



alcero

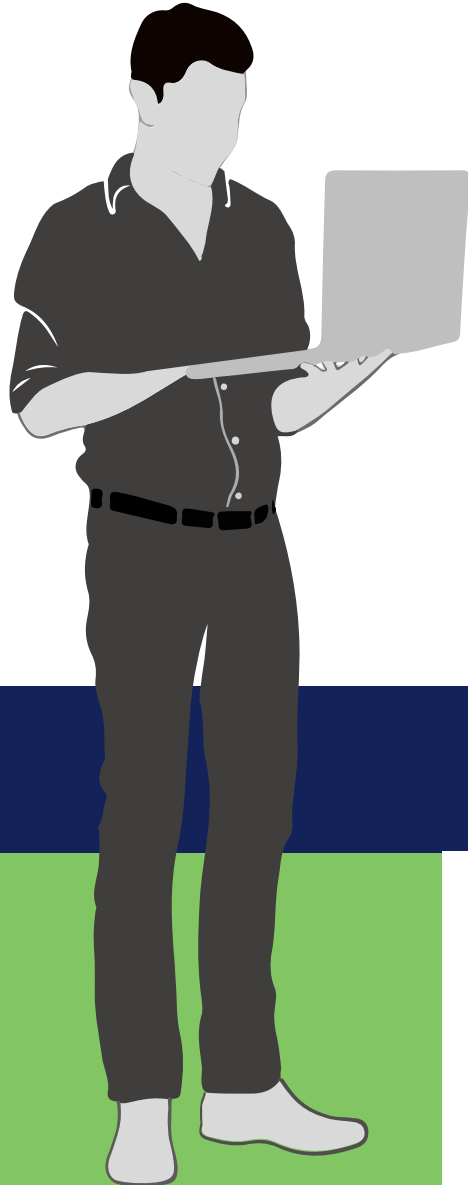
Entreprise solutions | Solutions d'entreprise

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Content Available

- 01** Information about Alcero Solutions Inc.
- 02** Managed Services

ALCERO SOLUTIONS INC.



A North American leader in strategic IT consulting, integrated and electronic document management and in the creation, development, implementation, maintenance and evolution of business applications.

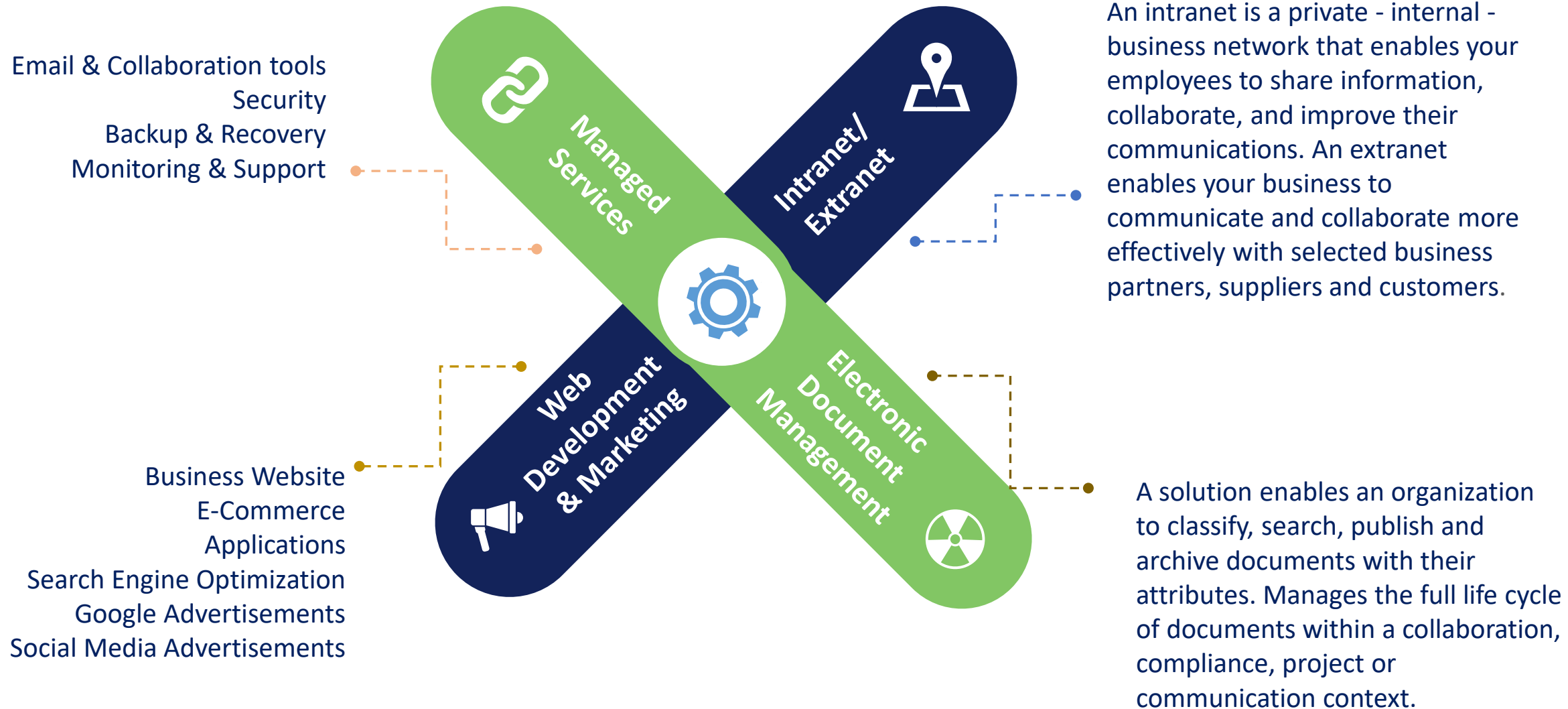
Why Alcerro?

