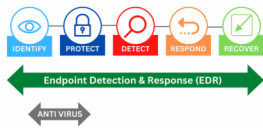


# Fully-Managed: User Support

Our Fully Managed Support is designed to “Follow the User,” offering comprehensive IT support that adapts to your operational needs.

Whether you’re in the office, working remotely, or on the go, CodeBlue provides seamless assistance to ensure your technology runs smoothly and efficiently.

## End-Point Detection and Response



**More Effective than Anti-Virus**  
Recommended for Desktops, Laptops and Servers

## Ransomware Protection Fight Encryption

How Ransomware Works



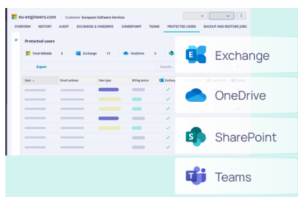
**Detect and Roll-Back**  
Recommended for Laptops, Desktops and Servers

## Cloud Data Monitoring Data at Rest



**Monitor for Access**  
Remote access, unauthorized changes and deletions

## Cloud Data Backup Prevent Data Loss



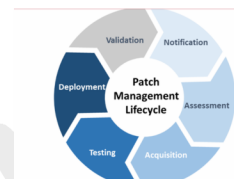
**Save and Retain**  
Email, OneDrive, Sharepoint and Teams Backup

## Multi-factor Authorization Identity Management



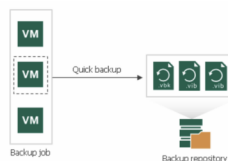
**First-Line of Defense**  
Protect against compromised passwords.

## Software Patch Management vetting and Installation



**Keep your OS safe**  
We review each patch for effectiveness and stability

## Server Data Backup with off-site storage



**Snapshots of your Server**  
Preparing for recovery from data loss

## Risk and Compliance Scanning & Reporting



**Monthly Network Searches**  
Compliance and Risk Mitigation as a Service

## Cyber Security Training Train your team



**Phishing Awareness**  
Real-World exercises with reporting and education

## Local Engineers that care



**(804) 521-7660**  
One call to get IT fixed

## Helpful Support Now Available



**Business Help-Desk**  
Get access to the support you deserve

## First-Call Resolution



**Friendly Help**  
Here to support you in your time of need

### **Help Desk Benefits**

**Cost Efficiency:** Outsourcing to CodeBlue's help desk can significantly reduce operational costs. Instead of maintaining an in-house team with salaries, benefits, and ongoing training expenses, companies can leverage the expertise of a third-party provider at a predictable, often lower cost.

**Access to Expertise and Advanced Technology:** CodeBlue specializes in support services and have access to the latest technology and industry best practices. This ensures that your business benefits from high-quality support, up-to-date security measures, and efficient problem resolution, removing the need for extensive in-house training or investment in new tools.

**Scalability and Flexibility:** CodeBlue's help desk can easily scale with your business needs. Whether you need more support during peak times or less during slow periods, outsourcing allows you to adjust your service level without the complexities of hiring or downsizing staff. This flexibility ensures that you only pay for the services you need when you need them.

### **Friendly Helpful Service**

CodeBlue was founded on a basic principle:  
Customers need friendly IT support.

We have operated for over 2 decades under this idea that each interaction, should be positively memorable in both technical and personal aspects.

Our team is encouraged to practice radical hospitality. Something we celebrate daily, internally and externally.

Service is a privilege and something we take seriously.

## Schedule Visits with Support



### We'd love to see you!

We are *there* to support your entire team

## New Installations large and small



Cabling



IT Services



Voice

### CodeBlue does IT right

On-Time, clean and professional installations

## Troubleshooting repairs



### Hardware and Software

Computers, Servers, Phones, Cameras, Networking

## Business-Owner Benefits

**Personalized and Immediate Support:** CodeBlue offers on-site support ensures that issues can be addressed promptly and effectively. Technicians can physically inspect hardware, resolve network issues, and provide hands-on assistance, leading to faster resolution times and minimizing downtime for your staff.

**Enhanced Security and Compliance:** CodeBlue thoroughly assess and secure your physical infrastructure, ensuring that all systems are compliant with industry regulations and best practices. This hands-on approach helps protect sensitive data and ensures that your business meets all necessary security standards.

**Strong Relationship and Tailored Solutions:** Regular on-site visits foster a closer working relationship between your staff and the IT support team. This leads to a better understanding of your business's unique needs, allowing CodeBlue to provide customized solutions that align with your specific goals and challenges, improving overall efficiency and satisfaction.

## The Benefits of On-Site Support

On-site technical support offers significant advantages over remote-only services by providing immediate, hands-on assistance, which can lead to faster issue resolution and reduced downtime.

Technicians can physically inspect and repair hardware, troubleshoot complex network problems, and ensure that all systems are functioning optimally in real time.

This personalized approach not only enhances the overall effectiveness of the support but also fosters stronger relationships with the IT team, allowing for tailored solutions that better align with your business's unique needs and environment.