

SYKES TECHNOLOGY

A SERVICE OF
SYKES & COMPANY, P.A.
CERTIFIED PUBLIC ACCOUNTANTS & ADVISORS

Your small business IT solution

Do more, worry less

Are you interested in the resilience and efficiency of cloud technology but don't know where to start?

If you're like most small and mid-sized businesses, computers and networks are the backbone of your daily work.

But you didn't start your business so you could become an IT expert. For a fraction of what it would cost to have an expert in house, we can take care of all your IT needs.

See inside for a quick diagnostic test about your IT health.

When your tech falls behind, it slows your business growth. To stay competitive, you need to propel your business with the right technology.

We can help you:

- Make your employees more productive
- Streamline processes
- Address security concerns
- Sleep at night knowing your infrastructure is resilient
- Maintain a competitive edge



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 Chris is devoted to serving business needs through technology. He has 15 years of experience working with businesses nationwide, including those with multiple locations and radical needs for data security.

WHAT WE PROVIDE

Our proactive monitoring and managed service package is the best around so you don't have to worry. You can feel comfortable that your business technology is on track.

Our managed services include:

- Malware removal
- Cloud-based email management including storage and recovery
- Backup and disaster recovery solutions
- PC and Mac support
- Network support
- HIPAA and PCI compliance
- Web protection
- Needs-based 24/7 monitoring or 8/5
- Patch management
- Remote support
- Server installation
- Virtualization
- Wireless networking
- Firewall management
- Purchasing advice and assistance
- Security awareness training
- Software/licensing management

We use cloud services whenever possible for greater stability and accessibility.

ABOUT SYKES TECHNOLOGY

We're a certified Microsoft Partner. Our proven solutions use the latest technology from vendors including Microsoft, VMware, Symantec, HP, Datto and Quorum. We're working every day with small and mid-sized businesses, so we know what it takes to keep them competitive.

What makes us different?

- Rock-solid, fast responses
- Patient and friendly service
- Right-sized solutions for you
- Proactive approach and support
- Focused on IT security

Don't wait for your IT systems to fail before making a decision. It's easier than you think to protect your systems and improve your business capabilities.



Contact Sykes & Company, P.A. to assist you with a free and thorough assessment: 800-729-5405 or sykesit@sykes-cpa.com.

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www.sykesit.com

Small Business IT Needs Diagnostic

Answer the questions below to find out how your business ranks in terms of efficiency, resilience and competitiveness.

Do you view technology as a "must have" or as "do we have to have?"

Must have	Nice to have	Do we have to have?
1	3	5

How often does your business struggle with an IT issue?

Rarely	Quarterly	Monthly	Weekly	Daily
1	2	3	4	5

When was the last time you checked your desktops and laptops for malware?

Last week	Last month	Last quarter	Last year	Never
1	2	3	4	5

When was the last time you looked into technology changes that could benefit your business?

Last week	Last month	Last quarter	Last year	Never
1	2	3	4	5

How confident are you in your network and IT systems security?

Very	Somewhat	Not very	I'm worried about it	How would I know?
1	2	3	4	5

When was the last time you tested your backups?

Last week	Last month	Last quarter	Last year	Never
1	2	3	4	5

How quickly can you recover from a breach or disaster?

Instantly	Hours	One day	Days	I don't know
1	2	3	4	5

What is the maximum amount of time your business can be down due to an IT outage?

Days	One day	Hours	Minutes	We can't afford an outage
1	2	3	4	5

How interested are you in placing your business above your competition with the use of technology?

Very	Somewhat	Not at all
1	3	5

How proactive or reactive is your current technology provider?

We hear from them on a monthly or regular basis	They contact us quarterly	They contact us once or twice a year	We get an email newsletter	We have to contact them
1	2	3	4	5

Scoring

10-20 – You're in great shape!

20-30 – You're strong in some areas but could use a checkup to see where your IT systems could serve you better.

30-46 – You're on thin ice. Talk to your tech service company or call us to make your systems more resilient and efficient.