I.T. PARTNERSHIP

Iconic IT

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ICONIC IT

WHAT YOUR BUSINESS CAN EXPECT.

When you are running a business you have enough concerns keeping you awake at night; your IT shouldn't be one of them. Iconic IT knows that data security and technical support are the biggest issues you will face in your day-to-day operations. As a leader in the MSP industry with a focus on small to medium-sized businesses just like yours, Iconic IT can provide you with the tools and services you need to keep your systems secure and running smoothly so you can focus on the thing that is most important to you as a business owner: your business itself.

Why Iconic IT?

AVERAGE # OF TICKETS CLOSED PER DAY

MON	TUES	WED	THURS	FRI
578	602	531	521	482

$10 million/yr
DOLLARS OF EQUIPMENT PROCURED FOR OUR CLIENTS

1200+/yr
STRATEGIC BUSINESS REVIEWS COMPLETED ON BEHALF OF OUR CLIENTS

ICONIC STATS

9.9
CUSTOMER SATISFACTION SCORE

80%
FIRST TIME TICKET RESOLUTION

12 MINUTES
AVG TICKET RESPONSE TIME

178
ICONS ON STAFF

2130
SERVERS UNDER SUPPORT

10,000
MFA LOGINS PER DAY

INDUSTRY AWARDS

THE CHANNEL CO. CRN MSP 500 2018

Channel Futures MSP 501 2019 WINNER — ULTIMATE GUIDE TO THE WORLD'S BEST MSPs

TOP WORK PLACES 2018 — Democrat & Chronicle

ROCHESTER CHAMBER TOP 100

INGRAM MICRO SMB 500

TOP CHOICE AWARDS — MARK OF EXCELLENCE

BEST OF COLORADO Business Choice 2018

Inc. 5000

SMALLBUSINESSAWARDS

INDUSTRY CERTIFICATIONS

WatchGuard

vmware CERTIFIED PROFESSIONAL

Microsoft CERTIFIED IT Professional

DELL Technologies GOLD PARTNER

hp

HIPAA SEAL OF COMPLIANCE — COMPLIANCE GROUP — HIPAA VERIFIED

CompTIA Security+ CERTIFIED   CompTIA Network+ CERTIFIED

AS OUR PARTNER,
HERE IS WHAT YOU RECEIVE

THE ICONIC OLYMPIC PLAN INCLUDES:

OLYMPIC

PROACTIVE SUPPORT
Comprehensive workstation, server, and network administration, troubleshooting and proactive maintenance.

SOC
Staffed by security experts, the 24x7 security operations center monitors for compromises and quickly identifies security incidents to limit damage.

FIREWALL
Managed firewall to protect your perimeter.

SECURITY
Advanced security layers to protect your staff and data.

BACKUP
Office 365 and Cloud Backup to protect your data.

P.R.O.S. DEDICATED TEAM
One team, multiple resources assigned to your company.

VENDOR LIAISON
Collaboration with third-party vendors.

PROCUREMENT
Quoting and sourcing of new hardware and software.

REPORTS
Detailed reporting on sytems, asset inventory, and provided services.

TRAINING
Employee security & awareness training, email phishing tests, and dark web monitoring.

STRATEGY
Ongoing, strategic reviews from your dedicated team to help align technology and our expertise with your business.

ON-DEMAND SUPPORT
Unlimited support from your local dedicated team backed by specialized experts from across the nation.

(Remote support only for Sequoia plan.)

ICONIC DENALI PLAN ALSO INCLUDES:

DENALI

24x7 EMERGENCY SUPPORT
Get around the clock support to minimize downtime impacts. (All other plans pay $250/hr)

BUSINESS CONTINUITY AND DISASTER RECOVERY SOLUTION
Maximize uptime with virtualized failover in case of outage.

