

8 Essential IT Priorities to Keep Your Mission Moving Forward

Technology shouldn't hold you back. Poorly managed IT can lead to late-night calls, recurring issues, and mounting frustration that hinders productivity. That's why we focus on eight essential areas to keep your organization running smoothly and securely, allowing your team to stay focused on what matters most.

1 Security

- Internet web protection
- Endpoint detection response
- Firewall and VPN monitoring
- Managed threat detection response
- Anti-ransomware
- Exploit prevention
- 24/7 security operations center

2 Business Continuity

- Incident and disaster recovery planning
- Monitoring alert management
- Daily test restore
- Time and cost to recover evaluations
- Documentation
- Policy creation and execution

3 Staff Support

- 24/7 helpdesk support
- Remote desktop access
- Staff productivity training
- Onboard and offboarding
- M365 administration and support

4 Response Times

- 1st call resolution
- Ticket escalation management
- Business intelligence (BI)-driven automation
- 24/7 support
- Onsite dispatch
- Access protocol

5 Vendor Management

- Support, issue, and warranty management
- Distribution partnerships
- Vendor relationships
- Trust X Alliance

6 Projects and Procurement

- Project management
- Project scoping – design builds
- Planning – delivery – execution
- Procurement management (HaaS)
- Life cycle management
- M365 licensing experts

7 Proactive Maintenance

- Monitoring and alert management
- Patch management
- Data collection analysis
- Firmware updates
- Documentation and reporting
- 5-step communication cadence

8 Technology Strategy and Roadmap

- IT roadmap
- Budget management
- New technology vetting
- Process optimization and automation
- Policy management

Contact us today and turn your IT from a constraint into a valuable asset that empowers your mission.

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