

STI Computer Managed Services

Worry-Free Computing



STI Managed Services

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stimsp.com

STI Managed IT Services Keeps your Company Secure

There's no worse feeling than walking into the office and learning you have an IT outage that affects you and your clients. It could be anything: an equipment failure on a vital piece of hardware, a software bug that brings down the complete network, an internet outage, or the worst thing -- a malware virus or Ransomware attack that threatens your company's viability and your client's data.

STI Managed IT Service (MSP) can help alleviate the burden of managing these IT needs on your own so you can focus on running your business and your employer responsibilities. We provide:

- IT procurement services and installation of IT infrastructure.
- Management of IT infrastructure at a lower cost than in-house teams.
- Proactive services such as monitoring, cybersecurity, and system updates.

Like all managed service providers, STI can help your businesses manage outsourced services related to technology. But what sets us apart is the knowledge of our dedicated and experienced staff:

STI (based near King of Prussia, PA), has been in business as a technology/software provider since 1981. In 1996, STI began to offer IT hardware and software sales, managed services, security services, VOIP, secure backup, plus much more.

We are currently managing over 600 client locations across the region. In the beginning our focus was in Health Care IT, but over the years we have expanded to service the technology needs of all types of companies. In 2024, STI was named to MSSP Alert's List of Top 250 MSSPs in the USA.

We hire and train regionalized engineers so that every area is covered, assuring great response times. We use the latest tools to monitor, manage, and proactively repair issues before they affect the end user to maximize IT availability. Our in-house help desk provides after business hours emergency support. We are also members of CommunitySolv, which is a technology association made up of over 400 MSP/IT companies from around the country. We share knowledge and work together to improve the use of technology across North America. We were awarded the **CommunitySolv President's Award** by our peers.

FREE Level 1 Security Assessment



STI specializes in Cybersecurity Protection and Recovery, as well as comprehensive email authentication and anti-phishing solutions that includes:

- Virus/DNS detection
- Multifactor Authentication
- PowerDMARC
- Cyber/Phishing Training
- Managed Detection and Response

To introduce STI Managed IT Services we are offering a FREE Level 1 Security Assessment for your business.

We would like to introduce you to the STI Managed IT Services team with a FREE Level 1 IT Security Assessment. This involves simply filling out our security checklist and receiving a call from one of our technicians to go over the results of the checklist. There is no obligation to use our products or services. To receive this checklist, you can either call me at 800-487-9135 extension 1188 or contact me by email by email jcerra@sticomputer.com.

Joe Cerra
National Sales Manager



Our staff receives yearly and ongoing training to keep on top of the latest IT products, services and Cybersecurity solutions.

STI Technical Services provides superior Help Desk, On site and Remote Technical Support, Cloud Backup and Hosting services as well as Network and Hardware equipment services. We use the latest industry-leading Managed Services Software to protect and monitor network security and health 24 hours a day/365 days a year.

STI is also a complete Technology Services and Technology Products Provider which means we are available to provide for all your technology-related needs. STI is the one-call, one-stop shop for all your technical needs.

Products and Services that Save You Time and Money:

IT Hardware Sales —

Whether you need servers, PCs, laptops, tablets, printers, scanners or any other equipment for your office, STI is there for you. STI deals with the largest vendors and distributors in the industry and we pass our preferred pricing onto you. Managed Service clients also receive preferred labor rates on all upgrade/project work.

Wi-Fi/Wireless Network Setup and Network Security —

We will install fast, secure Wi-Fi or segregated Wi-Fi access for lobby/public access. Protect your data and assets and provide assurance that your customers' information is secure. Reduce your risk of liability. Your network security is maximized with our continuous monitoring and alerting for viruses, worms, malware and attempted network access by unauthorized users.

Proactive Monitoring —

Our proactive monitoring tools can spot potential issues before they become problems for you and your business. Deep visibility into the health and performance of your IT assets allows us to diagnose problems before they cause downtime.

