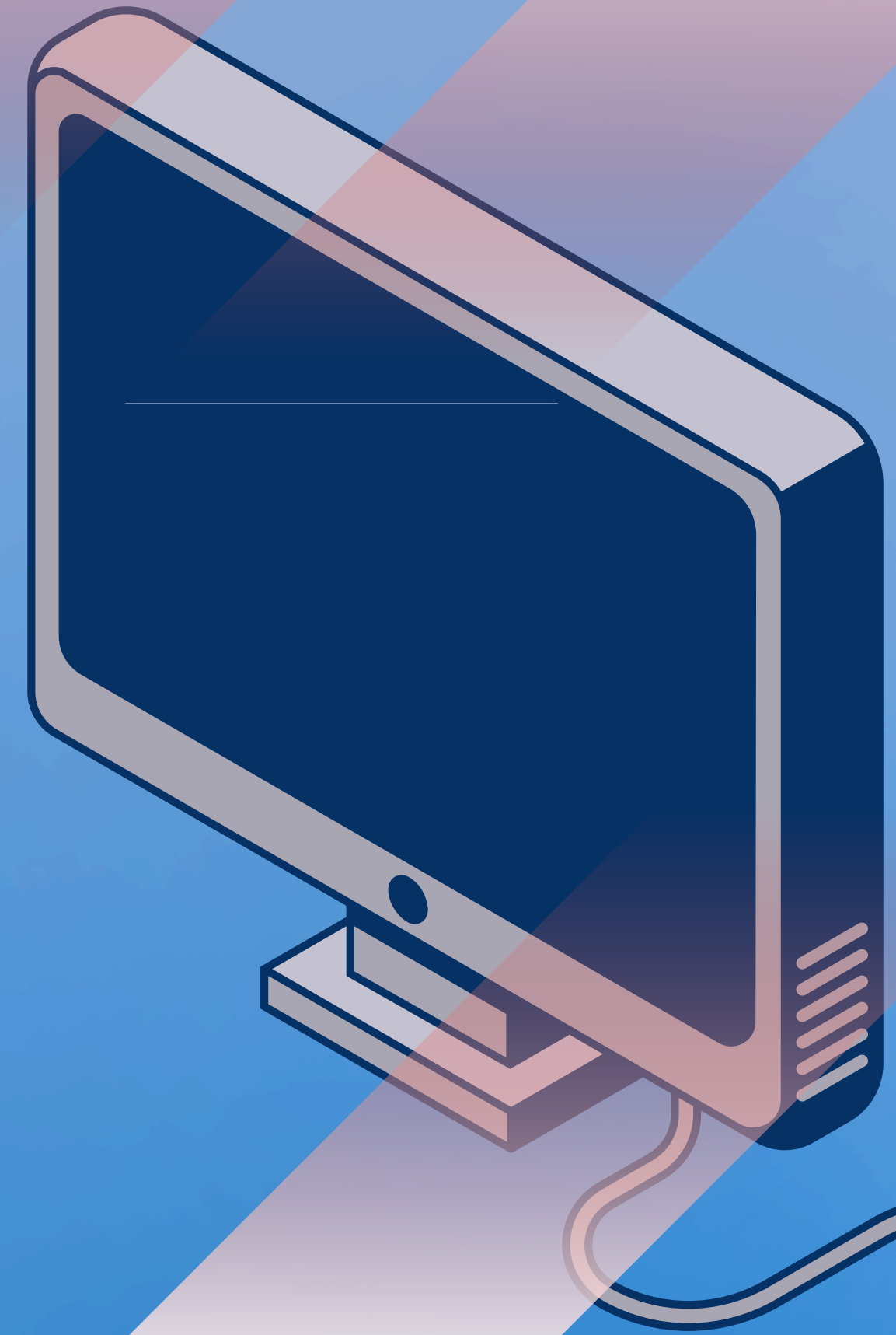




# Your Guide To Managed IT with **Geeks for Business**



**Key terms:** RDP (remote desktop protocol), remote support, IP KVM (Internet Protocol Keyboard Video Mouse), end-to-end encryption, out-of-band support, remote orchestration

# Remote Support

The goal of modern IT should be to automate, test, secure, deploy, and reproduce. But no matter how much time we spend on coding and scripting to build a better mousetrap, remote support remains at the core of any managed IT service.

That's why Geeks for Business provides unlimited 9a-to-5p remote support in every service tier. While there is a lot we do behind the scenes to support your company, there's no replacement for reliable, remote desktop support when those unexpected issues pop up. Whether your employees need urgent device support or just need us to fix an unresponsive printer, remote desktop support lets us see what you see and close tickets faster.

But support doesn't have to start at 9 or end at 5. We follow your schedule and ensure technicians are assigned to handle any requests that come up during your business hours.

And remote support doesn't stop at screen sharing and video chat. As of Q1 2025, we're deploying a next-generation IP KVM system to allow us to load operating systems remotely, power on and off PCs, and perform low-level diagnostics, all without onsite service calls.



