



# Service Pack 2021

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## Help is Here...

### ***Alexander's Rapid-Response Help Desk***

**With our “Security and Stability” plans well-developed, we spent most of 2020 streamlining our Service Desk experience.**

#### **Rapid-Response Help Desk Goals:**

- “Managed Services Clients” to go to the front of the line.
- Problem Resolution in a timely fashion since calls are answered by a career technician.
- Minimal Fee for our “Managed Services Clients” since we can address the pain point without delay.
- Enjoyable interaction on both ends. Provide solutions with no judgement and even offer a little training and encouragement.



#### **Remote-Worker Configuration:**

As the pandemic hit last year, we already had experience setting up remote offices. In fact, we work from remote offices every day. For our “VOIP Phone System” clients, relocating their office to their home was plug-n-play. Given our security plans follow the user’s workstation, taking it home required no other changes.

##### Services Designed for Remote-Workers

- ☐ Voice-Over-IP Phones
- ☐ Web-Based Faxing
- ☐ Cloud-Based Firewall

#### **Two Different Cryptolocker Stories**



Pennsylvania was forced to pay a ransom of \$500k to cybercriminals who had seized the county's data and held it hostage. A month before, one of our Delaware County, PA clients experienced a similar attack and ransom demand. All of their data was locked from simply opening an email attachment. Why didn't you see our client on the news or having to pay the ransom? Because they permitted ACS to implement a strong Backup and Disaster Recovery plan.



One of our staff members from the early years of ACS, Tom Gibbs was taken to Heaven. If you ever spoke to Tom on the phone, you know he was a good man that cared for others. Please join us in asking for God's comfort for his family and friends. We will miss him dearly, Dean

#### **Alexander's Computer**



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