Backup and Business Continuity Solution —

The most important asset of any business is its data. Options ranging from local and off site backups to true business continuity solutions that minimize business downtime during a crisis- be it natural (fire, storm, flood) or man-made (cyber attacks and ransomware).

Managed Detection and Response (MDR) —

Cyber threats and Ransomware are more prevalent and costly than ever. Our MDR services combine network visualization, insider threat monitoring, anti-malware, traffic analysis and endpoint security into a single rapidly deployed service to detect and detain threats.

Certified Secure Hard Drive Destruction —

Protect sensitive business data on retired equipment. We will destroy hard drives using HIPAA compliant industry standards and provide a certification of destruction.

Cost Efficiency —

With a monthly contract and service level agreement, you'll know exactly what services you're spending money on so you can spend every IT dollar more efficiently. In addition, you'll receive comprehensive monthly reports to keep you up-to-date and informed of your IT assets.

Phone Systems (VOIP) —

Cloud-based advanced PBX systems with limited up-front expense for a low, per-seat monthly price.

Virtual Faxing Solutions —

No more unreliable fax machines, supplies or phone line charges. Faxes can be routed to a network location, printer or email address.

Office 365/Business Class Email —

Access email and Office applications from any web-enabled device securely with flexible, pay-as-you-go pricing options.

Toner on Demand —

Never run out of toner again with our automatic reordering system.



STI MANAGED SERVICES

STI Managed Services handles all your IT needs, including hardware and telephone equipment (sales, installation and service), Internet set-up, remote network monitoring, off site data back-up, remote hosting, anti-virus and security software.

STI Managed Services

STI offers IT managed services and technology solutions to every business. Our award-winning Managed Services team has been taking care of IT since 1996. We provide 24/7 system monitoring and back-up services for your equipment. Ransomware is a fact of life in today's business environment. A computer virus might never be eradicated, but can be avoided by taking careful steps. One of the advantages of a cloud-based system is it reduces the possibility of ransomware attacks because we take care of all Microsoft system updates and security patches on the remote servers as well as virus protection. STI is also responsible for automatic off-site backup to protect your patient and business information, so if you do encounter a ransomware attack your data is secure and we can get you up-and-running in the shortest possible time.



Computer, Networking, Internet Equipment and Installation

STI has wide industry knowledge. For example, we deal with a national company to build data centers for companies that develop and manage surgical centers as well as independent physician owned ASCs. Unlike other vendors that can't be bothered with supporting your equipment, STI provides hardware sales, installation and support. We have a dedicated on-site Technical Help Desk (no third party or offshore contractors) as well as team of Field Technicians to provide on site service. If you would like a quote to provide IT equipment, installation of computer equipment or managed services for your center please contact us by email or on the number shown below.



STI Director of Technical Services Al Toper receives President's Award from Varnex, an elite consortium of IT resellers.



Surgical Center Equipment Procurement and Set-up



STI MANAGED SERVICE PLANS

Technology Assessments

Know the health, security, and stability of your network and devices.

Asset Management

Keep track of your hardware and software.

Full Service IT

IT system sales installation and support.

24/7 Monitoring and Alerting

Monitor and manage *all* your devices.

Monthly Reporting

Stay on top of your IT assets with comprehensive reporting.



Preventative Management

Plan for best, but be ready for the worst with our backup solutions and patch management.

Customize a plan that fits the IT needs of your business.



Build and Move Consulting

Cabling Services, Security and Alarm Systems.

Full Service IT

IT system sales installation and support.



Voice Over IP Telephone System (VoIP)

VoIP stands for Voice over Internet Protocol. VoIP system works by taking your analogue voice signals, converting them into digital signals, then sending them as data over your broadband line. It's a very cost-efficient way of making telephone calls and less expensive.



WORRY-FREE COMPUTING

Experience worry-free business computing, control IT costs, and get the most out of your IT investments. Managed services make your IT costs more predictable and reliable, reduces risk to your data and IT assets, and frees up your resources so you can focus entirely on your core business activities.

