastructure. DaaS can eliminate the frustration and costs of a physical system, providing greater efficiency and accessibility to your business. The advantages of implementing a DaaS include the following:

- **Lowered costs:** It requires company resources to maintain physical infrastructure, including the cost of equipment and rented space. DaaS allows your team to use their own devices without needing to store company data.
- **Enhanced security:** A DaaS provider delivers advanced security protocols to your business, allowing your team to offload security concerns.
- **Improved productivity:** DaaS includes customized desktops for your workflow and efficient operations, increasing productivity.
- **Reduced maintenance:** An on-premise desktop requires maintenance, replacements and parts, which can take time and money. Since your provider uses a DaaS to handle all performance metrics and updates, you can reallocate your resources.
- **Increased accessibility:** When your team can access their information from any device or location, they can perform their work duties from anywhere. Accessibility also allows remote and traveling employees to work with ease, along with simplifying workflow in the office.
- **Scales with your business:** Adding new equipment to an onsite system can be challenging, especially when your business grows quickly. Since a cloud-based desktop can expand and shrink as needed, it will reflect your capacity and workflow requirements.



An on-premise private cloud requires robust integration services, ensuring every network device can access your data.

5. On-Premise Cloud Solutions

Your business can choose to use the public cloud or a private cloud. The public cloud is a service that multiple organizations share. A private cloud is dedicated specifically to a single business, though a third party still provides the cloud via the internet. Typically, a [private cloud offers more security](#). An on-premise cloud solution is located in your company's data center, and people from your business are the only users who can access this private cloud.

An on-premise private cloud requires robust integration services, ensuring every network device can access your data. While managing an on-premise cloud can be more expensive, it also has several benefits. The advantages of using an on-premise private cloud include the following:

- **Compliance:** An on-premise private cloud can keep your sensitive information safe and decrease the risk of regulatory issues and violations.
- **Flexibility:** With an on-premise cloud, your platform is customizable to your preferences. You can select the size of your server and the resources needed.
- **Security:** A cloud server on your premises gives you more control over how your team handles data and who has access to it.

6. Hybrid Cloud Computing

Public and private cloud systems both have unique advantages. With hybrid cloud computing, you can enjoy the advantages of both. Your on-premise, private and public infrastructures combine [to form your hybrid cloud platform](#), increasing functionality and productivity. The benefits of hybrid cloud computing include the following:

- **System agility:** You can improve your company's agility with a hybrid cloud model. You can be flexible with your business resources and move workloads as needed.

- **Security benefits:** Hybrid cloud computing allows you to keep portions of your sensitive data behind your private cloud's firewalls, and the hybrid platform decreases the odds that someone can access your data.
- **Cost-effectiveness:** A hybrid cloud lets you move information between your private and public systems, making the solution cost-effective.
- **Compliance with regulations:** Public clouds may not be ideal for industries with a lot of confidential data, like healthcare. For sensitive information, a private cloud can be a better option. However, parts of the system that require less security can be stored on a public cloud. This is where the hybrid cloud model can be advantageous.

7. Microsoft Azure Consulting

As a leading cloud platform, Microsoft Azure provides a flexible, [fast and affordable solution](#) to help your business reach your goals. This cloud-based computing program streamlines application management. If you are unfamiliar with this program, it can be challenging to deploy and manage, which is where consulting services come in. At Ascendant, our consulting services maximize productivity and reduce downtime. The advantages of Azure consulting include the following:

- **Data security:** To protect your data, we can help you adjust component-level security and access management.
- **Reduced costs:** By outsourcing to Azure consultants, you can save money with a fixed monthly fee. This fee is consistent regardless of how much assistance is needed to deploy, implement and migrate the program. Our cost-effective strategies decrease development, migration and cloud consumption costs for your business.
- **Expert assistance:** You get our professional expertise when you request the assistance of our highly trained consultants.
- **Speedy deployment:** With our Azure business solutions, we speed up cloud development and reduce the transition period.
- **Improved productivity:** Our consulting services extend your company's existing IT to facilitate greater long-term growth and flexibility while increasing productivity.

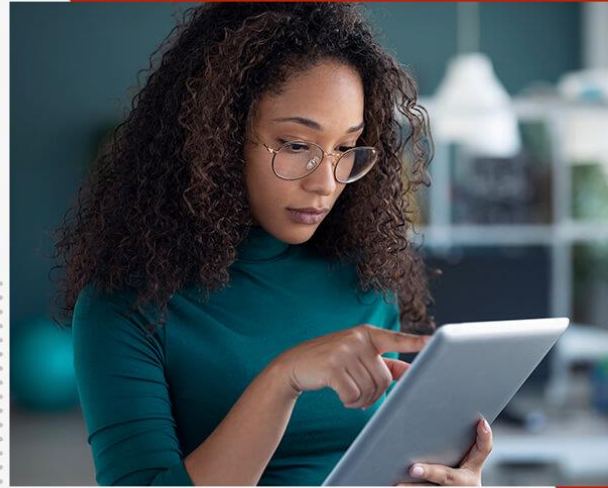
8. Amazon Web Services (AWS) Consulting

Organizations and businesses worldwide use [Amazon Web Services \(AWS\)](#), a cloud platform offering several useful features like content delivery and cloud storage. Our consultants can create and implement a plan to include AWS in your business model. The benefits of AWS consulting include the following:

