

DelCor's Partner Support Program

Managed IT services from a strategic partner, not just a provider

Our Partner Support Program is a total IT support solution for 501(c) organizations that includes focused support from a dedicated consultant, comprehensive network management support, and a fully managed security suite with multiple levels of protection.

DEDICATED SUPPORT: Focused support tailored to your organization

We will assign a consultant to provide dedicated support to your organization. Your consultant will learn everything about your IT environment and systems so they can tailor support to your technology, culture, staff, schedule, and specific needs to create and maintain a stable, secure operating environment.

Your consultant's unique understanding of your IT environment and goals will make them a valuable resource for strategic IT discussions.

Your organization's dedicated consultant will provide:

- Account management
- General network support
- Data backup and restoration
- Internet connectivity monitoring and troubleshooting
- End-user support and reporting
- Quarterly IT planning meetings

NETWORK MANAGEMENT: Monitoring, alerting, and 24/7/365 IT Service Desk support

Network Monitoring and Alerting

During onboarding, we will deploy agents to monitor your network operations and stop issues before they impact your organization. We will use a centralized, agent-based solution to provide overall network monitoring, management, and administration. You'll also have access through a client portal to view tickets, track issues, and review your organization's overall network health in a customized, real-time dashboard.

24/7/365 Phone and Remote Support

Our IT Service Desk is staffed 24/7/365 by a team of full-time IT consultants ready to provide advanced troubleshooting and resolution.

When staff submit a ticket, a consultant will connect to the staff workstation or server remotely and use advanced remote access software to troubleshoot and resolve the issue.

SECURITY FOUNDATION SUITE ADVANCED: Fully managed, comprehensive security suite

The Security Foundation Suite Advanced combines operational best practices with specific hardware and software solutions to provide a fully managed security solution with multiple levels of protection, including:

- **Multi-Tiered Virus and Malware Protection:** We will provide fully managed endpoint protection through CrowdStrike. CrowdStrike leverages real-time monitoring of the latest security breaches to protect devices.
- **Spam Filtering:** Our managed anti-spam service will scan all of your inbound and outbound mail and filters for spam, viruses, and phishing.
- **System Patching:** We will review, test, approve, and apply applicable service packs, security patches, and critical updates to your systems and applications.
- **Security Awareness Training:** We will use the KnowBe4 training and simulated phishing platform to prepare your staff to handle social engineering attacks.