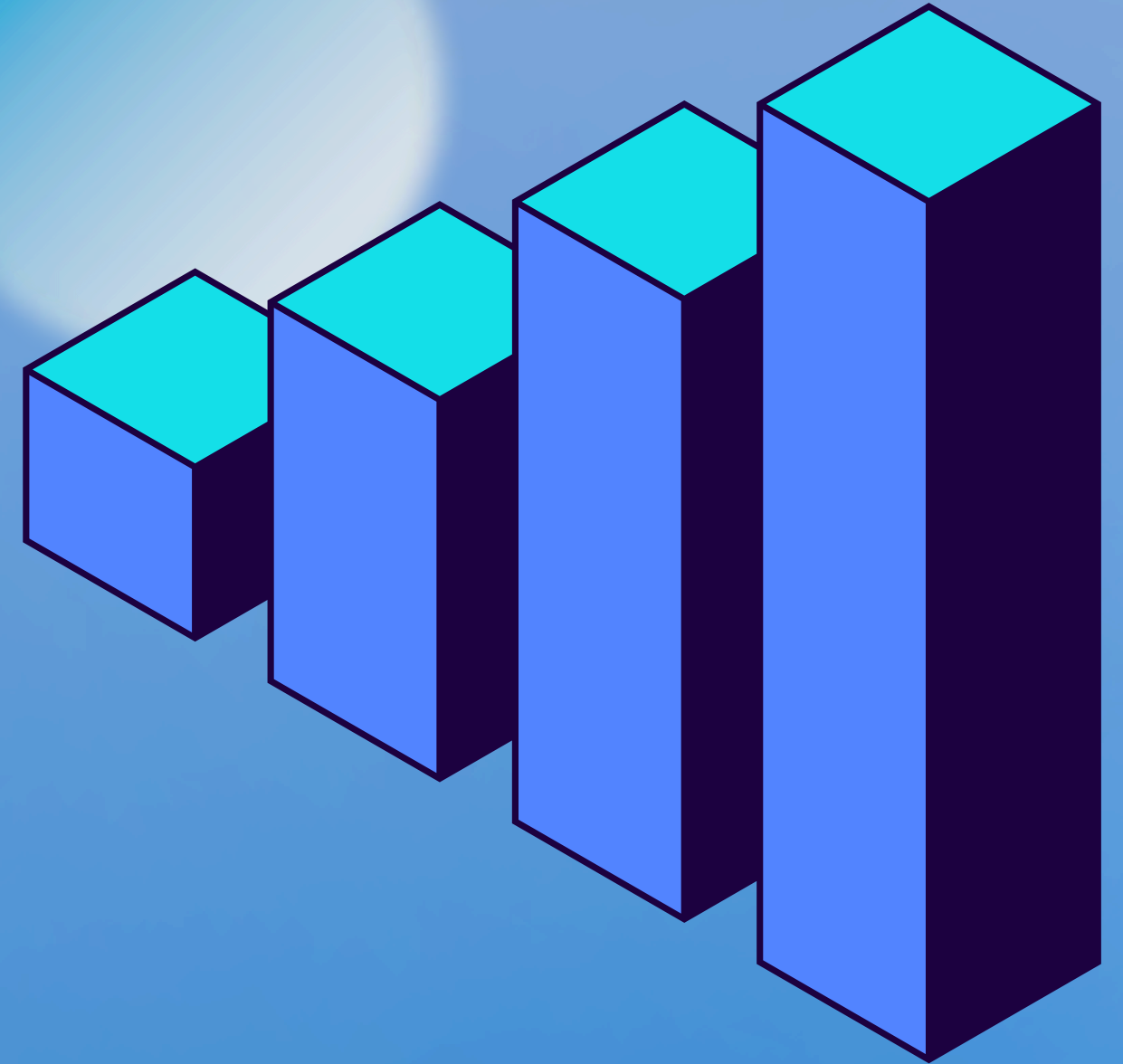
**Key terms:** SLA (service level agreement), MSA (master service agreement), time-to-first-response, ticketing, downtime, uptime, reliability, time-to-resolution, tiered response

# Advanced SLAs with Priority Response

Operations can't grind to a halt while IT takes hours or days to solve a problem. Geeks for Business empowers your business with a range of Service Level Agreements, guaranteeing ticket response times in as few as 15 minutes. In modern business, tech downtime is costly for our clients and for us.