What are Managed Services?

Managed services refer to IT services delivered in a defined manner with a predictable expense. Typically, managed services are delivered with a remote monitoring and management (RMM) system that allows STI to monitor the health and performance of your IT assets 24/7. RMM means that they can perform proactive maintenance efficiently to stabilize your IT, and respond with rapid remote remediation when things go wrong.

Business Before and After Managed Services

Business without managed services is more reactive, costly, and unpredictable. Consider the impact of unscheduled downtime, caused by a virus or technical failure. The average costs to small and mid-sized businesses can be staggering. A Gartner study revealed that each unmanaged desktop costs businesses an average of \$4000 a year in emergency services, lost productivity and opportunity costs, with an annual total cost of ownership (TCO) that is typically 42% higher than for managed PCs and 29% higher for unmanaged laptops.

With STI, you can expect to experience a dramatic reduction of unscheduled downtime and lower IT costs because problems are detected and resolved faster—often before you’re even aware of them. Managed services also help you reduce and optimize your IT spending, keep more of your internal resources focused on core business activities, and arms you with accurate data about the health and performance of your IT assets.

Solution Overview

MANAGED WORKPLACE CONSISTS OF:

ONSITE MANAGER

A single, lightweight piece of software installed once at each customer site. The Onsite Manager automatically performs secure, comprehensive scans of customer environments to gather the up-to-date information that solution providers need to manage their customers’ IT assets with unparalleled efficiency.

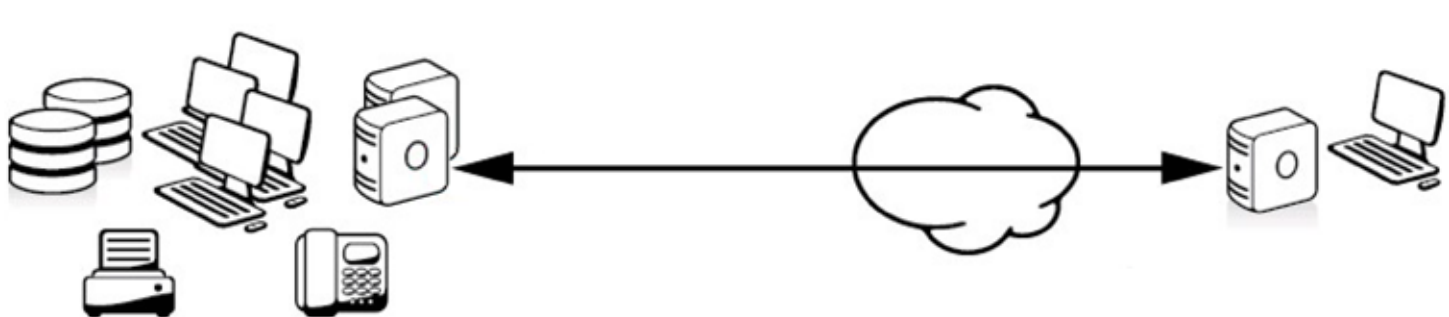
With an Onsite Manager, STI can monitor and manage anything with an IP address, including: desktops, laptops, servers, managed switches, routers, firewalls, gateways, VoIP switches and phones, printers, faxes or scanners, off-the-shelf and custom applications, specialized equipment and environmental control devices, internal and external websites, SaaS resources, virtual machines and much more.

SERVICE CENTER

A powerful, web-based, centralized dashboard that allows STI to:

- view the asset health and performance data sent by the Onsite Manager.
- “drill down” to details as required.
- perform rapid remote remediation.
- configure advanced services.
- produce a range of useful reports so you’ll know exactly what’s going on in your environment; and much more.

With an Onsite Manager installed at your site, STI can easily monitor the health and performance of your assets



Onsite Manager at your location(s).

Service Center administered by STI Managed Services.