- **Guidance when needed:** Our consultants are available to offer ongoing guidance on your AWS infrastructure. We guide you through setup and implementation and answer any questions you have along the way.
- **Performance management:** We can help you implement measures that improve productivity and workflow, along with tactics that identify and fix issues.
- **Designing an AWS infrastructure:** Our team develops an AWS infrastructure to cover all necessities.

[Learn more about cloud services](#) from Ascendant.

CHAPTER 5: **Network Security Services**



Chapter 5: Network Security Services

This chapter discusses what network security is, the importance of strong network security and the network security services you can get from Ascendant.

What Is Network Security?

[Network security](#) refers to protecting business IT networks from cyber threats and data breaches. Examples of network security include firewalls, antivirus software and malware protection. Network security ensures the confidentiality, integrity and accessibility of your network. Multiple defense layers in managed security systems can target several types of threats to prevent them from infiltrating your network.



It's essential to ensure your network security is in top shape. Good security keeps your data safe and ensures your company complies with any relevant regulations.

The Importance of Strong Network Security

It's essential to ensure your [network security is in top shape](#). Good security keeps your data safe and ensures your company complies with any relevant regulations. It can also result in increased productivity and cost savings. The benefits of a strong information security management system include the following:

- Cost savings
- Peace of mind
- Data protection
- Disaster recovery
- Better productivity
- Compliance with regulatory bodies

Network Security With Ascendant

Ascendant offers network security services for both hardware and software, and we can even [train your employees](#). We provide ongoing support from expert technicians and customize our IT strategies to your company's needs. Our network security services include a managed Security Operation Center (SOC) as a service, network security monitoring, firewall configuration and management, employee cybersecurity training, IT vulnerability assessment, network penetration testing and cybersecurity consulting.

1. Managed SOC as a Service

A [managed Security Operation Center](#) is a cybersecurity service that provides businesses and organizations with outsourced security monitoring and response capability. Our team of experienced security experts delivers managed SOC as a service, proactively monitoring your

network environment for security threats 24/7. Benefits of using a managed SOC include cost savings, increased security and improved efficiency.

2. Network Security Monitoring

Network security monitoring [monitors your infrastructure for problems](#) caused by malfunctioning or overloaded systems. A network monitoring system tracks the availability, status, function and behavior of every infrastructure component. Our network security monitoring services help fight against cyberattacks. The benefits of network security monitoring include the following:

- Prevents outages
- Fixes issues more quickly
- Efficiently manages change
- Analyzes why issues occurred
- Tests changes before implementing new products or software

3. Firewall Configuration and Management

A firewall can protect a company's data from viruses and hackers. Though a firewall can be a great security measure, it may not be fully comprehensive. A firewall needs constant monitoring to be effective. With firewall configuration and management services, your business can quickly [respond to new threats](#) and trust the experts with your security needs. The benefits of firewall configuration and management services include the following:

- Cost savings
- Ease of reporting
- Constant monitoring
- Support for new technology
- Access to security resources

4. Employee Cybersecurity Training

Employee cybersecurity training can be used to combat cyberattacks and security vulnerabilities. With employee cybersecurity training, you can ensure that your employees know how to [identify and prevent threats](#). This training can prevent employees from losing devices, using poor passwords or clicking unsafe links. Employee cybersecurity training topics may include:

- Phishing
- Wire fraud
- Passwords
- Data transfer
- Ransomware
- Security hygiene



5. IT Vulnerability Assessment

To thoroughly understand your network and IT, you must assess your vulnerabilities. At Ascendant, our network engineers can evaluate everything from your firewall, servers and workstations to your software, hardware, and backup and recovery system. Our IT vulnerability assessment [addresses your network security](#), administrative policies, technology management and server infrastructure. IT vulnerability assessments can improve your:

- Budget
- Security
- Daily operations
- Business objectives

6. Network Penetration Testing

Network penetration testing analyzes your company's security methods to determine whether they adequately protect your network. Network penetration testing can be [used to identify security issues](#) in your IT infrastructure. This testing mimics a hacker and the methods they may use to access sensitive information. Network penetration training is essential for any business to identify vulnerabilities and update the infrastructure to address these weaknesses. The following steps are involved in network penetration testing:

- Understanding your network
- Identifying your network's weaknesses
- Exploiting the network as a hacker would
- Analyzing and reporting on network vulnerabilities

7. Cybersecurity Consulting

Your data is one of your company's most important assets. Cybersecurity consultants [can protect your data](#) by implementing practices, processes and technologies to protect your networks, devices, programs and information from loss, damage or cyberattacks. Cybersecurity consulting services may include:

- Firewalls
- Staff training
- Antivirus software
- Penetration testing
- Anti-malware software
- Network security monitoring
- Compliance and risk management

To [learn more about security network systems](#), [schedule a call with us](#) at Ascendant today.