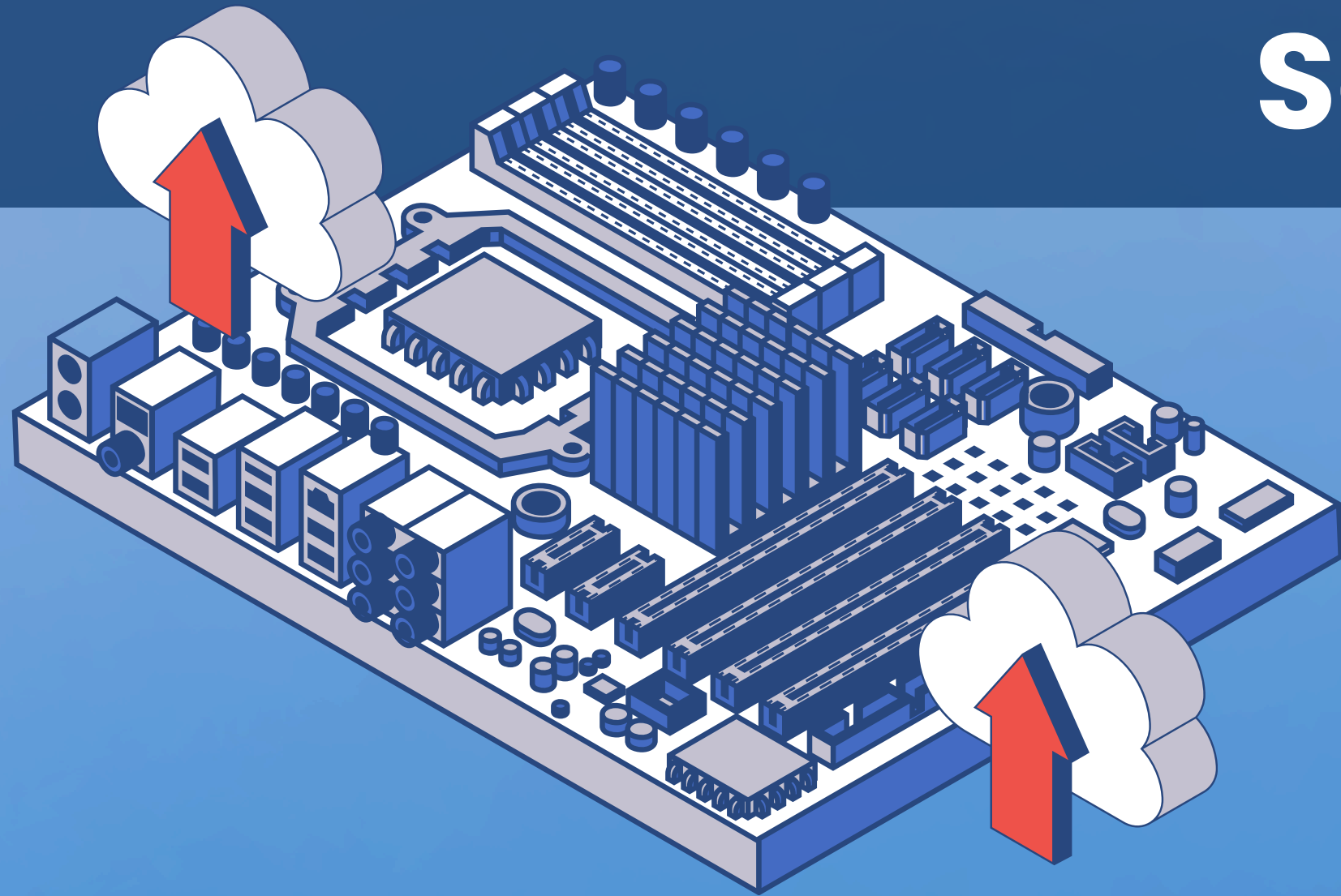
That's why we take a proactive approach to resolving issues as quickly and accurately as possible, dedicating U.S.-based human and technical resources to every client we serve.

By combining tested data backups, powerful cybersecurity tools, and continually refined automations, we're reducing downtime and helping you grow.



**Key terms:** incremental backup, baremetal restoration, HIPAA, ISO-27001, SOC2, redundancy, hot spare, cold storage data, object storage, block storage, multicloud, offsite, onsite, RAID, SAS, tape (LTO)

# Secure, tested backups



## Secure by design

Your business's data is its most critical asset. As cloud backup services have grown more accessible, so, too, have data loss events and ransomware attacks as a result of misconfigurations and little or no testing. A backup is only as good as your ability to rapidly restore data in the event of a data loss or hardware failure. Geeks for Business's solutions are HIPAA and ISO-27001 compliant.

## Redundant and tested

Geeks for Business practices the 3-2-1 rule of data security: at least 3 copies of your data in 2 mediums with 1 offsite backup. This redundancy ensures your business systems aren't relying on a single point of failure. Beyond redundancy, we continually test back images and run deployment scripts to ensure that, in the event of data loss, we get you up and running in minutes or hours, not days or weeks.

