



Network Administration
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VCIO
Virtual Chief Information Officer

Support
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Managed
Security

Fully Managed IT Services.



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Fully Managed IT Services (FMS) Delivers a Comprehensive Suite of Services at a Fixed Monthly Price.

The Walker Group's Fully Managed IT Services offers a comprehensive suite of technology services at a fixed monthly price. Fully Managed IT Services (FMS) provides the technology and support your organization needs to allow your business to thrive. Our Help Desk and Network Administration teams take on the tactical, day-to-day support, then through our Managed Security suite, we proactively establish the CyberSecurity controls necessary to thwart Cyber attacks. Together, we work with you to advance your business goals by optimizing your existing technology and leveraging our strategic planning vCIO process to create your custom technology roadmap. Let The Walker Group show you how technology can work for your business!



The Core Pillars of The Walker Group's Fully Managed IT Services are:

-  Managed Security
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-  Virtual CIO
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-  Network Administration
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-  Help Desk Support

Each of these competencies and technical areas works together to provide you with full service IT management. Let The Walker Group optimize your business through technology today!

With FMS, Walker Becomes Your IT Department & Ensures The Following:

- A Fixed, Predictable Monthly Spend
- Proactive Monitoring and Maintenance
- Active CyberSecurity Protection and Management
- Easy, Convenient, Unlimited Access to Help Desk Support
- Best Practices for Standardization and Network Health Review
- Strategic Planning and Technology Alignment

Managed Security

Safeguarding your data, systems and employees is our top priority. Managed Security applies industry best practices to provide the necessary controls you need at every layer; from physical security to human security and everything in between. Whether your goal is to obtain regulatory compliance, or are concerned about CyberSecurity as a whole, Managed Security aims to provide the protection you need.

- Anti-Ransomware
- Human Security via ePhishing & Security Awareness Training
- EndPoint Encryption
- Spear Phishing Prevention
- Centralized, User-specific, Content Filtering
- And more!

Virtual CIO

Designed to bring you the level of expertise you need to help you with strategic technology decisions. Our team meets with leadership in your organization to review the goals of your business so that we can align technology strategy with operations. Together, we build a Technology Roadmap to drive your business to the future!

- Regular meetings and touch points to help with strategic technical, budgetary and project planning
- Review of security controls and security posture
- Align business objectives with IT to maximize the return on your technology investment
- Identify and review trends and analytics to help streamline support, manage inventory and minimize business interruptions

Network Administration

The Network Administrator is your dedicated engineer and resource who visits your location on a regular basis to ensure that your technology operates optimally. Your Network Administrator is a collaborative part of your team who is familiar with your business, your network, your staff and technology needs.

- Regularly-scheduled, onsite health check visits to ensure your network is in alignment with best practices and standards
- Creates and maintains network documentation and network diagrams
- Keeps your systems operating securely and at peak performance
- Works closely with your vCIO team on your long-term strategy and technology roadmap planning

Help Desk Support

Our dedicated team of engineers are ready to help your staff with all of their day-to-day technical needs ranging from general questions, how-to's or larger challenges that technology sometimes presents.

- Unlimited help desk support (escalations included!)
- Full team of in-house, friendly, helpful and competent engineers
- Convenient methods of submitting support requests (desktop app, e-mail, web portal, phone)
- Easy access to support ticket documentation
- Documented procedures for employee on/offboarding

Common IT Challenges Facing Organizations:

- Lack of Expertise or Staff
- Unpredictable IT Costs Due to a Reactive vs. Proactive Approach
- Lack of Long-Term Planning
- Business Disruptions or Downtime Due to Unstable Infrastructure
- Inadequate Tools and Lack of Analytics
- Limited Access to Support & Delay in Support Resolution

Proactive Protection, Strategy and the Support You Need to Drive Your Business Forward!

Managed Security

- ✓ Advanced EndPoint Security
- ✓ Anti-Virus
- ✓ Anti-Malware
- ✓ Anti-Ransomware
- ✓ Cryptoguard & Wipeguard
- ✓ Threat Detection & Response
- ✓ ePhishing & Security Awareness Training
- ✓ Spear Phishing Prevention
- ✓ Peripheral Control
- ✓ Application Control
- ✓ Data Loss Prevention (Lite)
- ✓ Centralized Per User Web Control
- ✓ EndPoint Encryption
- ✓ 24/7 Remote Monitoring
- ✓ Managed Firewall
- ✓ Network Monitoring
- ✓ Configuration Management & Change Control
- ✓ Internal/External Vulnerability Scanning
- ✓ Application Patching
- ✓ OS Patching & Hardening

Virtual CIO (vCIO)

- ✓ Technology Roadmap & Planning
- ✓ Dedicated Account Manager
- ✓ Wholistic Business Review
- ✓ Budget Planning
- ✓ Inventory Management
- ✓ Security Posture & Controls Review
- ✓ Business & Technology Alignment
- ✓ Technology Optimization
- ✓ Analytics, Dashboards & Service Metrics

Network Administration

- ✓ Regularly-Scheduled, Onsite Health Check Visits
- ✓ Dedicated Primary Engineer
- ✓ Network Diagram(s)
- ✓ Dynamic Network Mapping & Review
- ✓ Inventory Management
- ✓ 120+ Point Technology Alignment Review
- ✓ Best Practices Review

Help Desk Support

- ✓ Unlimited Help Desk Support
- ✓ All Local Support, Never Outsourced
- ✓ Convenient Online Ticketing
- ✓ Emergency Escalation Triage
- ✓ Backups Management & Monitoring
- ✓ EndPoint Security Response
- ✓ Email Security Response