

## ABOUT OUR SERVICES

### MSP Services

MSP – Designed for you - Reliable, Affordable  
Managed Services

### Cyber Security

Security as a Service

### About Viener

Local, Hands-On Tech Help





## MSP

1. **IT Infrastructure Management:** Management and maintenance of your IT infrastructure, including servers, networks, storage, and cloud-based services, for optimal and secure operations.
2. **Help Desk and Technical Support:** Service desk services to handle technical issues and provide support to end users.
3. **Network Monitoring and Management:** MSPs often monitor and manage the client's network for secure, safe and reliable computing. SIEM management is key to keeping the enterprise operating.
4. **Cybersecurity Services:** Our cybersecurity service suite to protect against viruses, malware, ransomware, and other cyber-attacks. This may include implementing firewalls, intrusion detection and prevention systems, antivirus software, and conducting security audits and assessments.
5. **Data Backup and Disaster Recovery:** Backup and disaster recovery services to ensure that your critical business data is protected.

## DESIGNED FOR YOU

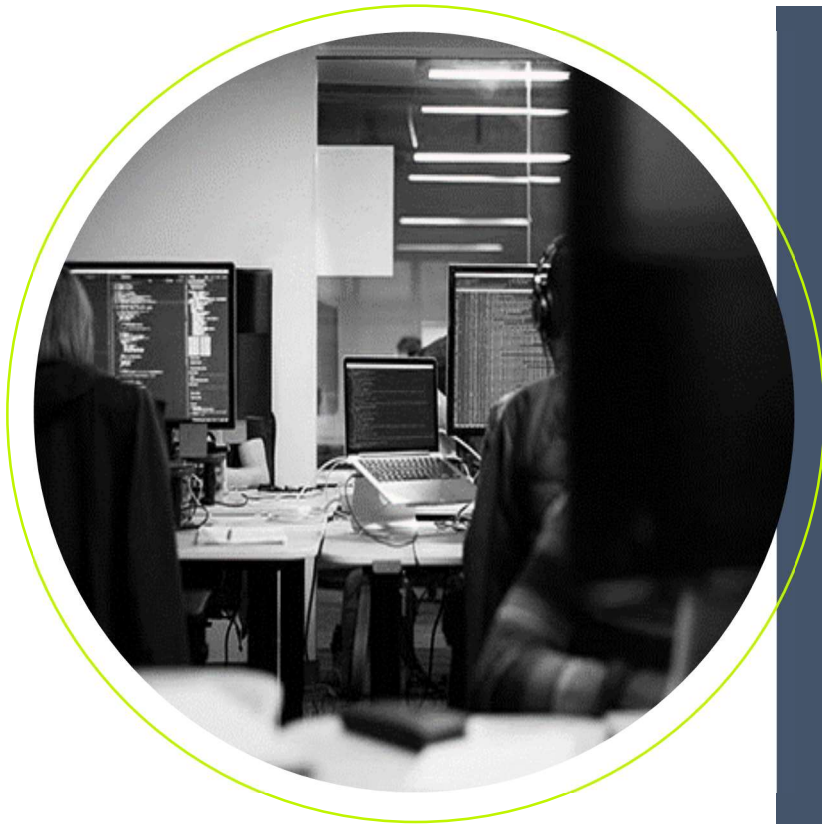
**Service Strategy:** We align our services with the business needs and goals of you, our customer. This involves identifying the specific IT services you require, such as IT infrastructure management, help desk and technical support, network monitoring and management, and cybersecurity services.

**Service Design:** Viener4Gates designs their services in a way that ensures optimal performance, reliability, and security of your IT systems and infrastructure.

Our team has created standardized processes and procedures for IT infrastructure management, help desk and technical support, network monitoring and management, and other services.

We are also available to design and implement backup and disaster recovery plans, IT asset management processes, and IT security audits and compliance assessments to fit client needs.





## SECURITY AS A SERVICE

IT security as a service (SECaaS) provides comprehensive protection for an organization's IT systems and data. The specific components may vary depending on the service provider and the package or plan chosen, but commonly include:

1. **Firewall Management:** Configuration, monitoring, and management of firewalls.
2. **Intrusion Detection and Prevention System (IDPS):** IDPS components are designed to detect and prevent unauthorized access or malicious activity in a network or system. This may include real-time monitoring, analysis of network traffic, log data, and automated response mechanisms.
3. **EDR, Antivirus and Antimalware:** Antivirus and antimalware software to detect, quarantine, and remove malicious software, such as viruses, worms, Trojans, and spyware.
4. **Security Information and Event Management (SIEM):** SIEM components collect, correlate, and analyze security events and data from various sources, such as firewalls, IDPS, and log files.

“Defense wins championships”





## LOCAL, HANDS-ON TECHNOLOGY

Viener4Gates has staff across the technology spectrum that take you from the extremely tactical question of “How do I log in” to the very strategic conundrum of “Where are we going to be with technology in a few years so I can plan how to grow my business”.

The company was born in 1991 and raised in the DMV. Mostly, we are Maryland Terrapins.

Our phone support and technicians are local. Our Richmond – Philadelphia service area covers one of the great economic engines in the world. The company does work in 13 states with 3 more to come in 2024.

If you are seeking dedicated, innovative help with aligning your IT plan to your business plan in a safe, secure and robust manner – we are happy to assist.

Viener4Gates is here to help “make your company work”.

Call 301.251.2900 or email [sales@viener4gates.com](mailto:sales@viener4gates.com)