- Proven adaptable business solutions
- Mastery of planning, methodologies and technologies
- Specialized resources in multiple domains
- Application of best practices

Our Technology Expertise



OUR SERVICES





Managed Services

BENEFITS OF MANAGED SERVICES

Managed IT benefits include the dedication, industry knowledge, and expertise of an entire IT department, who are focused on the delivery of your core business. **Managed IT services benefits** allow you to **stay focused** on expanding your business' core competencies, while a managed services vendor can help you with day-to-day tasks of more time consuming and complex projects. Ultimately, providers will increase your business's efficiency and competitiveness by providing your company with managed services advantages.



Predictable & Scalable Spending



Avoid Sunk & Operational Costs



**Faster Response Time
Cut Time to Market**



Expertise & Experience



Proactive Monitoring & Issue Resolving



Cyber Security Support



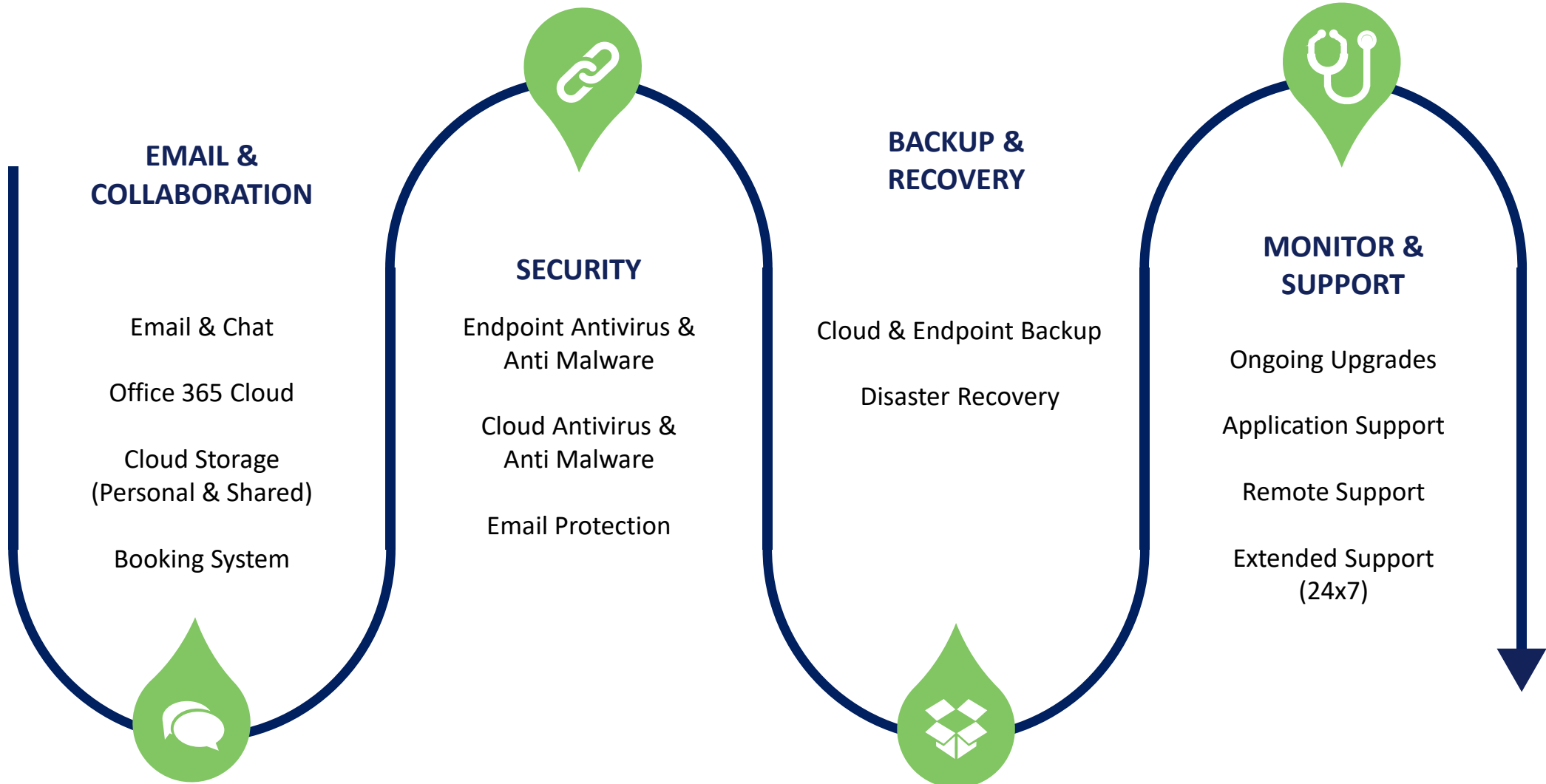
One Point of Contact to Vendors



Reduce Risk



MANAGED SERVICES



EMAIL & CHAT



WHAT IS IT?

A communication and collaboration solution to real-time, anytime, anywhere collaboration and co-creation! Allows users to stay connected and productive through **Outlook** and communicate with customers & colleagues through **Teams**.

WHY DOES YOUR ORGANIZATION NEED IT?

- Mobile friendly – accessible anywhere, anytime
- Streamlines work and saves time
- Hosts more effective video meetings; internally & externally
- Promotes seamless collaboration