ICONIC SEQUOIA PLAN:

SEQUOIA

The Sequoia Plan includes everything in the Olympic plan minus the onsite support. This plan is Remote Only

TECHNICAL CAPABILITIES
THAT FIT YOUR BUSINESS

In an increasingly complex world of IT, security issues and tech support remain some of the biggest challenges facing your small to medium-sized business. Chances are your internal IT department is not up to the challenges of staying on top of IT trends. Outsourcing your IT to Iconic IT provides you the technical expertise your business needs to both survive and thrive.

WE HIRE THE BEST
Our techs must pass rigorous hiring requirements. Iconic IT prefers our techs to have enterprise-level technical knowledge while still aligning with our real-world small business culture.

TECHNICAL DEPTH
Our large pool of talented techs gives us the resources to handle even the most complex issues should they arise. Iconic IT has the experience you need to handle all your IT issues and projects no matter how complex they are.

DEDICATED TECH TEAM
Iconic IT provides all clients with a dedicated tech team that **understands YOUR business and YOUR technology.**

ENTERPRISE GRADE SECURITY SURVEILLANCE
Our security solution, Iconic Fortify, is a unique blend of cutting-edge AI antivirus software backed by a 24x7 Security Operations Center (SOC), continuously monitoring your network and systems. Iconic IT believes this two-tiered approach is the most effective cybersecurity platform on the market today.
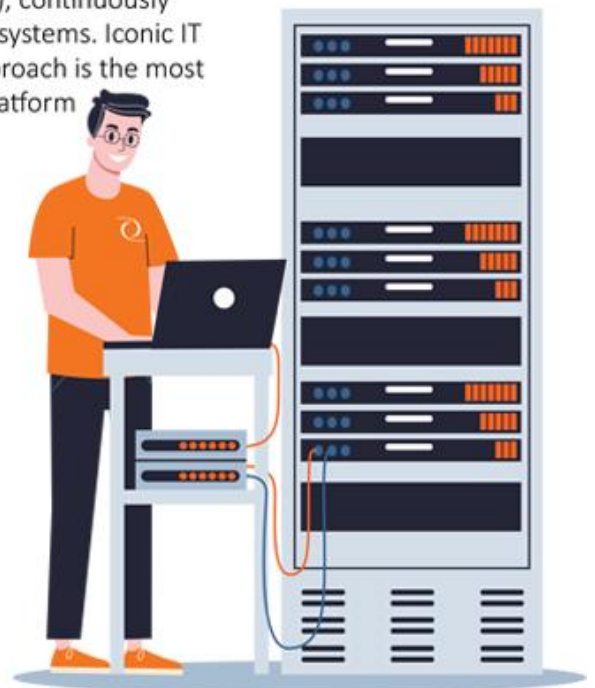
ICONIC IT

A Complete Security Solution for your Business' Needs

Iconic Fortify (SentinelOne's Endpoint Detection, Response and 24x7 Security Operations Center) is replacing traditional anti-virus software with next-generation, artificial intelligence (AI) powered upgraded security to protect our clients. Iconic Fortify monitors your IT environment, detecting malicious threats and quickly remediating the attack with 24x7 support from our experienced SOC.

Key Features

✓ Complete SOC Services
Iconic Fortify blends cutting edge AI-based security software with real-time monitoring, eliminating "false positives" that can hurt productivity. Iconic Fortify virtually eliminates the need for in-house security monitoring.

✓ Threat Detection
Iconic Fortify quickly identifies and diagnoses thousands of virus and malware attack variants, including cryptomining, by actively seeking corrupt source processes and system settings. It's imperative that your security solutions are up to the challenge of identifying and blocking hackers' attempts to infiltrate your network.

✓ Response and Remediation
When malicious behavior is detected, Iconic Fortify quickly return files to previous safe versions, ensuring your important data is not lost.

✓ Next-Generation Endpoint Security
Iconic Fortify for Endpoint Security utilizes the patented SentinelOne platform, incorporating the industry's most innovative prevention. SentinelOne finds the root causes and origins of these threats, blocking and fixing them quickly.

DID YOU KNOW?

Average Anti-Virus is 20-50% effective
ICONIC FORTIFY is 80-90% effective

What is a Security Operations Center (SOC)?