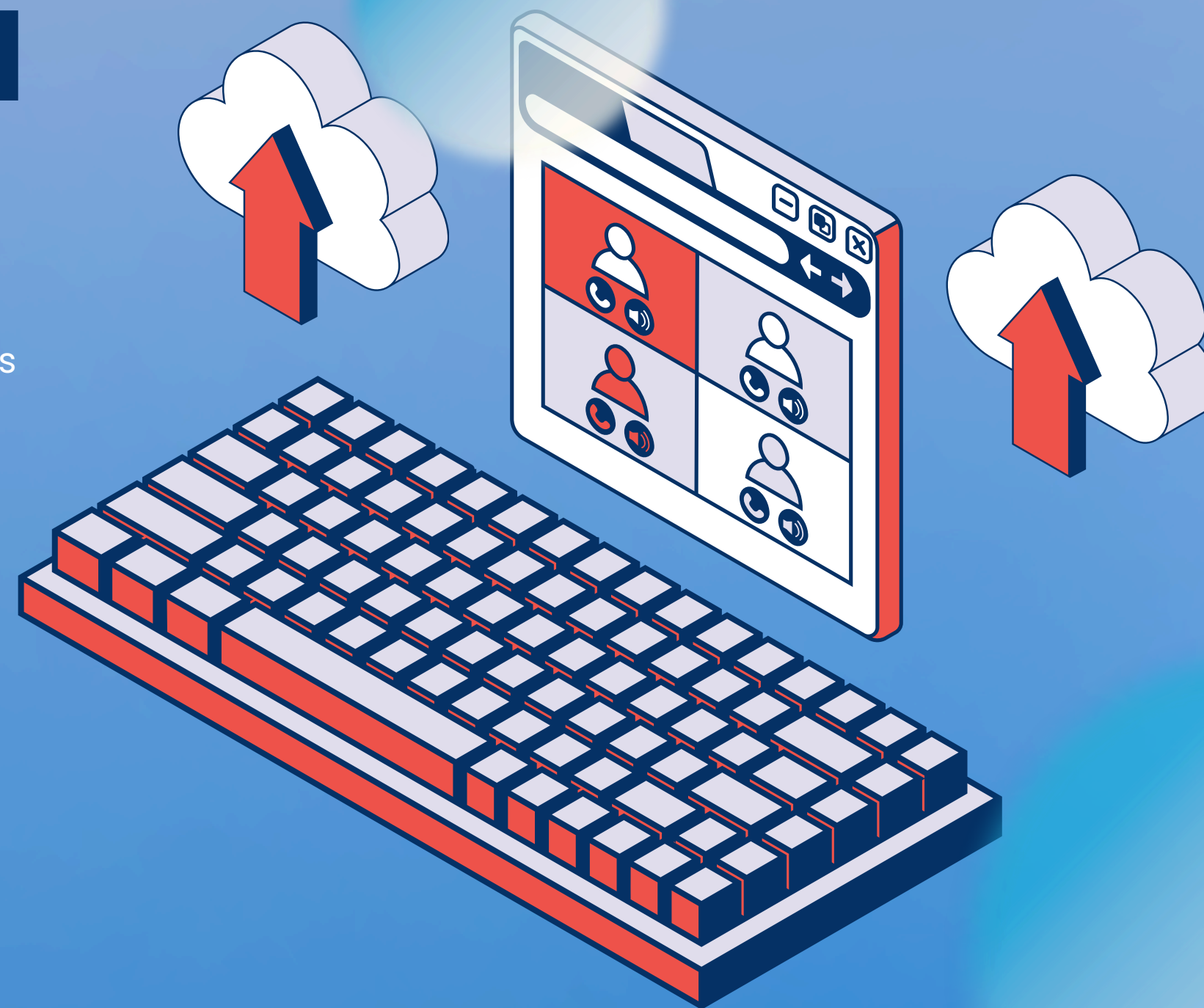
**Key terms:** SSO (single-sign-on), SAML (Security Assertion Markup Language), IdP (identity provider), passwordless sign-on, passkey, multifactor authentication, rolling code authentication

# Identity Management and SSO

- Password management is consistently reported as one of small business's biggest pain points. Even large enterprises struggle to maintain password and identity management systems.

Geeks for Business is proud to partner with [BitWarden](#) for comprehensive password, passkey, and identity management. Our partnership gives us access to the latest in best practices and security research, enabling us to minimize lost and stolen passwords for clients of all sizes.

In an effort to reduce password fatigue and to work against password reuse, we also offer [Microsoft Entra SSO](#) integrations, letting your users access multiple services with a single set of credentials.



**Key terms:** IoT (Internet of Things), VLAN (Virtual Local Area Network), VoIP (Voice-over-IP), SNMP (Simple Network Management Protocol), WiFi, Ethernet, endpoint, ping, QoS (quality of service), traceroute, availability, rogue devices, rogue APs (access points)

# Network monitoring

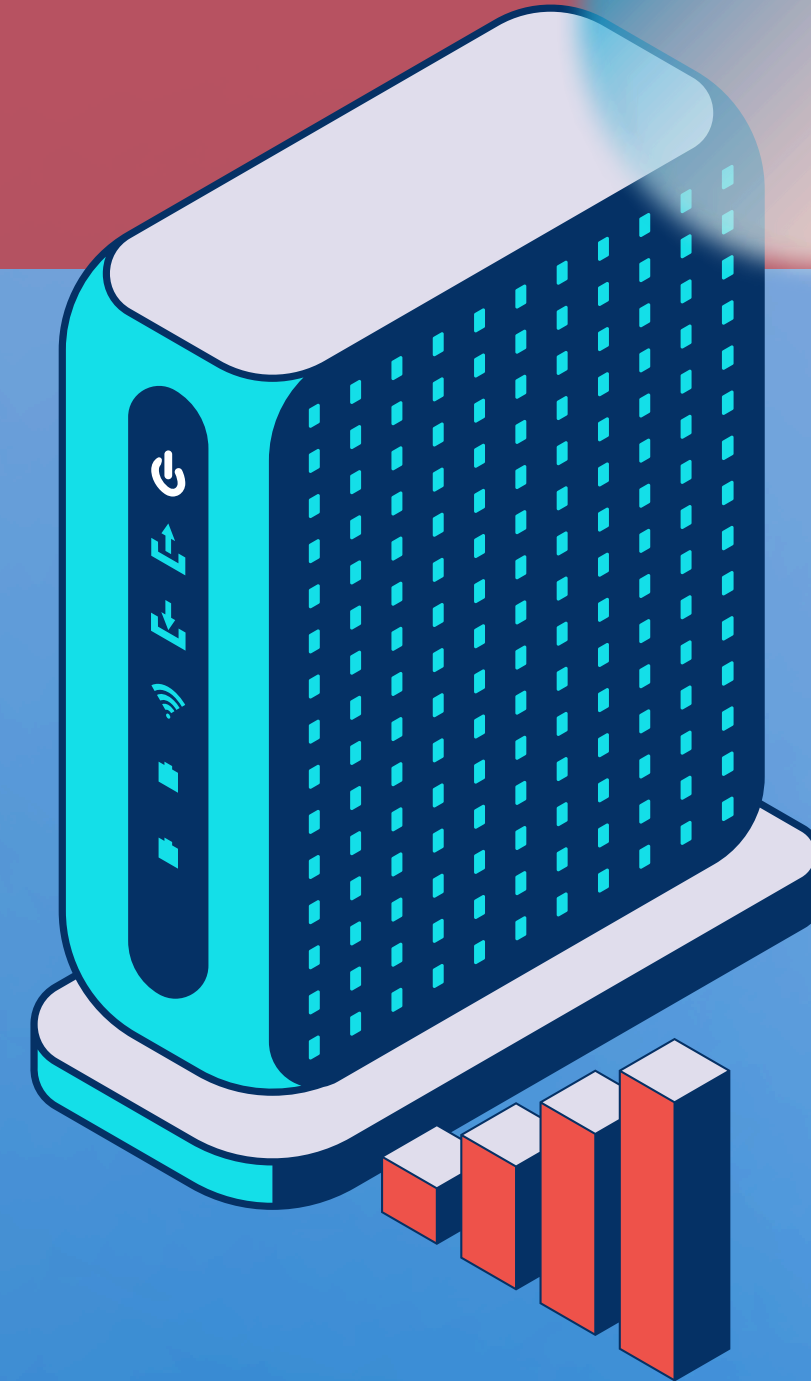
## ■ Your network is your business's nerve center

