

**33 YEARS OF EXPERTISE**  
With more than 34 years at the forefront of the IT industry, we are leaders in supporting businesses and corporations. Specializing in day-to-day IT management and help desk support, Kraft Kennedy's engineers support more than 100 corporate clients.

**EXPERT-LEVEL ESCALATION SUPPORT**  
The Managed Services team escalates issues to Kraft Kennedy's highly certified and specialized experts in Microsoft Exchange, Office 365, Windows, document management, and cybersecurity.

**MICROSOFT PREMIER SUPPORT**  
Skip the line and escalate your Microsoft Exchange, Windows, and Office 365 issues right to the top. We offer access to Level-3 support and higher within Microsoft, including root cause analysis.

### SECURITY ESSENTIALS

Fully managed, evolving security for businesses. Stay ahead of hackers with methodologies that are continuously updated based on up-to-the-moment technology, research findings, and industry protocols.

**Security Operations Center**

**Intrusion detection**

**Security awareness training**

**Vulnerability scanning**

**Remediation and incident response**

**PATCH MANAGEMENT**  
Server, workstation, and infrastructure device management. We proactively research available updates, determine which are appropriate for particular systems, test them after installation, and document all procedures, including specific configurations.

**SECURITY**  
24/7/365 security monitoring, anti-virus and malware protection, managed backups, mobile device management, vulnerability scanning, endpoint tracking, and incident remediation.

**24/7/365 MONITORING AND HELP DESK**  
Continuous performance and security monitoring of servers, workstations, and network devices. Quick-response help desk services and escalation support for any time of day or night.

**END-TO-END EMAIL MONITORING**  
Performance testing, continuity, and security services for your most critical application.

**STRATEGIC GUIDANCE**  
Quarterly and annual planning meetings with experienced CIOs and engineers.

**ONSITE MAINTENANCE VISITS**  
Regular on-site checkups. Part- to full-time onsite support is also available.

**MONTH-TO-MONTH PLANS AVAILABLE**  
Choose the contract that works for you. We're confident you'll stay because you'll love the Kraft Kennedy experience.

**APPBAKERY**  
Kraft Kennedy maintains a vault of over 1000 applications. We continuously deploy, test, and evaluate all available versions and configurations.