VALEO
NETWORKS

OUR SERVICES

MANAGED IT
CYBERSECURITY
CLOUD SOLUTIONS
COMPLIANCE

YOU MANAGE YOUR BUSINESS.
WE'LL MANAGE THE TECHNOLOGY BEHIND IT.

MANAGED IT SERVICES

Get the most from your IT solutions! At Valeo Networks, we're always looking for new ways to make our clients' lives easier. Working with the right managed security service provider (MSSP) can alleviate a number of routine problems you might otherwise face, and our team is committed to putting you in the best position to avoid the avoidable. Whether it's installing software that streamlines your day-to-day operations or upgrading your data backup and disaster recovery protocol, we've got you covered.

SUPPORT

97%
OF THE TIME WE ANSWER CALL IN UNDER 5 SECONDS

93%
OF SUPPORT CALLS ARE RESOLVED IN UNDER 20 MINS

24/7 HELPDESK

Quick issue resolutions, exceptional customer service. Around the clock monitoring of the health and operation of all end user workstations to ensure your workforce is empowered with the tools to stay on task.

24/7 NETWORK MONITORING

Managed network services you can count on. Remote and on-site maintenance, problem resolution for all servers and network devices, including all remote efforts to restore the environment to their previously operational status.

BACKUP & DISASTER RECOVERY

When disaster strikes, it's not just having a reliable backup that matters – it's how quickly can you restore the critical data your business needs to keep going. Our solutions combine our best-in-class backup service with our cost-effective IT management approach.

IT CONSULTING

Choose a partner that can show you the way to success. Our IT strategy consulting services provide the guidance you need to maximize your results with custom-tailored services designed to fit your business model.

TECHNOLOGY BUSINESS REVIEWS

From cybersecurity to hardware, there's always the potential for falling behind. Whether you want to improve simple performance or maintain compliance with modern industry standards, technology business reviews offer critical insight into your system so you can make necessary adjustments.

VENDOR MANAGEMENT

Our agnostic approach to vendor management means you get to balance your partners without sacrificing productivity. Our team works closely with your staff to determine the right plan for reaching your business goals, optimizing your collaboration strategy, and setting you up for success.

SERVER VIRTUALIZATION

Server virtualization is the easiest way to pivot from an outdated way of operating and move toward something that expands your capabilities. With increased storage capacity, simple data migration, and streamlined processes, a virtual private server is the best way to launch your company into the future of computing.

WI-FI MANAGEMENT

Bring your company together. We offer managed Wi-Fi services designed to optimize your wireless connection, no matter how many locations you operate. Make your life easier and choose a provider that knows how to deliver maximum uptime for your wireless connection.

CYBERSECURITY

When was the last time you updated your computer security service? If you are working with an outdated form of protection, whether it's an antivirus solution or firewall, you run the risk of being exposed by any of the threats that linger beyond your network. And during a time when your data means more than ever, few things are more crucial than protecting your sensitive information. With managed security services customized to protect your unique infrastructure, Valeo Networks thrives when it comes to maintaining maximum uptime and avoiding threats. Our data security solutions restrict unauthorized access, protect your personal data, and mitigate breaches before they ever have a chance to derail you.

MONITORING

REMOTE
AND ONSITE SUPPORT PROVIDED BY OUR IT TECHNICIANS NATIONWIDE

24/7
NETWORK MONITORING AND SUPPORT

SECURITY OPERATIONS CENTER (SOC)

Designed to catch hackers and stop breaches in real time, our experienced SOC team works around the clock to triage every alert, escalate real threats when detected, and support you through the response process. Using world-class cybersecurity infrastructure and technology, your logs, devices, network, and assets are monitored 24/7 with managed detection and response (MDR). While it could take others days or even months to mitigate a data breach, we will immediately respond and shut down threats as they occur.

ANTIVIRUS AND MALWARE

Protect what matters most to your company. To keep your data safe, Valeo Networks offers computer virus protection and malware protection. We secure your network so unnecessary downtime is a thing of the past, and you can work harder (and smarter) than ever before.

NETWORK SECURITY

Unresolved threats can have lasting consequences and nailing down your deficiencies before it's too late is one of the most important things a company can do. For reliable, high-performance network security management, our team prevents unauthorized users from entering your system and nullifies network security threats quickly and efficiently.

VULNERABILITY TESTING

Vulnerabilities in your cybersecurity can lead to massive complications for your network including downtime, compromised data, or even loss of business. Our network vulnerability assessments give you a comprehensive view of where you're falling short.

PENETRATION TESTING

With penetration testing (otherwise known as ethical hacking), you'll be able to see just how easily your network's security solution can be exploited. And the more quickly you shed light on problematic areas, the easier it is to resolve them before they are exploited for real.

RISK ASSESSMENT

We specialize in risk assessment for computer networks. Our team will perform an assessment of your network infrastructure, IT team, policies, procedures, or security. Our detailed reports identify areas of risk and remediation recommendations, which is critical in implementing today's strict compliance requirements.

