



Prepared for:





In the following pages you'll find your customized Audit Report. It contains all of the information gathered from your IT environment summarized into one easy to read document. Upon reading, you will have a much better understanding of your IT plan and what you're spending.

YOUR CUSTOMIZED REPORT

Based on our technical analysis of your IT environment, we have customized a selection of audit items spread across one or more main areas of technology.

Each of these areas will give you important insight into the strengths and weaknesses of your IT plan.

YOUR AUDIT SCORE

Using the results of your audit, we calculated your overall audit score. The higher your audit score, the greater efficiency at which you are spending on technology. Our goal is to drive your audit score as close to 100 as possible.

The Comparative Analysis page allows you to easily compare your baseline plan with other plans presented in this document to see qualitative, quantitative and financial results.

HOW TO READ YOUR REPORT

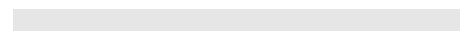
Each audit item has been color coded to make it easy to visualize your results. Red indicates an audit item that requires immediate attention, yellow indicates an audit item that needs improvement and green indicates an audit item that is satisfactory.

In addition to a Summary page, you will find dedicated pages with color coded summary statements for each individual audit item. Any audit item that isn't satisfactory is described in greater detail and its relative importance is explained in a single page infographic.

What is an audit?



Base Plan



Summary

Detail

Library

Prepared For:



Presented By: Ingenious Geeks

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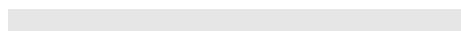


Base Plan

Plan Type: Baseline Plan

 Baseline Audit

What is an audit?



Base Plan



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Summary

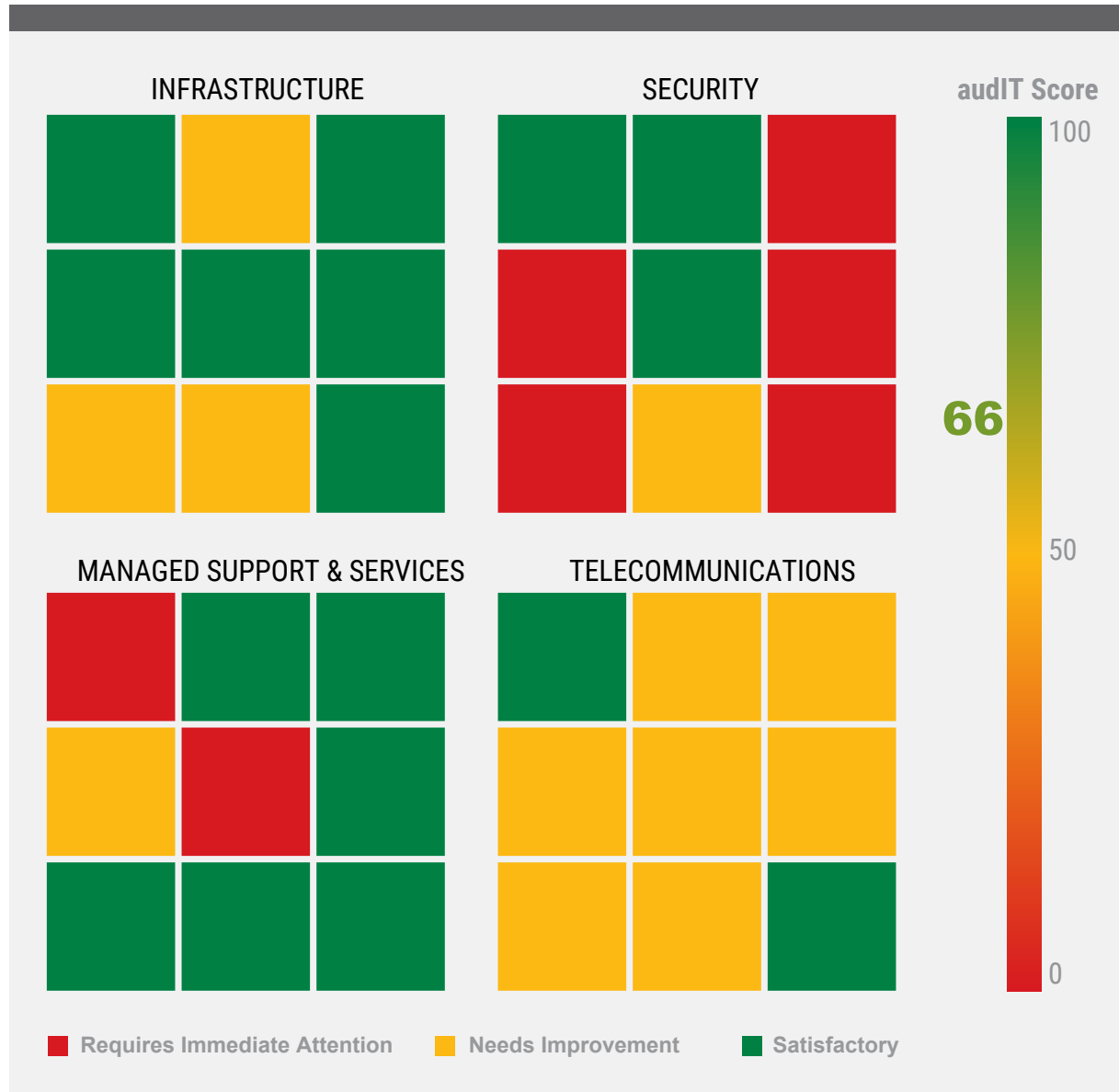
Baseline Plan

Baseline Audit



BASE PLAN SUMMARY

The results of each quadrant of your base plan audit is summarized here using color coded boxes. Utilizing a weighted scoring system, the results were combined and averaged into an overall audit score. Individual category scores and details for each audit item are shown in subsequent pages. Your base IT monthly expense is shown as a range and has been converted into an "effective" monthly expense based upon your audit score. This helps to level the playing field when comparing plans.