Security specialists who monitor and analyze the activity on your network, servers, endpoints, databases, applications, websites, and other systems, looking for anomalous activity that could be indicative of a security incident. The SOC staff works closely with your Iconic IT support team to ensure security issues are addressed quickly upon discovery.

SOC Analysis
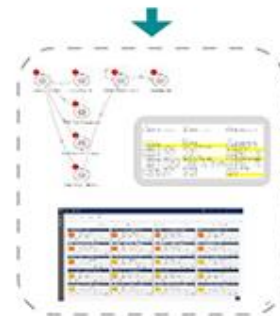
The SOC works inside your business network watching and making real-time decisions.

Actions Taken Include: Remediating Threats & Rolling Back Threats

Iconic IT Response Team

A FORCE TO BE RECKONED WITH

We are industry thought leaders who aren't shaped by our vendors; we are shaping technology and solutions. Iconic IT has earned a level of respect and recognition that places us far above our competition.

We're still growing and we're using our continuing growth to leverage third-party vendors, often securing products for less than our competitors.

That's good news for us, but even better news for you.

WE *Love* OUR CLIENTS

You may be lost in the crowd at other MSPs, but at Iconic IT our focus is on small to medium-sized businesses, just like yours.

As Iconic IT grows, we are steadfast that our client partners are our number one assets. You aren't just another client to us; you are our partners and part of the Iconic IT family.

YOU AND ICONIC IT: *Better Together*

Iconic IT combines the best of the best with our products and services. We bring you years of technical know-how, and the resources to get the job done right the first time.

And we do it all with a smile.

ICONIC IT
Service with Heart

IT Service With a Heart. That's what we believe in, and that's what you'll get with Iconic IT.

ICONIC IT

This is an illustration of what your relationship with us looks like from the first day we meet you through the entire length of our relationship.

1. IMAGINE.

- Discovery Meeting
- Network Assessment
- Presentation of Solution
- Technology Roadmap

YOUR BUSINESS

- Strategic Business Reviews
- Proactive Monitoring & Maintenance
- Professional Services Team
- Security Management
- Support Desk

2. BUILD

3. DELIGHT

- Technology Roadmap
- Network Documentation
- 30-Day Onboarding Process

ICONIC P.R.O.S. MODEL to CUSTOMER SUPPORT

Once the onboarding is complete, you will be supported by your P.R.O.S. team.

P PROACTIVE

- TECHNICAL ALIGNMENT COORDINATOR
- CENTRAL SERVICES TEAM
- PROFESSIONAL SERVICES TEAM

R REACTIVE

- SUPPORT DESK
- SYSTEM ADMINISTRATORS

CLIENT EXPERIENCE TEAM

- ACCOUNT MANAGER
- VIRTUAL CIO/ ACCOUNT MGR
- INFRASTRUCTURE ADMNISTRATOR

YOUR DEDICATED TEAM

S STRATEGIC

O OWNERSHIP

P PROACTIVE

Central Services - The team that monitors and maintains your network, servers, and workstations, backups behind the scenes to make sure everything is running optimally.

Professional Services – This team will work on future roadmap projects so your business keeps moving forward.

Technical Alignment Coordinator (TAC) – Ensures your network meets our best practices and acts as the quality control person.

R REACTIVE

Support Desk – When you have an issue, call us and one of our support desk techs will help you out quickly.

System Administration – If your issue is more complex, the system admins will jump in and trouble-shoot, including going on-site.

O OWNERSHIP

Infrastructure Administrator – The lead tech responsible for making sure the technical aspects of your network are functioning well.

S STRATEGIC

Virtual CIO / Account Manager – Services provided by the vCIO include strategic business reviews, updating your roadmap with future initiatives, and making sure your service expectations are being met.

Your Dedicated Team

At Iconic IT we want to develop a personal relationship by servicing you with your own Dedicated Team. You will see the same faces and they will know your business inside and out.

SERVICE BREAKDOWN

Once the onboarding is complete, you will be supported by your P.R.O.S. team.