With the advent of the Internet of Things, the typical SMB network has more connected devices than ever, many of them difficult to audit and manage. Geeks for Business leverages cutting-edge network monitoring and management tools that help us spot unusual usage patterns, auto-remediate problems, and block rogue or unknown devices.

## ■ Monitoring, analytics, action

Modern networks transmit a lot of data. That can present a challenge to IT teams that aren't equipped to cut through the noise of log data and examine the events that could pose a threat to your IT security.

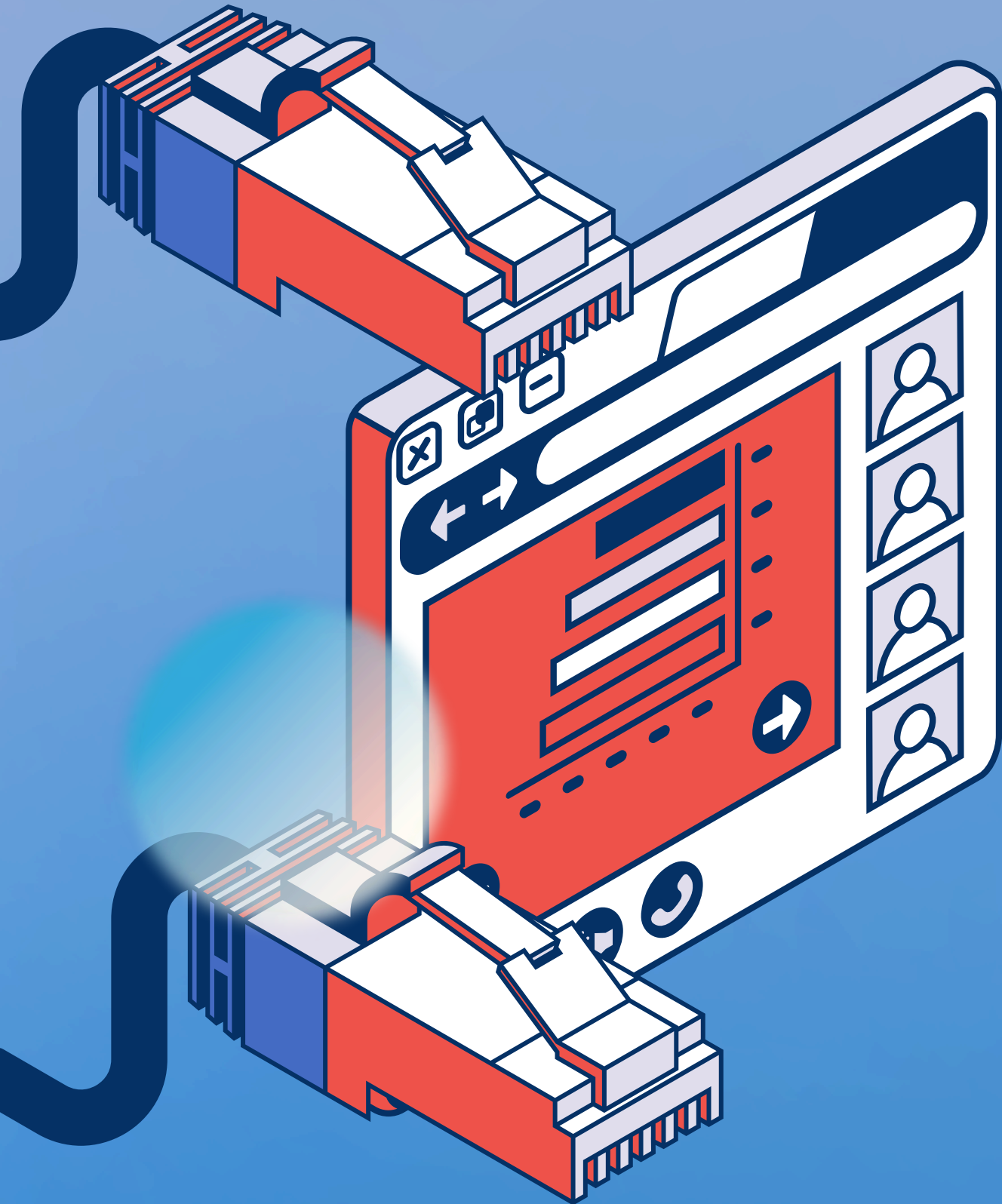
With our partner, [Domotz](#), we're able to visualize complex networks, collect analytics, monitor network health, manage networked devices remotely, and rapidly back up and restore device configurations.