Reduce Downtime, Reduce IT Costs

Industry experts and comprehensive studies from third-party research groups consistently conclude that managed services cost less and protect IT assets better. For example, a CompTIA study found that network servers and devices that went down took 96% longer to repair when they were not covered by a remote monitoring service, resulting in costly unscheduled downtime. CompTIA also discovered end-users experience an average of 88% longer periods of downtime

when the network server or device that fails is not covered by remote monitoring. They concluded that remote monitoring and management services have the greatest impact on reducing IT downtime and its impact on users.

Reduce and stabilize your IT costs and experience unprecedented reliability with STI. You'll gain peace of mind, reduce risks to your data and assets, and be empowered to leverage your IT investments more fully.

Two Real-World Scenarios — Which one makes the most sense?

STI Managed Services Scenario

1. STI is alerted before or as the problem occurs because best practices 24 x 7 x 365 monitoring and alerting is in place.
2. STI accurately diagnoses problem in the Service Center.
3. STI conducts remote remediation from the Service Center and resolves the problem in less time than it would take to find coat and keys.

STI Managed Services gives you comprehensive reports every month to show work performed, identify issues, and support optimized IT budgeting.

STI Managed Services Scenario Yields

1. You get the right technology expert on the job from the start, with fast, reliable resolution.
2. Your team stays focused on core business activities.
3. Many issues are detected and resolved proactively before you even notice.
4. Downtime is significantly reduced or even eliminated, no more costly surprises.

The Break/Fix Scenario

1. An IT problem occurs.
2. You discover the problem.
3. You place a phone call for support.
4. You describe the problem to the best of your ability.
5. Solution provider technician spends time travelling to your site or uses remote access tools to start digging around for the cause of the problem.
6. Problem is diagnosed.
7. Problem is resolved.

Break/Fix Scenario Result

1. Unpredictable service fees.
2. Higher costs when problem resolution proves time consuming.
3. Depending on affected devices, downtime occurs and the associated costs mount (lost opportunities, lost productivity, and more).
4. With little or no historical performance data, diagnostics can take longer; and failing parts that have gone undetected must be ordered, often creating further delays.



DISASTER RECOVERY PLAN

Disasters can happen at any time, so it's essential to develop a comprehensive plan that protects your company's data from multiple scenarios—from natural disasters to human error and everything in between. Having a complete plan will give you peace of mind and make you feel confident that all your bases are covered. Think through these questions to help develop a disaster recovery plan for your business.

Questions to consider:

1. Which applications and processes are vital to running your business?

2. What data and processes are most critical to your business and need to be restored first?

3. How much application downtime can your business handle? (RTO)

- Do you need to be able to recover in a matter of minutes or a matter of hours?
- What is the business cost, if you cannot access your data?.

4. How much data can your business afford to lose? (RPO)

- What is the maximum amount of data you can lose before it starts affecting your business?

5. How will the disaster effect each part of your organization?

- Personnel impacted by the downtime and stress
- Impact on customers who are not served during the IT disruption
- Impact on revenue losses due to fewer billing hours
- Impact on productivity because you are dependent on computers and network

6. Who will contact the MSP in the case of the disaster? Who else will need to be alerted?

7. In the case of a power failure, do you have a backup power supply that can help keep your network running?

8. What is your current approach to backup?

- How often?
- How many copies?
- How long do you need to retain the information?

Threats to plan for:

 Server Failure

 Malware Attack

 Fire

 Severe Weather

 DDoS Attack

 Human Error

 Flood



LEVEL 1 SECURITY ASSESSMENT

In today's digital age, cyber security is not just a concern for large corporations - it's a critical aspect of business operations for small and medium sized enterprises (SMEs). SMEs often underestimate the potential risks posed by cyber threats, assuming that they are too small to be targeted. However, the reality is just the opposite.

Contact us for a free security assessment.

