# TECHCARE

LBMC Technology Solutions offers TechCare Managed IT Services, providing comprehensive technology services and 24/7/365 monitoring for your servers, PCs and network. We ensure continuous monitoring, troubleshooting, and support for every business.

lbmctech.com

LBMC Technology Solutions excels in providing TechCare Managed IT Services, tailored for companies in distributed work environments or those leveraging remote IT management. With our expertise and advanced tools, we seamlessly manage and monitor IT systems and infrastructure remotely—ensuring smooth operations and minimizing disruptions. TechCare by LBMC covers a wide array of critical areas including proactive monitoring of networks, servers and endpoints; timely software updates and patches; comprehensive cybersecurity measures; as well as remote troubleshooting and support.

## BENEFITS

### 1. Service Desk & Support

Our comprehensive integrated service desk and troubleshooting system equips IT support personnel with the tools they need to resolve issues quickly. Users and support personnel can interact, report and diagnose problems in real-time, often without needing to physically visit the desktop. LBMC provides 24/7 monitoring and management of your systems.

### 2. Network & Systems Management

With 24/7 remote monitoring and alerting, we set appropriate thresholds to promptly detect developing problems. This allows us to resolve issues before they can seriously impact services. Our coverage includes connection and basic web monitoring.

### 3. Security & Compliance

Automated patching and updating is included, empowering our IT administrators to deploy the latest Microsoft product updates to supported Windows operating systems. We fully manage the distribution of updates released by Microsoft to maintain and secure your systems.

### 4. Custom Reporting

We provide reports on the health of your system and any alerts received, discussing remediation with you as needed. The ability to accumulate, track, and analyze data over time is invaluable for both tactical and strategic planning.

### 5. Testing & Training with certain service tiers

Ensure your systems are secure with comprehensive maintenance, effective security tool management, and prompt alert remediation. Tailored user support is provided to meet each client's unique needs.
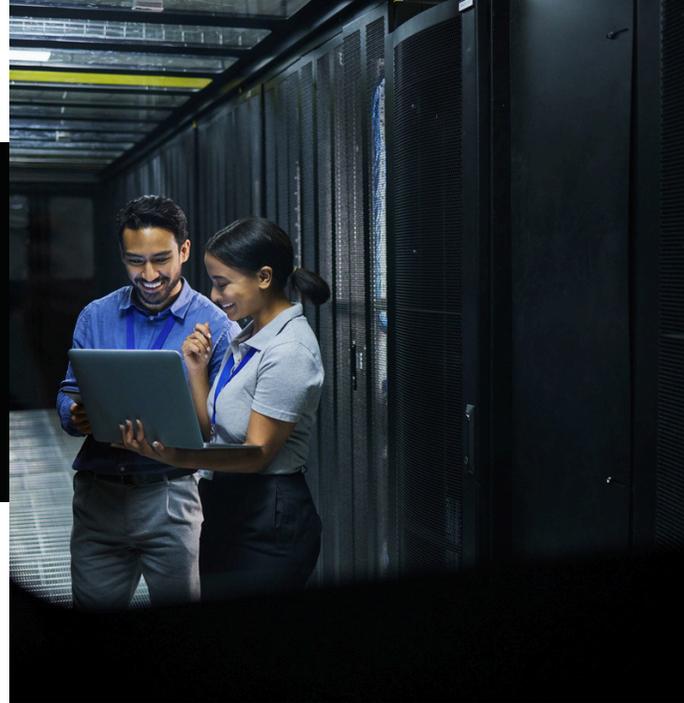
## WHAT DO OUR PARTNERS SAY ABOUT US?

"WE'VE WORKED WITH LBMC TECHNOLOGY SOLUTIONS SINCE EARLY 2020. THEY PROVIDE EXCELLENT SERVICE AND ARE VERY KNOWLEDGEABLE! NOT ONLY ARE THEY OUR "HELP DESK"-TYPE OF SUPPORT, THEY'RE ALSO A ONE-STOP SHOP FOR OUR HARDWARE, NETWORKING AND DATABASE NEEDS. OUR VIRTUAL CIO HELPS ME KEEP MY FOCUS ON RUNNING OUR OWN BUSINESS AND NOT MANAGING ALL THINGS IT."

**Vickie Harmon,
VP & CFO Bailey Special Risks**

## CONTACT US

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# TechCare Service Tiers

| FEATURES | TechCare Essentials $50/mo* | TechCare Advanced (*Preferred*) $64/mo* | TechCare Ultimate $84/mo* |
|---|---|---|---|
| Premium Support Services | Y | Y | Y |
| Standard Application Patching, Monitoring & Alerts, Email Management | Y | Y | Y |
| Onsite Services, Firewall & Switch Management, AD Administration, SQL Maintenance & Management | N | Y | Y |
| Security Scanning Tools, Dark Web Monitoring, Phish Campaigns, Reporting & Support, Self Service Password Changes & Acct. Mgmt, Zero Trust Security Solution, Phish Testing & Security Training, DNS Security Filter, Automated Security Awareness Program, Advanced Threat Detection & Response | N | N | Y |

**TechCare Recommendations:**
Smaller, low compliance, ~20 users: Essentials
Mid-size, some compliance, ~50 users: Advanced
Midsize to Larger, High compliance, SIEM, ~50+ users: Ultimate