- Keeps everyone informed
- Integration built with Microsoft Outlook



OFFICE 365 CLOUD



WHAT IS IT?

The term 'cloud office' refers to a suite of Software-as-a-Service (SaaS) collaboration and communication tools that combine email, file-sharing, instant messaging, conferencing, as well as document management, search and discovery.

WHY DOES YOUR ORGANIZATION NEED IT?

1. Word – Easy reading, writing on every device
2. Excel – Create order, organize data and share insights
3. Powerpoint– Create presentations of important information
4. OneNote- Digital notebook that automatically saves and syncs your notes as you and your teamwork



CLOUD STORAGE



WHAT IS IT?

Space in the cloud to store, back up and easily share files. Files are accessible from almost any device, also synchronized offline and available without an internet connection, utilizing Microsoft **OneDrive** & **SharePoint**.

Editing & Collaborative Spaces

PERSONAL

Working space that remains private until shared.



Instead of personal/flash drives or your computers hard drive.

SHARED

Smaller groups of people generally with a specific team.



Use teams' sites instead of shared drives for collaboration.

ORGANIZATION

Information share with large groups of people, usually read only.



Publishing, communication and intranet sites

Management of:

1. Document
2. Project
3. Knowledge
4. Content

ENDPOINT ANTIVIRUS & MALWARE



WHAT IS IT?

Endpoint protection for all of your user workstations regardless of OS, providing industry-leading, third-party tested technology.

WHY DOES YOUR ORGANIZATION NEED IT?