**Key terms:** Microsoft Intune, Windows Autopilot, provisioning, OS imaging, bare metal restore, OOBE (out-of-box experience), bootstrapping, PXE boot, Volume Shadow Copy Service (VSS)

# Seamless device deployment

- Imaging and deploying new computers to your staff shouldn't be a hassle. With the power of Microsoft Windows Autopilot and Intune, Geeks for Business can have a replacement device imaged and deployed to your users, remote or in-office, typically within 24 hours.
- We've got rapid restoration down to a science. Forget copying files from flash drives or cloud backups when your users set up a new device; our Windows Out-of-Box Experience ensures user accounts are configured, settings restored, applications installed, and data is in place, ready for work when you are.



# Cybersecurity

## ■ Risk assessment

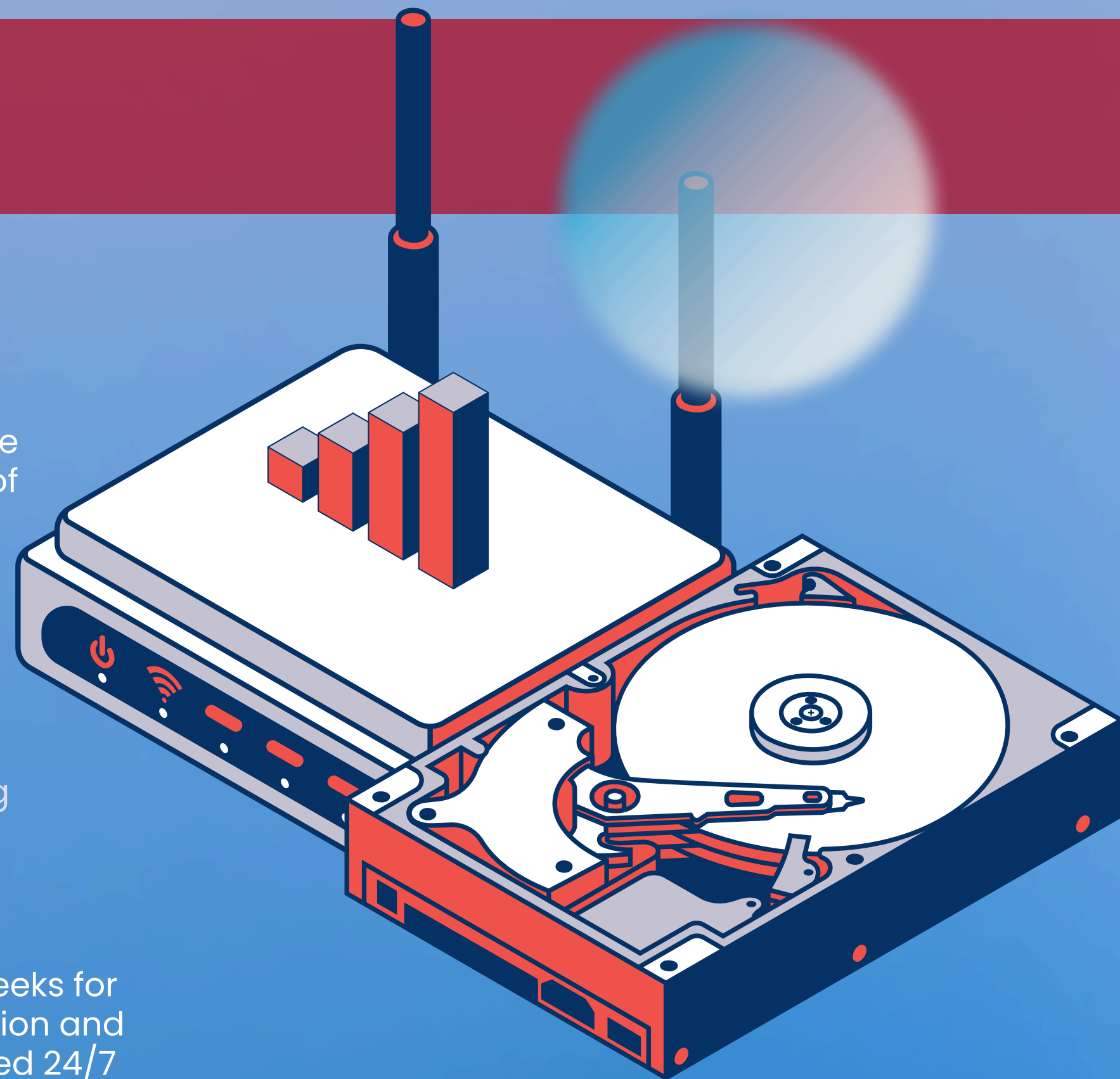
We want our clients' IT systems as secure as ours. Before implementing cybersecurity solutions, we perform an IT audit and security risk assessment to determine your business's cybersecurity posture. Based on this, we'll make recommendations for changes that will reduce your risk of breaches, ransomware attacks, and data loss.

