

Cybersecurity & Technology Services

Need an IT support provider that understands municipalities?

We help municipalities get out of the IT trenches and back to working on what matters.

VC3, the Municipal Association of South Carolina's technology partner since 1999, has been making IT personal, making IT easy, and getting IT right for more than 28 years. Serving over 1,100 municipalities of all sizes, VC3's South Carolina-based engineers are supported by a deep bench of national talent.

MANAGE

Get access to on-demand 24/7 helpdesk support and a local presence—onsite support in less than 2 hours.

- ▶ **MANAGE ESSENTIALS:** VC3 Manage Essentials is an all-in-one IT service for small towns and cities. Includes data backup, 24/7 helpdesk, proactive IT maintenance, records management, and a custom city website.
- ▶ **MANAGE ON-PREMISES:** We take you out of the IT trenches and back to working on what matters by maintaining and supporting your existing devices, servers, and applications. We also keep you secure, provide 24/7 helpdesk support, and give you a dedicated strategic advisor who will meet with you quarterly.
- ▶ **MANAGE CLOUD COLLABORATION:** We give you the cloud-based version of Microsoft Office 365—meaning no servers, and it's always up-to-date—and VC3-provided workstations. We can also host many of your most important line-of-business applications in the cloud—from accounting to public safety—and ensure compliance.
- ▶ **MANAGE CLOUD PERFORMANCE:** Cloud Performance offers complete cloud hosting including 24x7 support, hosted applications and desktops within the cloud, Office 365, and VC3-provided workstations.
- ▶ **MANAGE VOICE:** VC3's Voice over Internet Protocol (VoIP) can improve the quality of your phone calls, add functionality that you are currently missing, and integrate your email with your voicemail.

READY TO TACKLE YOUR CYBERSECURITY AND TECHNOLOGY ISSUES?

Reach out to us today.

VC3.COM | 800-787-1160



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PROTECT

Prevent security incidents that could have long-term effects on your town or city.

- ▶ **PROTECT DATA RECOVERY:** Server failure? Flooding? A tornado? Ransomware? No problem—your data is safe. We provide offsite data backup for worst-case scenario recovery and help municipalities become operational again within hours.
- ▶ **PROTECT SHIELD:** Enhance your municipality's cybersecurity foundation with Protect Shield. Bundled services include:
 - **24x7x365 Security Team:** Proactively looks for security threats across your entire IT network and responds to security incidents 24/7.
 - **Endpoint Detection and Response (EDR):** Detects malware and potential cyberattacks on endpoint devices (servers, desktops, laptops, etc.), preventing them from spreading across your network.
 - **End User Security Awareness Training:** Provides simulated phishing tests and security awareness training to help keep employees skilled to counter cyberattackers.
 - **Advanced Office 365 Cloud Protection:** Monitors security events 24/7/365 within the Office 365 environment, such as bad actors logging in, excessive data downloads, or unauthorized changes.
 - **Advanced Email Scanning:** Encrypts your email, scans it for malware, and stops most phishing and spam attempts from ever reaching your employees.
 - **Advanced Web Protection:** Proactively blocks users from accessing websites that may cause harm to your municipality.
 - **Dark Web Vulnerability Scanning:** Scans the dark web to uncover compromised credentials shared or sold by criminals, giving you information you need to act.
- ▶ **SECURITY AWARENESS TRAINING:** Keep your employees trained and ready to resist a cyberattacker's tricks. Our training provides monthly automated phishing tests, quarterly security training that covers safe computing practices, monthly management reports, and ongoing training support.

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