Small and medium-sized businesses are increasingly becoming targets for cyber attacks. First, they may lack the robust cyber security measures that larger organizations have in place, making them more vulnerable to breaches. Second, cyber criminals view SMEs as lucrative targets because they often handle valuable data such as customer information, financial records, and intellectual property. Finally, SMEs may not have dedicated IT staff or resources to manage and mitigate cyber security risks effectively.

The consequences of a cyber attack can be devastating for SMEs, ranging from financial losses and reputational damage to legal repercussions. A data breach can result in the loss of sensitive information, business downtime, and the erosion of customer trust, ultimately impacting the bottom line.

Investing in cyber security is not just a precautionary measure; it's a strategic imperative for SMEs looking to safeguard assets, protect their reputation, and ensure business continuity.

Implementing robust security measures help SMEs detect and prevent cyber threats before they cause harm. Multiple layers of defense are needed to protect your organization from cyber threats.

What makes a complete cyber security 'stack'?

1. FIREWALL

Acts as the first line of defense against unauthorized access to a network. They monitor incoming and outgoing traffic, enforcing security policies and blocking potentially harmful connections.

2. BACKUP AND DISASTER RECOVERY

In the event of a cyber security incident or data breach, having a robust backup and disaster recovery solutions in place is essential for restoring critical systems and data.

3. MANAGED DETECTION AND RESPONSE

Monitor system activities for suspicious behavior that may indicate an ongoing cyber attack. Detect intrusion attempts in real-time to prevent unauthorized access.

4. ENDPOINT SECURITY

Protect individual devices, such as computers, laptops, smartphones, and tablets, from cyber threats. Includes anti-virus/anti-malware software and device encryption.

5. IDENTITY AND ACCESS MANAGE

Ensure that only authorized users have access to the organization's systems and data. Manage identities and authorizations.

6. EMAIL SECURITY

Spam filters, email encryption, and advanced threat protection, help identify and block.

What clients say . . .

"TPC, LLC has been a STI Managed Services customer for the past 12 years. Their technical team is both professional and very knowledgeable. They take into account your needs and finances. They find the best deals available. We highly recommend STI Managed Services."

"In this growing age of technology it is often difficult to find a computer support company you can trust. STI nails it on every level. Their quality, consistency, professionalism and technical support is outstanding. Everything from servers to printers are covered. It is reassuring to know we have such a great support team only a phone call away. Thank you for being there for us."

STI Is Your Best Choice

Experience

We have the experience you require from an IT company. We've installed over 3,000 clients. STI is the right choice for complete computer and network service.

Many other vendors are less than five years old, the critical period for business long-term viability. STI has been serving the business community since 1979.

Lessons Learned

In selecting any software or service, the most important element is the viability of the vendor providing the product and their commitment to keeping up-to-date.

Trust

Choose a trusted company with an established track record in providing excellent business IT service.

Service

Ask specific questions like:

How long is your average call back time for support calls?

Is your support team at your main location or is it outsourced to some other company or country?

Can we communicate from within the software application via text message?

Do you provide computer hardware and equipment maintenance as well as software and billing services?

Contact

For questions call Joe Cerra at 800-487-9135 x 1188.

How Facilities Select MSP Vendors – Criteria

First time:	Second Time:
1. Price (56%)	1. Support (56%)
2. Easy Implementation	2. Vendor
3. Easy to Use	3. Equipment
4. Software Fit	4. Growth
5. Function	5. Software Fit
6. Equipment	6. Documentation
7. Growth	7. Function
8. Support	8. Easy Implementation
9. Documentation	9. Easy to Use
10. Vendor	10. Price

Source: IBM Study

Common Sense vs. Nonsense

"It is unwise to pay too much, but it's worse to pay too little. When you pay too much, you lose a little money — that is all. When you pay too little, you sometimes lose everything, because the thing you bought was incapable of doing the thing it was bought to do.

The common law of business balance prohibits paying a little and getting a lot — it can't be done. If you deal with the lowest bidder, it is well to add something for the risk you run, and if you do that you will have enough to pay for something better."

John Ruskin (1819 - 1900)