## ■ Security awareness training

Cybersecurity is a constantly-evolving landscape within IT. Despite the billions of dollars companies spend annually on cybersecurity products, the human element is often overlooked. That's why we provide ongoing security awareness training for your employees, providing them with continually updated knowledge to spot phishing attempts and defend against cyberattacks.

## ■ Threat-hunting and 24/7 support

Cybercrime doesn't stop after business hours, after all. Geeks for Business works with Huntress, a leader in endpoint detection and response (EDR), whose network operations center is staffed 24/7 to respond to conventional and novel cyber threats, day or night.





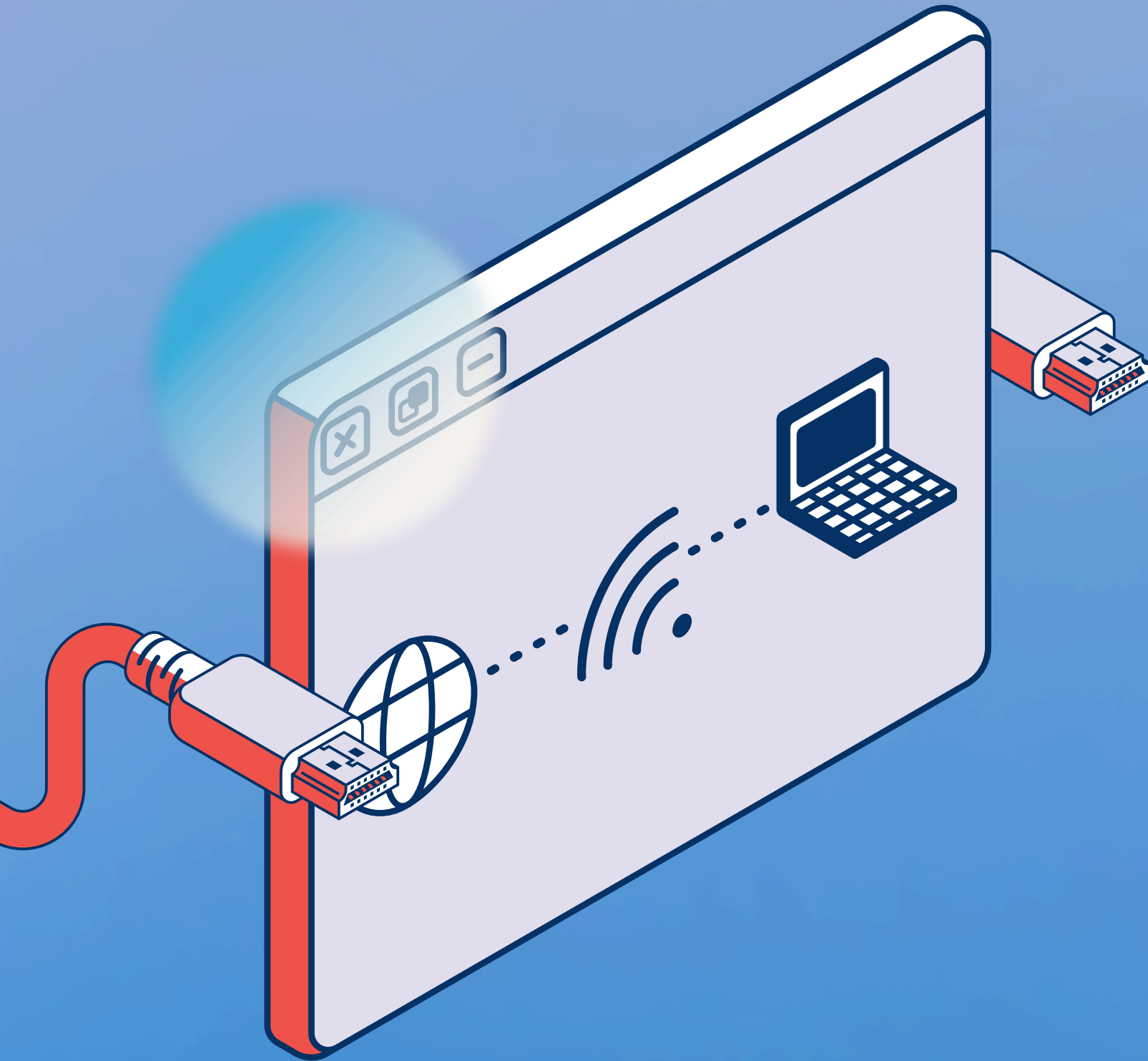
**Key terms:** DMARC, DKIM, SPF, RUA/RUF, Business Email Compromise, Microsoft Exchange, MX records, spear-phishing

# Advanced email security

- Email is still one of the most prominent vectors for cyberattacks against small business. Business email compromise (BEC) attacks resulted in financial losses of almost \$3 billion during 2023. Beyond monetary losses, BEC attacks can end in reputational damage and the loss of the company.

This is why we take email security seriously. We partner with [DMARCIAN](#) to offer advanced email security services to our clients, especially those in highly regulated industries.

