

A WORLD CLASS COMPREHENSIVE MANAGED IT SERVICE

BRITESTAR RESULTS

COMPREHENSIVE MANAGED IT SERVICES

Balancing business needs, technology demands, scarce IT resources and evolving threats is a large undertaking for businesses. These challenges distract organizations from what they do best.

BriteStar helps companies protect and manage IT infrastructure through a superior combination of people, process and technology. Built off of enterprise level IT best practices with a service-first approach, BriteStar provides peace of mind to organizations of all sizes.

MEASURABLE RESULTS YOU CAN COUNT ON



INCREASED EMPLOYEE PRODUCTIVITY

Unplanned downtime costs companies the competitive edge. BriteStar mitigates downtime with proactive IT support and impeccable response times backed by aggressive SLAs .



IMPROVED INFRASTRUCTURE HEALTH

Aging and unmonitored infrastructures can be an organization's weakest link. BriteStar's 24/7 asset monitoring and proactive management gets ahead of any issues.



ENHANCED ORGANIZATIONAL SECURITY

BriteStar focuses on securing organizations from the latest threats by utilizing enterprise level security tools and a team of expert security analysts.



PREDICTABLE MONTHLY COST

Unplanned IT costs are never welcomed. BriteStar's all-inclusive, fixed per person cost means no hidden surprises for any support.

BRITESTAR SERVICES

Tools are great, but they have no value without expert people and processes behind it. Brite pairs outstanding people, proven process and industry best technology to provide customers a seamless managed IT experience.

BRITESTAR COMPONENTS

Empower your organization and protect from the latest threats with enterprise level tools, all managed and monitored by Brite's team of experts. Offset the tactical so you can focus on strategic initiatives that move your business forward.

FRONT LINE SUPPORT



BriteStar provides impeccable response times backed by aggressive SLAs to insure the business and users receive the support they need when challenges arise.

- 24/7 Monitoring & Alerting
- 24/7 Unlimited Help Desk
- Experienced Team of Analysts
- Network and Security Operations Center
- Managed Microsoft 365

PROACTIVE SUPPORT



The best defense is a strong offense. Utilize the proactive BriteStar approach to improve overall infrastructure health and security posture.

- Patch & Vulnerability Management
- PC and User Life-cycle Management
- Compliance Risk Assessment
- Monthly Technical Alignment
- Policy Implementation and Documentation

STRATEGIC SUPPORT



Leverage decades of BriteStar expertise, stay ahead of evolving technology and plan for the future.

- Proven On-boarding Process
- Dedicated Strategic Consultant
- Monthly Optimization Assessment
- Quarterly Business Reviews
- IT Budget Roadmapping

STANDARD PACKAGE



Asset Management

Strategically manage all software and hardware assets for better planning, monitoring and security.



Email Management & Security

BriteStar provides critical email communications with Microsoft 365 and protects the integrity with industry-leading email security technologies.



Enhanced Security (Network, Data, Endpoint, Web)

Go beyond AV and a Firewall. Protect every aspect of the business with advanced network, endpoint, data and web security solutions, monitored and managed 24/7 by Brite's experts.



Device Health Monitoring

Continuously monitor all hardware to proactively prevent unplanned outages.



Disaster Recovery & Business Continuity

Protect your data with enterprise grade onsite and off-site replicated backup to ensure business keeps moving.



Compliance Suite

Achieve compliance with major regulations including NYS SHIELD Act, NYS DFS, HIPAA, PCI, etc.

OPTIONAL SERVICES



Advanced Threat Detection

Automatically detect and prevent advanced threats from attacking your network.



User Awareness Training

Enable your team to be the first line of protection against attacks and educate them to detect scam emails and take appropriate action.



Enterprise SOC

Brite's 24/7 SOC provides a holistic view of security events across your entire network and quickly identify key areas that need urgent attention.

BRITESTAR DIFFERENCES

A WORLD CLASS MANAGED SERVICE

Everyone wants to be world class, yet few are. So how do you know if your managed service provider is actually providing a premium service? Data. That's how. We at Brite are data driven and monitor SLA performance to the minute.

Average managed service providers achieve their SLAs 75%-90% of the time. World class managed service providers achieve their SLAs greater than 90% of the time. Brite consistently outperforms SLAs 95% of the time through knowledgeable support specialists in the US.

Below is the actual world class SLA performance for Brite.

Service Request Priority	Industry Avg SLA Response Time	Brite's SLA Response Time	Brite's SLA Goal	Brite's SLA Actual Results
High	1 hour	15 min	90%	95%+
Medium	4 hours	1 hour	90%	95%+
Low	8 hours	3 hours	90%	95%+

EXPERIENCE BRITESTAR FOR YOURSELF

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A DIFFERENT APPROACH

- ✦ **Customer Focused** Strategic IT Services
- ✦ Service-First Approach Supported by **Aggressive SLAs**
- ✦ Passionate, Experienced and **Dedicated Team**
- ✦ **Proactive** Approach to Mitigate Downtime and Improve Organizational Security
- ✦ **Comprehensive Offering** Including People, Process and Technology
- ✦ Unique Combination of **Information Technology and Cybersecurity**
- ✦ Mature, **Proven Process for On-Boarding** and Continuous Support
- ✦ Extensive Technology Stack Utilizing Evolving, **Industry-Leading Solutions**
- ✦ Predictable, **Fixed Per-User Cost** with No Hidden Surprises
- ✦ **Unlimited After-Hours and Weekend Support**

ABOUT BRITE

Technology and people are at the core of everything we do. The Brite team is committed to proactively protecting communities and organizations through innovative technology solutions delivered by our talented team. We recommend thoroughly evaluated industry-leading technologies and pair them together with proven processes to assist our clients in effectively achieving their goals and objectives.

At Brite, **good enough is never enough.**

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