Proactive Services

- 24x7 desktop monitoring, maintenance, auditing and alerting
- Automated scripts
- Automated ticket generation and resolution to resolve critical alerts
- Vendor liaison
- Event log monitoring
- Documenting and reporting, including asset inventory
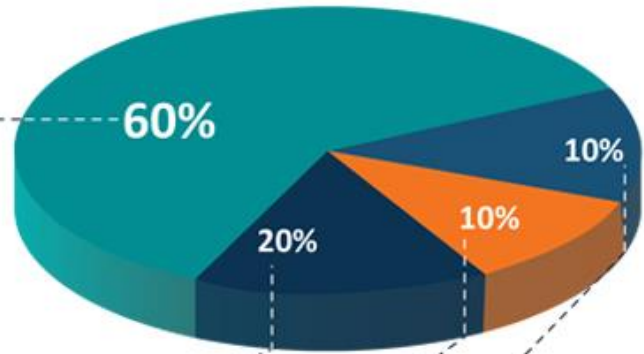
Reactive Services

- End user support
- Password reset
- Help Desk/quick hit station

Projects

- User add/change/move
- Minor application upgrades
- Best effort phone system add/moves

Strategic Guidance

- Strategic business review
- Roadmap
- Budgeting

60% 20% 10% 10%

60% of what we do is behind the scenes, *proactively managing* your network so **you can focus on your business** instead of IT issues.

BCDR
(Business Continuity and Disaster Recovery)

Business continuity and disaster recovery (BCDR or BC/DR) is a set of processes and techniques used to help an organization recover from a disaster and continue or resume routine business operations.Our BCDR solution offers data backup, recovery, and business continuity for local, virtual, and cloud environments. To proactively protect clients' systems and data against disasters of all types, Iconic IT offers a business continuity solution that can rescue your business and get you back online within minutes of any of these disasters:

- Failures of hardware, software, systems or data centers
- Business halting natural disasters
- Unintentional human error or malicious insiders

The benefits of our BCDR solution enables your business to:

- Continue operations without losing any data
- Eliminate downtime in the face of the disaster
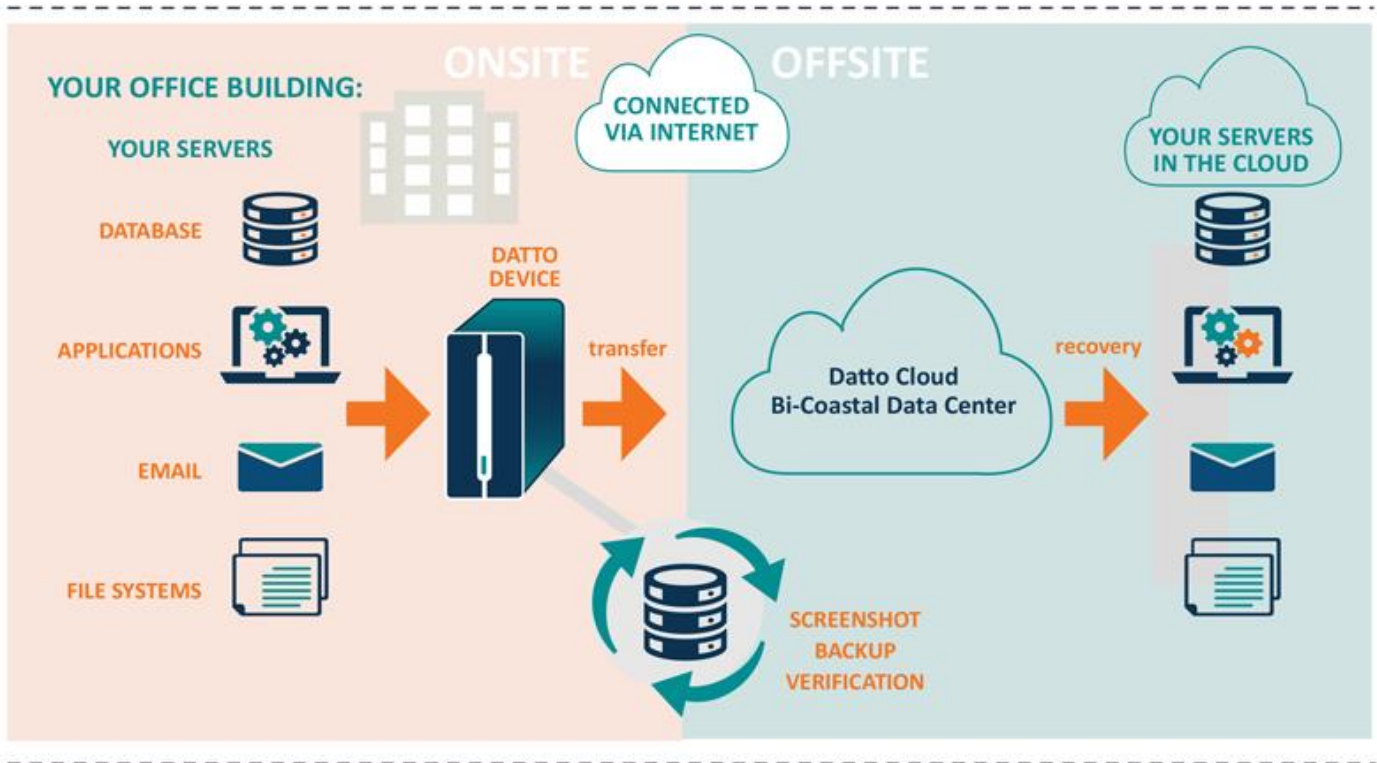
Our Promise To You

