



## IT MANAGED SERVICES

### IT SUPPORT



- 24/7 Help Desk
- On-site support
- Employee Onboarding & Offboarding
- Desktop & Laptop Support
- O365 & G-Suite Support
- Application Support & Administration
- Procurement Services

### INFRASTRUCTURE



- Network Monitoring & Maintenance
- Cloud Managed Services
- OS & 3rd Party Patching
- Remote Monitoring & Patching
- Back up & Disaster Recovery
- Zero Touch Workstation Management
- Asset & Mobile Device Management
- Annual Technology Infrastructure Assessments

### CYBERSECURITY



- Identity Management
- Mimecast S1 Target Threat Protection
- Endpoint Security Protection
- Security Awareness Training
- Incident Response Management
- Phishing Campaigns
- Okta Single Sign-On
- Security Audits and Compliance

### EXTENDED SERVICES



- Strategic and Technology Planning
- Cloud
- Cybersecurity
- Other Implementation services

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[sales@echots.com](mailto:sales@echots.com)

# MANAGED IT SERVICES

**ECHO** digitally transforms small businesses and nonprofit organizations, and believes our experience and learnings make an impact. Our team of specialists work in tandem as an outsourced IT department or as an extension of the current team.

**ECHO's** managed IT services take care of day to day end user support to monitor and maintain the overall IT infrastructure of organizations, all while protecting them from cybersecurity vulnerabilities.

## LOCATION

Based in San Francisco, with team members in San Francisco and Bulgaria.

- 24-hour work cycle across time zones.
- Coverage during most US holidays and ability to do overnight deployments, resulting in less system disruption and down time for clients.

## CLIENTS

Current clients range in size from 5-200 employees.

## TEAM

Our ECHO IT team is composed of client advisors, project managers, architects, system engineers, network experts, and end-user support specialists.



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"ECHO is one call or email away from a solution to all our IT needs!"

**HOLLY KJOS,**

**OFFICE MANAGER & EXECUTIVE ASSISTANT, GREATPOINT VENTURES**

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