**Learn More About
the Cost of Managed IT
Services From **Ascendant****

Contact Us



Learn More About the Cost of Managed IT Services From Ascendant

To operate a business successfully, you may want managed IT services. These services can include a remote support desk, system security, professional service maintenance, emergency onsite response, and server and desktop management. With server and desktop management services, you'll benefit from increased security and reliability, improved productivity and performance, greater uptime and flexibility and reduced costs.

The average cost of managed IT services varies depending on your company's IT needs and the managed IT service options available to you. To estimate your managed IT services cost, consider your budget, needs and the legal and financial risks your business may face if these needs are not met. The lowest-cost option may not be the most secure, reliable choice, so it's essential to consider factors other than cost when deciding.

At Ascendant Technologies, Inc., we are proud to partner with renowned technology companies in the industry, allowing us to offer our customers the most affordable pricing. Some of our partnerships include Microsoft Azure, AWS and Dell. We have over 25 years of experience managing IT and providing top-tier IT services for businesses. We hire experienced IT engineers and incentivize ongoing training. Since our IT management services are industry-based, we have perfected our strategy for delivering the best IT services for various industries, including:

- Banks
- Law firms
- Healthcare
- Real estate
- Accounting
- Construction
- Architectural
- Manufacturing
- Dental practices
- Educational institutions

When you choose Ascendant as your provider for IT services, you can enjoy the following benefits:

- **Expert team:** We are proud of our team of IT professionals. At Ascendant, technical training is both incentivized and rewarded. Your business will have unlimited access to highly qualified, experienced professionals who can resolve IT-related issues that in-house employees may be unsure how to handle.
- **Constant, 24/7 support:** We can monitor your company's systems around the clock. We offer same-day support response, and 97% of our support calls are answered live.
- **Enhanced efficiency:** Your team can return your focus to core business objectives and spend less time attempting to troubleshoot IT issues when you have a reliable IT partner by your side.
- **Improved productivity:** A reliable IT environment cultivated from IT services can minimize downtime and risk from technology-related issues. A reliable IT environment can also increase overall staff productivity.
- **Increased cost savings:** Working with us allows you to avoid hiring salaried IT staff. You can reduce your company's IT costs without IT staff to hire and train. Regardless of how much tech support your business needs each month, you'll pay only a fixed monthly fee for outsourced IT solutions.
- **Fewer security breaches:** Our IT professionals will implement cyber security measures to protect your most valuable electronic assets. If a breach occurs, we can quickly recover your company's data with business continuity planning and disaster recovery services.
- **Custom IT management:** Each business is unique, which is why we align your IT strategy with your company's needs.

We aim to deliver an extraordinary level of managed IT service and support our clients as we continue developing and improving our company, products and staff. If you need a managed IT services company in New Jersey, consider Ascendant. We serve small and midsize businesses across New Jersey with comprehensive IT services, and our team is dedicated to supporting your systems and helping your business achieve its goals. [Learn more about Ascendant](#), or [schedule a call with us](#) today.

Thank You Page:

Thank you for taking the first step toward seeking managed IT services for your company by downloading our Guide to Managed IT Services. At Ascendant Technologies, Inc., we believe unlimited IT support and services play a crucial role in every business.

In this guide, you'll learn [what managed IT services are](#) and what they include. You will also learn about the following:

- The key elements of managed IT services
- What server management is
- What desktop management is
- Benefits of server and desktop management services
- What server maintenance is
- The importance of server maintenance
- What managed cloud services are
- The benefits of working in the cloud
- Managed cloud services with Ascendant
- What network security is
- The importance of strong network security
- Network security with Ascendant

With managed IT services, your company can outsource your IT operations to expert providers who can handle your systems, applications and security to optimize your operations. When you need reliable, efficiently managed IT support, turn to Ascendant for managed IT services in New Jersey. We help small and medium-sized businesses take control of their IT at a fraction of the cost of employing an IT manager in-house. We will develop an IT management plan customized for your company.

When you work with Ascendant, we protect your company's IT assets from malware, spam and hackers, and our fully-staffed support desk is available to help your employees when you need us. Whether aging hardware is putting your company at risk or you are struggling to manage your IT projects, we can help. [Contact us at Ascendant](#) today for managed IT services for your business.

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