We know that trying out a new Managed Services Provider can be risky. No company wants to be locked into a contract with an MSP that doesn't fit their needs.

Iconic IT stands above the competition by offering a 90-day money-back promise. If at any time during the first 90 days of signing on with Iconic IT you decide we aren't a good fit for your IT needs, we will refund 100% of your monthly fees. Not only that, but Iconic IT will help you transition to another company.

How Can We Do This?

Iconic IT prides itself on "Doing the Right Thing." This means we start with integrity and back it up with a positive attitude, complete transparency, helpfulness, and gratitude.

100%
MONEY
BACK
ICONIC
Promise

CUSTOMER SERVICE

We love what we do, and it shows. We believe in helping people and providing a superior customer experience. We were the first IT company in the industry to hire a Client Experience Manager, certified in John Dijulius's University of Customer Service. Our employees are trained to meet the Dijulius standards of customer service, which focuses on a great client experience every time.

THE DIJULIUS GROUP

Notable companies using The Dijulius Group:

The Ritz-Carlton · Chick-fil-A · STARBUCKS COFFEE · Southwest

National Reach, Local Feel.

Your support services are delivered by friendly, local techs, with nothing outsourced. We're not just part of your business, we are part of your neighborhoods and communities.

We are with you every step of the way, from the beginning and beyond.

We always follow through on our promise to deliver you the best IT solutions in the industry. Period.

Rochester/Buffalo, NY · Denver, CO · Wichita, KS · Dallas, TX · Tyler, TX · Bonita Springs, FL

Access To The Best-Of-Breed Network... At a Fraction Of The Price!

"*Cloud Computing technology is relatively new to our industry. However, as a new firm, we want to be on the cutting edge of technology in order to better serve our clients. Also, using Cloud Computing versus implementing a traditional in-house network is affordable. We have access to the best-of breed network and security solutions, similar the ones used in large companies, but at a fraction of the price.*"

- Scott Lefebre, Partner, Senesa Financial Advisors

We Can Now Focus On Growing Our Business!

"*The best part of having Iconic IT manage our network is that we can concentrate on growing the business without having to deal with computer issues. The Iconic IT agent allows users to contact Iconic IT to quickly fix any issues that come up. Aldon's new network now has a preventative care action in place to monitor the system instead of a reactionary fix.*"

- Alex Molinich, VP, Aldon Corporation