CLOUD SOLUTIONS

Our cloud computing solutions not only make your processes easier and more manageable but provide clarity in an area that often causes confusion. We collaborate closely with all our clients and provide cloud business solutions that fit seamlessly into their operations, each of which is designed to streamline your company's performance. Simply put, we help you work smarter from the get-go.

- **Public Cloud:** Make your migration process simple

- **Hosted Private Cloud:** Providing optimal privacy and security

- **Hybrid Cloud:** The perfect balance between security and scalability

- **Office 365 Migration:** Streamline your team's performance

- **Hosted VoIP Services:** Make communication simple

BACKUP

IN THE EVENT OF A TOTAL SYSTEM FAILURE WE CAN HAVE YOU BACK UP IN UNDER

30 mins

OUR PLANS ARE DESIGNED TO REDUCE INFORMATION TECHNOLOGY COSTS UP TO

20%

COMPLIANCE

Part of a sound business plan is compliance management. Valeo Networks has over 10 years of experience working with the Federal Government in highly regulated IT security and compliance arenas. We also have more than 30 years of expertise servicing the private sector in industries such as Manufacturing, Finance, Accounting, Legal, Healthcare, Insurance, Education, and more. We are armed with the professional expertise and hands-on knowledge required to help our clients be compliant. We provide Compliance-as-a-Service (CaaS) solutions, each of which is designed to streamline your company's performance and mitigate risk.

- **PCI DSS:** Credit card processors

- **CCPA:** Businesses with California customers

- **HIPAA/HITECH:** Healthcare providers and organizations

- **NIST 800-171/CMMC:** Federal contractors, suppliers, and manufacturers

- **FISMA:** Federal agencies and state programs

- **FERPA:** Educational institutions

- **FINRA/SOX/SOC 2:** Financial, accounting, and insurance businesses

SUPPORT FEATURES

24/7 PROACTIVE MAINTENANCE, MONITORING, AND ISSUE REMEDIATION

We monitor your systems 24/7, alerting our engineers to issues that they must handle or automate resolutions where possible. Additionally, our monitoring software facilitates a quick and efficient resolution of issues with minimized or potentially no end-user involvement/disruption.

BUSINESS TECHNOLOGY PLANNING REPORTING – CREATING YOUR IT ROADMAP

Our strategic consulting and planning services support your business. We will collaborate with you to create and continually update your organization's one, three, and five-year Technology Roadmap.

ANTIVIRUS, MALWARE, AND SPAM MANAGEMENT

As part of our service plan, we include a multi-layered virus protection service that is superior to a traditional software solution. This is included in the fixed monthly fee, so there are no interruptions caused by annual subscription renewals.

SECURITY MANAGEMENT

We provide a comprehensive security solution that undergoes extensive testing by our team of engineers. Additionally, we never settle in our pursuit of continuously evaluating new virus and threat detection technology – and since security management is automatically included in our service at no additional charge, we'll keep you updated with the latest network protection technology available.

PATCH MANAGEMENT

We update all covered Windows PCs and Servers with any Microsoft-released high priority patches for Windows and Office as they become available. Security patches are applied only after testing and approving each patch.

ISSUE TRACKING ESCALATION

In addition to calling or emailing us, each of your employees has the ability to simply right-click on the Valeo Agent icon in the system tray and "Request Support" to report an issue, track the status of any issue they have already reported, leave additional notes, or escalate an issue.

ON-SITE SUPPORT

We will work with you to schedule on-site visits by one of our certified technicians. We find these visits are helpful to address issues that your people may be reluctant to pick up the phone to report.

COMBINED REMOTE ON-SITE HELPDESK

With remote support, there is no waiting for a Technician to travel on-site, so issues are resolved quickly. When an issue can't be efficiently resolved remotely, we will dispatch an Engineer to your location to resolve the issue.

SOFTWARE SUPPORT

We do our best to provide support for all the applications you use. If the issue requires support from the program manufacturer, we'll call them for you and work with them until the problem is resolved.

HARDWARE SUPPORT

If hardware is covered by a manufacturer's warranty, we will work with the vendor or manufacturer to remedy the problem. If not, we'll determine the cause of the problem and provide you with a fixed quote for the cost of repair.

THE VALEO NETWORKS DIFFERENCE

- ☑ FULL-SERVICE MANAGED SECURITY SERVICE PROVIDER (MSSP)
- ☑ 20+ YEARS IN BUSINESS
- ☑ TOP 5% OF MSSPS NATIONWIDE
- ☑ OVER 83 CERTIFICATIONS
- ☑ MORE THAN 60 PARTNERS AND VENDORS
- ☑ COAST-TO-COAST SERVICE
- ☑ A LEADER IN COMPLIANCE
- ☑ SOLUTIONS EXPERTISE FOR 15+ INDUSTRIES

4.9
★★★★★

RATING ON GOOGLE REVIEWS
— OUR CLIENTS LOVE US!

FROM MANAGED SERVICES AND CYBERSECURITY TO CLOUD SOLUTIONS AND COMPLIANCE, WE HAVE THE SKILLS AND EXPERIENCE TO BRING YOU INTO THE FUTURE OF TECHNOLOGY.

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