But there's so much more to email security than DMARC configurations or SPF records; again, the human element plays a large role in the success or failure of BEC attacks. We work with your users to help them spot phishing and spear-phishing attacks, all while they're backed up by our powerful email security platform.

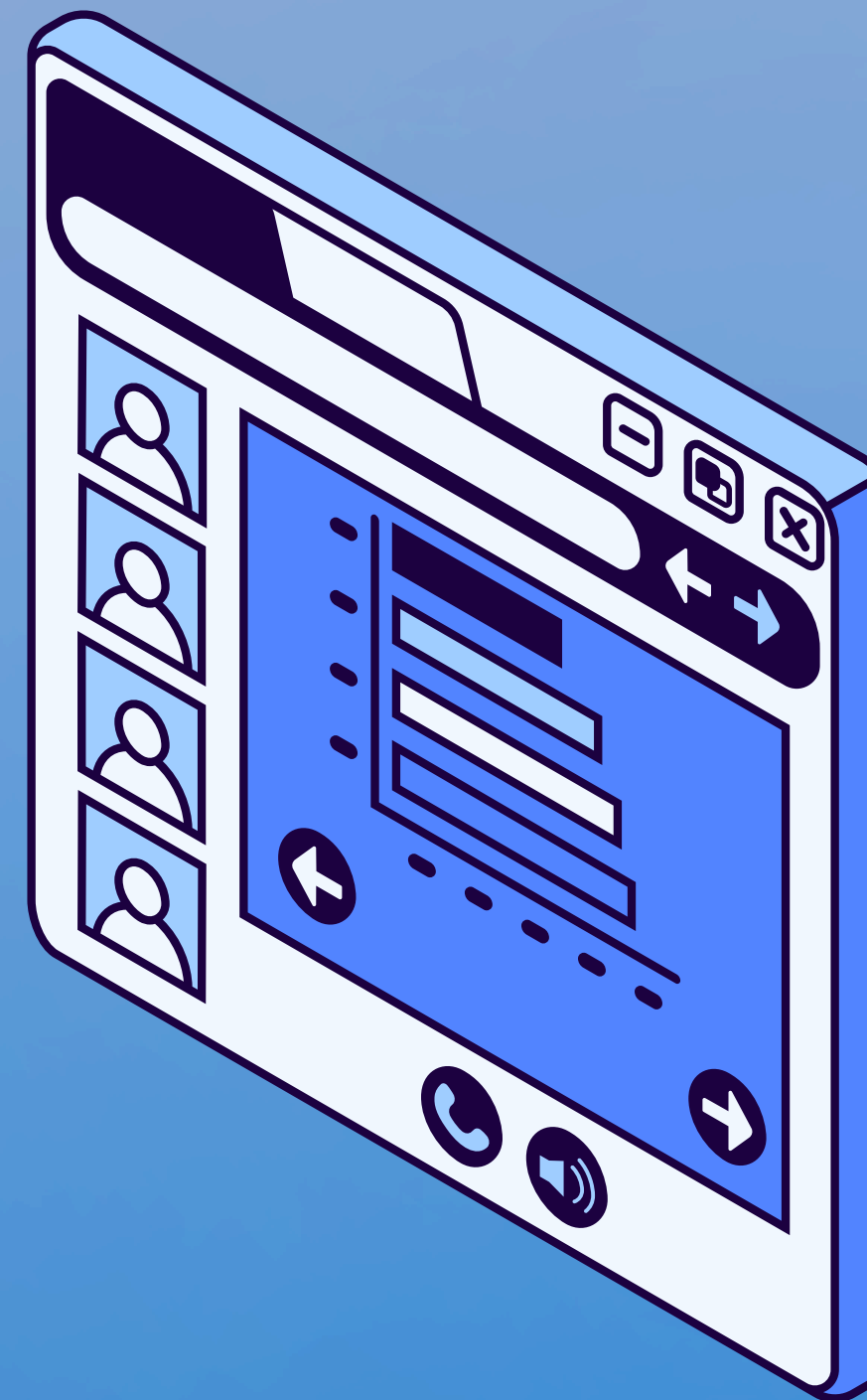


**Key terms:** DNS, content-aware filtering, domain, firewall, bot scraping, subdomain hijacking, Secure Sockets Layer (SSL), Transport Security Layer (TLS), DNSSEC (Domain Name System Security)

# DNS filtering and domain monitoring

When it comes to information security, the best offense is a good defense. Malicious URLs, invisible pixels embedded in websites, fraudulent domains and more are all crucial vectors for malware, ransomware, and other cyber risk. Geeks for Business leverages malicious content filtering (or **DNS filtering**) that stops these vectors in their tracks. Completely transparent to your organization's users, our malicious content filtering engine blocks bad domains, stops malicious advertising, and thwarts dangerous web traffic before it can wreak havoc.

In addition, our network security platform includes domain health monitoring and management, with Cloudflare's legendary Web Application Firewall positioned to block malicious traffic to your domain. New for 2025, Cloudflare's AI Labyrinth stops AI bots from scraping your website's information, trapping bad AI bots in a maze from which they can't escape. All of this combines to keep your Internet-facing resources safer than ever.



# Let's make IT Easy

## Geeks for Business



[www.geeksforbusiness.net](http://www.geeksforbusiness.net) 