



# IT Services and Solutions for Navigating a Competitive World

In the current business climate, even the largest firms are not guaranteed the technological "upper hand," and smaller ones can be sitting ducks. Between evolving hardware and software, ever-tightening compliance, and increasingly sophisticated cyberattackers, no IT solution, service or function can be left to chance.



### **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

## **Broad Solution Choice; Laser Focus on Productivity and Security**

The array of options in IT management and security—and the range of firms claiming to have “the answer”—is overwhelming. To cut through the noise, New Cyber Source has developed a thorough, tactical approach, executed with surgical precision.

Each offering in our extensive collection of IT services and solutions is designed to reduce risk without sacrificing productivity, from industry-leading hardware and software to post-warranty support of OEM equipment (a favorite target of attackers). Every element of the exceptionally reliable, integrated IT and security frameworks we deploy and manage is backed by a highly experienced, devoted team with strong expertise across the entire technology sector.

- New Cyber Source partners with award-winning providers to source a broad spectrum of proven IT hardware, software and blended solutions, with cradle-to-grave service and support including sales, design, deployment and configuration, management and maintenance, upgrades, and eventual secure disposal.
- Before developing a proposal, we assess the firm’s current operating environment, future plans and budget concerns to develop a targeted recommendation specifically matched to that customer’s needs.
- As an IT solutions provider specializing in cybersecurity, every decision we make is evaluated for how it supports the goals of threat mitigation and attack avoidance.
- When delivered, our proposals address not only the most pressing issues but also the “bigger picture,” helping companies achieve the greatest operating resilience, security and efficiency possible within a practical timeframe.
- We manage both existing and new environments, developing a risk-based approach to system upgrades that minimizes or eliminates downtime while achieving staged improvements ranked by severity and exposure.
- Our teams service and support every piece of hardware and software we sell—and many more that we don’t.

***Technology is challenging, and the fight against competitors and criminals will always be fierce. Maximize your odds of winning with New Cyber Source.***

## **Our IT Services**

New Cyber Source offers a full array of IT services, products and support. Some of the core offerings we develop for both small and large entities are detailed here. For other services, we invite you to call us for a brief chat.

### **Managed Security Service**

Proactive monitoring and management of all security devices, networks and systems, including Internet of Things (IoT) devices and networks.

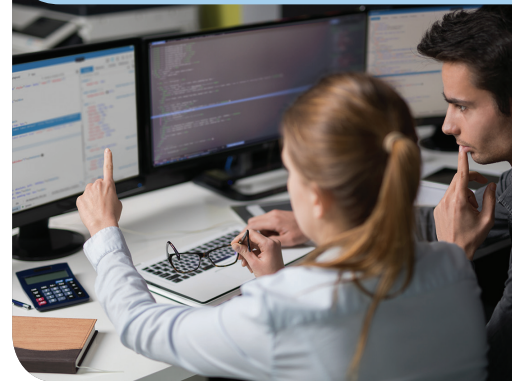
*Guaranteed incident response from certified security experts within the contracted timeframe.*

- Managed firewall, intrusion detection, and vulnerability scanning 24/7.
- Virtual private network monitoring, for not only cyberattack but also cyber espionage.
- Disaster recovery services in the event of data damage, destruction or hijacking.

### **Maintenance Agreements for OEM Equipment**

Because aging, improperly supported devices and systems are the most vulnerable—to both downtime and attack—we supplement and extend OEM equipment warranties, even with multi-vendor configurations. Thanks to our vast network of suppliers for parts and engineering resources, we offer “parts and support” service, as well.

- Ensure equipment is within the security framework.
- Manage it to extend operating life.
- Deliver bottom-line savings of up to 40-70% based on break-fix costs or extended manufacturer support plans.
- As equipment reaches its EoSL, make recommendations for staged upgrades and replacements to reduce the possibility of unplanned downtime and capital outlay.





### Managed IT Services

End-to-end service and support for virtually every IT process and asset in the environment.

- 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.
- Server management: Physical and cloud, VM-Ware and/or Hyper-V environments.
- Network and application management; managed switch and cable management.
- Backup monitoring and test restore.

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### Information Lifecycle Management (ILM)

New Cyber Source experts manage the lifecycle of data (and their storage devices) as it moves through its useful life, from, residing in memory or on disk to eventual archival. We work with all storage types—solid state or spinning disk, high-speed tape and other tape storage/backup systems.

- Manage and maintain existing data storage to extend its useful life.
- Recommend, install and configure new or upgraded storage equipment, including data transfer to the new devices with full backup for archival purposes.
- Proper disposal of storage devices that have reached their end of service life (EoSL) with certificates of destruction.

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### Products We Sell, Deploy and Manage

- Aggregators
- Cybersecurity platforms
- Desktops and servers
- Mobile, desktop and IoT networks—design, configure, manage and secure
  - Switches and firewalls*
  - Wireless access points*
- SAN and NAS storage
- Secure public, private and hybrid cloud environments



**NEW CYBER**  
S O U R C E

925 Sanders Road Cumming, GA 30041  
[www.newcybersource.com](http://www.newcybersource.com)  
404.641.6724