



We're IT for You

What Differentiates ACS?

- 1. Our Partnership Orientation:** We provide a higher, overall level of value by operating as your partner and by aligning our business interests with your growth and success.
- 2. Our Problem-Solving Approach:** Our reputation was built upon our technical capabilities and capacity to provide you with reliable, responsive and relentless service that emphasizes anticipating and addressing your unique IT challenges.
- 3. Our Infrastructure and Resources:** We operate from a modern and secure 10,000-square-foot IT operations center south of Boston, which enables us to provide unmatched enterprise support and unparalleled Help-Desk services to your team.
- 4. Our Customized Levels of Engagement:** We provide IT Strategy Development and Solutions Implementation as well as ongoing Operations Support – all customized to your needs, interests and specifications.

Case Study

Building a More Secure IT Environment for a Manufacturers' Representative Company



Client Profile

Our client is a well-known and highly-respected manufacturers representative firm that works with leading brands in the construction and home repair sectors throughout New England.

Situation

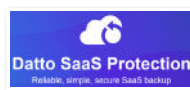
The client needed help layering extra cybersecurity tools on top of its existing technology infrastructure to combat the rising challenges associated with the spread of viruses and malware and the use of ransomware by unscrupulous cyber actors.

ACS' Response

ACS conducted a comprehensive audit of our client's IT platform and worked with its chief financial officer to immediately implement four new cybersecurity applications to bolster its existing measures. These included:



Provides Real-Time security information event management (SIEM) and Monitoring – detects, analyzes and responds to security threats in Microsoft 365 before they can harm business operations and initiates investigations of security incidents through the Microsoft Security Operations Center (SOC) 24 hours a day, 7 days a week.



Prevents Microsoft 365 Data Loss by Providing Comprehensive daily backups three times daily as well as flexible restoration options.



Facilitates continuous software patching for select third-party applications to ensure updates are processed and cybersecurity readiness is maintained.



Provides integrated and customized phishing and ransomware attack training for employees.

ACS brought the client's operating environment up-to-date by moving its entire workforce on to both Windows 10 (from Windows 7) and Microsoft Office 365 – the goal being to create a safer and more secure environment – and one that would offer employees access to a broader array of technology tools to enhance their productivity.

After the initial round of improvements were executed, ACS:

- Worked with the client to align its budget with its future IT infrastructure needs – cataloging its equipment and organizing its maintenance and warranty information so that its computers, servers, printers, and peripherals were being updated, repaired and replaced on time.
- Helped the client identify where its IT improvement dollars should be spent in the future. This included recommendations and a schedule for replacing servers, switches, firewalls, and wireless access points at its headquarters.

Client Outcomes

When this work was completed, the client had:

- Significantly improved its cybersecurity posture
- Refreshed its critical IT infrastructure
- Built an IT platform that enhanced productivity
- Established a game plan for keeping its IT equipment in good working order
- Created a budget and plan to ensure it was prepared to make the necessary IT upgrades in the years to come

The ACS Value Proposition: “We’re IT for You!”

- We enable clients to significantly reduce and predictably manage their IT expenses.
- We offer customized, cost effective and creative IT solutions that can be leveraged to support business growth, productivity, and profitability.
- We specialize in providing smaller (20 to 100 employees) and mid-market-sized (100 to 500 employees) organizations with muscular IT capabilities.
- We are an independently-owned and operated enterprise that was founded by family entrepreneurs.
- We offer leading-edge technical expertise backed by expansive Help-Desk resources and an unusually robust data management infrastructure.
- We prefer to work with clients as partners by being more than IT provider and striving to align our business interests with theirs.
- We work with clients involved in law, accounting, investment management, education, non-profit services and many other industries and sectors.

To learn how you can become an ACS client, or to obtain more information about our business and services, please contact us:



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