NEW CYBER SOURCE

We offer a wide range of expertise:

Architecture & Capacity Planning

Asset Discovery & Management

Cloud Security

Data Backup & Recovery

Disaster Recovery
 & First Responder

Hyper Converged Infrastructure

Managed IT Services

Managed Security Services

Penetration Testing

Risk Management & Governance

Security Assessments

SIEM/Log Management &
 Threat Protection

Specialist Practices

Training

We serve a wide range of industries:

Energy & Power

Financial Services

Healthcare

Hospitality

Information Technology

Manufacturing

Pharmaceutical

State & Local Government

Telecommunications

Utilities

Managed IT Services from a Firm that Truly Has Your Back

Trusting IT management to an outsider is never an easy decision, but it's often the wisest choice. The question is, "Who has the strategic vision, technology and security expertise, with total customer dedication, to keep my systems and staff running at full productivity?" Ask one of our customers, and you will know— it's New Cyber Source.

Robust Package of IT Services; 24/7 Help from Real People

"IT Support" doesn't mean what it used to. In the battle to achieve 99.9% uptime while minimizing risk, organizational leaders need access to an arsenal of weapons—remote monitoring, proactive problem resolution, phone and web-based Help Desk—and on-site assistance when big issues arise.

Most local-area Managed IT Service Providers (MSPs) lack the sophistication to make use of the best cloud-based troubleshooting tools, yet remote IT providers cannot deliver truly personalized attention—and they will never send a technician to your office.

Working with New Cyber Source, business owners enjoy the best of both worlds. New Cyber Source provides a suite of managed services that will support IT organizations and their business stakeholders. Our staff has decades of combined experience with network infrastructure, servers and desktops, end user wants and needs, and more.

From identifying/managing network assets to blocking spam, viruses and spyware; managing servers to monitoring and testing backups; our MSP offering is comprehensive, affordable and efficient, 24/7. Everything we do is focused on keeping client networks and infrastructure patched, up to date, and humming along, with the tech experts to personally back staff up when needed.

If you have never used Managed IT Services, your systems are not operating at peak performance. If you are not contracted with New Cyber Source, you are missing even more—the peace of mind in knowing a dedicated partner is backing you up.

Our Managed IT Services Package

- Phone-based or Web Portal Help Desk support, 24/7
- Computer diagnostics, with onsite support if needed
- Automated OS patches and updates
- Unified email management (Microsoft Exchange)
- Managed Firewall
- Antivirus, spyware detection/removal, spam filtering
- Data center management
- Network management; managed switch and cable management
- Server management: Physical and cloud, VM-Ware and/or Hyper-V environments
- Desktop and laptop management
- Application management
- Active Directory management
- Office365 support
- Backup monitoring and test restore

The Extras that Matter

Our motto is, "We do the right thing first." Our MSP services are delivered with integrity and handled by technicians who are not only experienced, but also thoughtful and customer-focused. The not-so-little extras we provide—because we always have your back, include:

- One Call Resolutions for Tier 1 Support: Issues or problems are resolved with one call.
- Troubleshooting Expertise: Our technicians are trained to troubleshoot using the Open Systems Interconnection (OSI) model and IT/Help Desk best practices.
- Solution Driven: We provide a proactive approach and react to any of our clients' technology needs quickly and professionally.
- Client Centered: We really listen to our clients, so we can understand their technological needs and exceed their expectations.
- Asking the Right Questions: Our staff is trained to ask issue-targeted questions to resolve problems quickly and efficiently.
- Respect for the Client's Time: We understand the time constraints of today's economy. We train our technicians to deliver service efficiently.

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