

MANAGED IT SERVICES

Keep your business secure, productive, and connected with proactive support, cloud backups, and a dedicated IT team.

Smarter IT. Better Value.

Reduce downtime. Protect your data.
Keep your team productive.



Microsoft 365
Business Premium



**Stronger
Security**



**Reliable
Backups**



**Dedicated
IT Team**

During onboarding, we document all network hardware, computers and software used by your business.

What's Included

- ✓ Security Baseline — Starting point using HIPAA standards
- ✓ Complete server, desktop and workstation support & management
- ✓ Remote Help Desk Support — 7am–7pm, M–F
- ✓ System down emergencies — 2–4 hour response (SLA)
- ✓ Firewall management & updates
- ✓ 5TB cloud and local backups
- ✓ Lead Tech assigned to your account
- ✓ Ethernet switch management
- ✓ Wi-Fi / AP management and updates (UniFi APs)
- ✓ On-site tech when requested or needed
- ✓ Bi-yearly IT review meeting (or when requested)
- ✓ Complete management of the IT infrastructure

Microsoft 365 Productivity & Security

Business Premium for complete productivity and security.

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| ✓ Outlook | ✓ Teams |
| ✓ Word | ✓ OneDrive |
| ✓ Excel | ✓ SharePoint |
| ✓ PowerPoint | ✓ Advanced Security |

Why Partner With WCCS

- ✓ Dedicated IT professionals with dependable support for your business
- ✓ Most issues resolved remotely, typically within 30 minutes
- ✓ Easy ticketing: Helpdesk@westcoast.support
- ✓ On-site visits scheduled when required
- ✓ Monthly reports available upon request
- ✓ Extensive experience supporting professional offices in the area

K365 Complete Cybersecurity Suite Endpoint + User Security (Included)

Enterprise-grade security to keep your business protected.

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| D | Datto RMM
Remote Monitoring & Management | https://www.datto.com/products/rmm Learn More → |
| D | Datto EDR
Endpoint Detection & Ransomware Protection | https://www.datto.com/products/edr-software Learn More → |
| D | Datto AV
Next-Gen Antivirus Protection | https://www.datto.com/products/antivirus-software Learn More → |
| A | Advanced Software Management
OS & Third-Party Patching | https://www.datto.com/products/rmm Learn More → |
| R | RocketCyber MDR
24/7 SOC – Managed Detection & Response | https://www.datto.com/products/managed-soc Learn More → |
| D | Datto Unified Backup
User / Desktop Folder-Level Backup | https://www.kaseya.com/products/rmm-software/unified-backup Learn More → |
| IN | INKY
Advanced Anti-Phishing, Anti-Malware, Spam Filter | https://www.inky.com Learn More → |
| ID | ID Agent
Security Awareness Training + Dark Web ID | https://www.idagent.com Learn More → |
| S | SaaS Alerts
Cloud Portal Login Monitoring | https://www.saasalerts.com Learn More → |
| D | Datto SaaS Protection
Microsoft 365 Cloud Backup | https://www.datto.com/products/saas-protection Learn More → |

Let us handle the IT — so your team can focus on doing what they do best.

LET'S TALK ABOUT YOUR IT NEEDS

A support plan tailored to your business. Contact WCCS to learn more.