- Required for many compliance metrics
- **Allows users to do their job—not be security experts**
- Detects and prevents ransomware infections
- Fileless and in-memory attacks are common today.

BENEFITS:

- Consistently ranked amongst the lowest system resource utilizers in the industry while providing the highest level of detections with lowest percentage of false positives
- Comprehensive anti-malware technology, combining machine learning and human expertise
- **Detect, block and eliminate all types of threats, including viruses, rootkits, worms and spyware with optional cloud-powered scanning for optimum performance and threat detection**
- Further protect your organization with device control, anti-phishing and removable media scanning

CLOUD ANTIVIRUS & MALWARE



WHAT IS IT?

A combination of spam filtering, anti-phishing and anti-malware scanning protects businesses and users of Microsoft 365. It blocks unwanted email that bogs down productivity, malware carried in email, and threats spreading via shared files.

WHY DOES YOUR ORGANIZATION NEED IT?

- Minimizes the adverse effects of unsolicited messages on everyday productivity and helps prevent incoming external email from being used as a channel for targeted attacks.
- Detects new files or changes to any files stored in OneDrive, SharePoint or Teams, scans for malware, and remediates any threats.
- Bolsters basic security provided by Microsoft 365 with DNA detections, machine learning and other advanced technologies to adequately protect mailboxes, data and end users.

BENEFITS:

- Cloud-based solution sets up and deploys in minutes.
- Easy-to-use dashboard provides crucial information on organization's status and safety.
- Scans all incoming and outgoing emails and attachments, as well as new and changed files.



EMAIL PROTECTION



WHAT IS IT?

Alcero Solutions Inc., award-winning security engine built especially for mail servers to further reduce resource utilization and maximize business security with the addition of transport-layer email antivirus and anti-spam.

WHY DOES YOUR ORGANIZATION NEED IT?

- Email-based malware via phishing campaigns is close to the No. 1 point of entry for ransomware, data-theft and persistence.
- Prevents threats at the transport layer from ever reaching your users.
- Proprietary anti-spam tech provides near 100% accuracy.

BENEFITS:

- Server-based anti-malware and email anti-malware/anti-spam all in one product.
- Scans all inbound and outgoing email. Rule-based filtering for fine-tuning based on individual needs.
- Proprietary anti-spam tech provides near 100% accuracy.



CLOUD & ENDPOINT BACKUP/ DISASTER RECOVERY



WHAT IS IT?

A strategy for sending a copy of a physical or virtual file or database to a secondary, off-site location for preservation in case of equipment failure or catastrophe.

BENEFITS:

- **Reliability:** Provide your data with protection from types of data loss including those caused by natural disasters, human error, or ransomware.
- **Scalability:** Cloud backup software does not require additional hardware or software licenses.
- **Flexibility :** Features such as data syncing, data mirroring and instant restore
- **Security & Compliance:** Ensures not only the quality of your data, but its protection, like data encryption



SUPPORT & MANAGEMENT SERVICES

REMOTE SUPPORT

Leverages remote access (or remote desktop) software to give the technician instant access to the remote device from anywhere, at any time. This means that they can provide remote assistance without having to travel to the device.

APPLICATION SUPPORT

Oversee the installation and maintenance of software applications in order to streamline business operations. Their duties include optimizing software application performance, installing updates, and performing debugging procedures.

EXTENDED SUPPORT (24x7)

Remote service available after traditional working days and hours. Alcerio Solutions Inc. can be available to solution and resolve and technical, software and hardware issue 24 hours a day, 7 days a week. This will support your business's productivity and growth.

ONGOING UPGRADES

- System patches where necessary
- Software updates when required
- Consistent monitoring of operating system and solution or upgrades were deemed fit

SUPPORT PACKAGES

Email & Chat (Outlook 50GB + Teams)

Office apps (Word, Excel, ...)

Shared Cloud Storage (SharePoint)

Personal Cloud storage (OneDrive 1TB)

Booking System

Endpoint Antivirus & Anti Malware

Cloud Antivirus & Anti Malware

Email protection

Endpoint backup & Disaster Recovery (1TB)

Cloud backup (Office 365)

Monitoring

Remote & Phone Support

Patches and Updates

Extended Support (24x7)

BRONZE

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SILVER

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GOLD

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