

## Managed Services

*Whether you need to supplement your IT group or you have no in-house tech experts, offloading the day-to-day to Kraft Kennedy will let you focus on what you do best.*

### Why Kraft Kennedy?

- The SPG escalates internally to leading experts in infrastructure, desktop design, and cybersecurity.
- Kraft Kennedy maintains current knowledge of available patches and judges which are appropriate for particular systems, ensuring that all patches are installed properly.
- Access historical service information in a web-based client portal.
- Create new service tickets, monitor the status of requests and incidents.
- Get the most out of hardware and software purchases with our Procurement team, technical experts with well-established vendor relations.



### Technical Support

- 24/7/365 monitoring of servers, workstations, and network devices
- Proactive patching
- Network performance monitoring
- Quarterly and yearly strategic budgeting and planning
- Help desk
- On-site maintenance visits
- Manage backups
- Disaster recovery and email continuity
- End-to-end email monitoring
- Procurement
- Optional full-time onsite support

### Business Security

- Endpoint tracking and modeling
- Managed firewall
- Vulnerability scanning
- Anti-virus and anti-malware
- Security log management
- Mobile device management

*We offer month-to-month options and don't require annual contracts. We predict you'll stay because you love the Kraft Kennedy experience.*