

# MANAGED SERVICES



Whatever the size of your organization, keeping all the components of your business technology secure, modern, agile, and working well together is no small task. That’s why Visual Edge IT delivers flexible IT managed services that combine monitoring, management, and endpoint protection—built to fit your organization’s current requirements with the bench strength to scale smoothly as your game plan and requirements evolve.

Whether you need core IT support, stronger cybersecurity, reliable data protection, or executive-level security guidance, we’ll help you build a lineup that covers more ground, protects what matters, and keeps you moving forward—with one provider, one bill, and one clear point of accountability.

## Cover more ground with Visual Edge IT Managed Services

Select your Core IT managed services, then round out your coverage with Cybersecurity, Backup & Disaster Recovery, or Virtual vCISO Consulting to create a seamless managed services lineup. You can incorporate everything from endpoint and ransomware protection to data backup and executive-level security leadership—all delivered by one trusted provider.

## Experience counts

*Visual Edge IT has 26,000 IT and Cybersecurity endpoints under management. And counting...*



## CORE IT

### Essential Coverage for the IT Systems You Rely On Most

Visual Edge IT managed services are built to flex with you—managing as much of your environment as you want, while fitting alongside the resources you already have in place.

Need an IT team? We can run the day-to-day, managing servers, desktops, networks, firewalls, and support, so your systems stay reliable and your people stay productive. Already have an IT team? Our Core IT managed services can fill the gaps with added coverage and specialized expertise where you need them.



**Server Management** Ensures issues get resolved quickly with less strain on your IT team, with full ticket visibility, clear escalation paths, and 24/7 coverage through a single point of contact.



**Desktop Management** Fast issue resolution and structured escalation keep users productive—so your IT team isn't stuck chasing everyday desktop problems.



**Network Management** Includes support desk, network device monitoring, and alerting to help keep your network available, stable, secure, and easy to manage.



**Firewall Management** Delivers ongoing monitoring, management, and optimization of your network's perimeter security.

With predictable costs and seamless delivery, Visual Edge IT bundles management, monitoring, and security for the core technology systems that keep your office operating at the top of its game.






# CYBERSECURITY

## Prevention, Monitoring, and Training to Neutralize Threats

Proactive cybersecurity monitoring and management from Visual Edge IT defends your systems, blocking threats before they disrupt your day. We deliver managed security for your endpoint servers, computers, printers, email, and identity protection—plus training to help everyone stay vigilant.

Through automated threat response, proactive threat hunting, and 24/7 monitoring from our Security Operations Center, we identify, contain, and neutralize risks before they escalate. Start with any Core IT managed service and then select one of our Cybersecurity service bundles to safeguard against current and emerging threats.

-  **Total Edge Protect** – Delivers continuous monitoring, cyber threat analysis, and rapid response—plus protects users from phishing, ransomware, and other threats—with MDR Plus M365 and Protective DNS.
-  **Total Edge Protect – Enhanced** Incorporates advanced tools for continuous security orchestration, automation, filtering, and analysis, including SIEM, SOAR, MDR Plus O365, and Protective DNS. This bundle also offers quarterly penetration testing and vulnerability scanning, dark web monitoring, and firewall integration.
-  **Security Awareness Training** – Compliance, cybersecurity, and breach prevention platform training services can be tailored to teams of any size.



# BACKUP AND DISASTER RECOVERY

Planning, Protection, and Storage for the Data Your Business Relies On

Reliable data backup and disaster recovery services from Visual Edge IT minimize downtime and reduce risk from data loss. We protect critical desktops, Microsoft 365 data, and servers with proactive backup management and fast recovery capabilities—so your information is secure, accessible, and ready when you need it. Flexible, tiered storage options (2–120TB) help you get the right level of protection without over- or under-provisioning.

-  **Desktop Backup and Recovery Management**
-  **M365 Backup and Recovery Management**
-  **Server Backup and Recovery Management**



# VIRTUAL CISO CONSULTING

## Flexible Executive-Level Security Oversight and Guidance

Visual Edge IT's virtual CISO, or vCISO, consulting services provide executive-level cybersecurity leadership without the cost or commitment of a full-time Chief Information Security Officer (CISO). It is a practical and cost-saving option when you need strategic guidance, risk oversight, or compliance support during transitional and startup phases or anytime hiring a full-time CISO isn't realistic.

The result is clear direction, security alignment, and confidence that your cybersecurity strategy supports your business goals. Our Virtual CISO service makes it easy for you to scale the level of engagement to fit your timing and strategic objectives.

-  **Governance Risk Compliance Platform**
-  **Security Awareness Training**
-  **Security Strategy and Roadmap**
-  **Third-party Risk Management**
-  **Risk Assessment and Management**
-  **Executive Security Reporting**
-  **Compliance Management**
-  **Penetration Testing Coordination**
-  **Security Policies and Procedures**
-  **Cyber Insurance Support**
-  **Incident Response Planning**



## GEAR UP WITH THE RIGHT FIT

Our managed services give you the ability to right-size for your business today and easily ramp up as requirements change. We offer multiple tiers of services and make it simple to add critical security and data backup services to the mix.

### Industry Experts at Your Side

Visual Edge IT is one of the nation's largest managed services providers, delivering 28 solution areas of managed IT, cloud, and cybersecurity services. Whether you're ramping up or tightening defense, you get the support and expertise to keep your technology performing at its best—backed by 600+ subject-matter experts and 350 technical certifications.

The experts at Visual Edge IT bring trust, timing, and seamless coordination to your office technology, aligning every moving part into one clear strategy for success.

### Proven Service Methodology

Gain the advantage of a proven managed service methodology backed by four decades of industry experience. Our goal is to help you achieve your goals—by giving you the peace of mind to offload routine IT tasks, modernize with cloud-based, future-proof solutions, and leverage technology as an asset rather than a cost center.

# Visual Edge IT Managed Services at a Glance

## Core IT

**Engagement levels:** Base, Premium

### Desktop Management

Support desk, desktop monitoring, and alerting

### Server Management

Support desk, server monitoring, and alerting

### Network Management

Support desk, network device monitoring, and alerting

### Firewall Management

Support desk, local firewall monitoring and alerting, OS patching, firmware

## Backup and Disaster Recovery

Flexible, tiered storage options (2–120TB) help you get the right level of data protection for your backup and recovery.

### Desktop Backup and Recovery Management

### M365 Backup and Recovery Management

### Server Backup and Recovery Management

## Cybersecurity

**Engagement levels:** Standard, Enhanced

### Total Edge Protect – Standard

MDR Plus M365 and Protective DNS (PDNS)

### Total Edge Protect – Enhanced

24/7/365 SIEM, SOAR and security operations, client portal, MDR Plus O365, Protective DNS, quarterly penetration testing and vulnerability scanning, dark web monitoring, firewall integration

## Virtual CISO Consulting

Three engagement levels to fit your timing and strategic objectives.

**Base** - 4 hours per month

**Mid** - 6 hours per month

**Advanced** - 10 hours per month