FINANCIAL SUMMARY

Monthly IT Expense
\$665 - \$665



Effective Monthly IT Expense
Based on the audit score
\$1008 - \$1008



Telecom Monthly Expense
\$196



What is an audit?

Base Plan

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INFRASTRUCTURE

Server The server(s) is within 5 years old, under warranty and running a supported operating system.	Backup & Disaster Recovery Online backup service is backing up server(s) on a regular, automated basis.	Workstations Key employee remote workstations such as laptops & home PCs are being monitored, patched & secured with the same precautions as within the office.
Remote Accessibility Key employees have cloud access to critical files and applications and can work remotely with minimal disruption.	Managed Wireless Satisfactory	Hosted Exchange Email Email is outsourced to a 3rd party Hosted Exchange provider or to Office 365.
WAN Redundancy / Failover Needs Improvement	Cabling Needs Improvement	Power Management (UPS) Satisfactory

Requires Immediate Attention Needs Improvement Satisfactory

audit Score

83

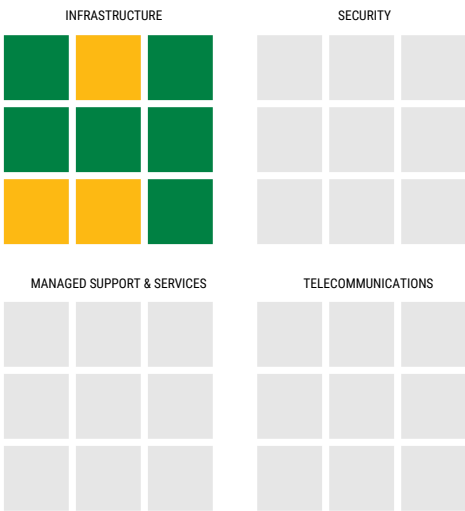
100

50

0

INFRASTRUCTURE

Infrastructure is the foundation upon which all of your technology rests. Just like with a house, it's extremely important to verify its integrity before you begin to build on top of it. Poor initial design decisions can lead to downtime, lost sales and ultimately drive up your total cost of ownership. This detailed analysis page represents an overview of the state of your Base Plan Infrastructure. Each audit item is summarized and color coded for easy identification and the results for this section are reflected in the Infrastructure audit score.



What is an audit?

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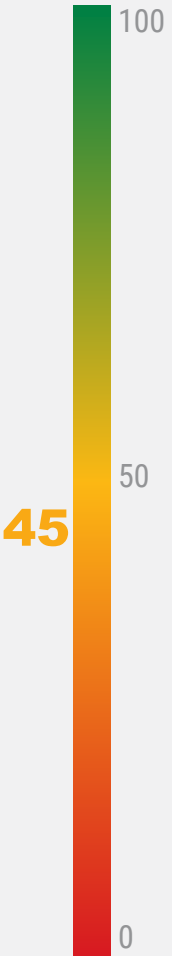
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SECURITY

Internet Security Appliance There is an Internet Security Appliance that is monitored and all security subscriptions are up to date.	Next Generation Endpoint Protection Satisfactory	Physical Security There is no physical security and servers are in the open and subject to theft.
Managed DNS There is no managed DNS and local DNS servers are pointed to the ISP's DNS servers.	Anti-SPAM and Virus Filter There is a 3rd party Anti-SPAM and Virus filter that is separate from the Hosted or local Exchange provider.	Single Sign On (SSO) No corporate single sign on solution exists to manage logins for web based applications.
Dark Web Monitoring Customer does not have an automated service to alert office users if their email address and password have been compromised.	SPAM SPF DNS Entry Needs Improvement	Security Awareness Training The customer currently has no program in place to educate the office staff regarding security threats, methods and means of detection.

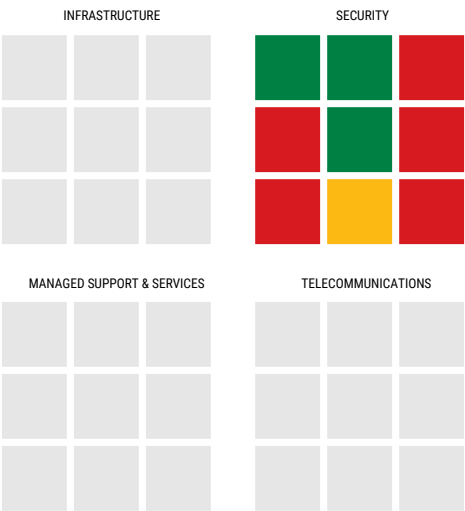
■ Requires Immediate Attention ■ Needs Improvement ■ Satisfactory

audit Score



SECURITY

Security is arguably the most important section of your audit report. With so much riding on the security of your infrastructure, you can't afford to have any deficiencies. Fortunately, there's an abundance of security solutions available to help mitigate the risks and protect your data. This detailed analysis page represents an overview of the state of your Base Plan Security. Each audit item is summarized and color coded for easy identification and the results for this section are reflected in the Security audit score.



What is an audit?

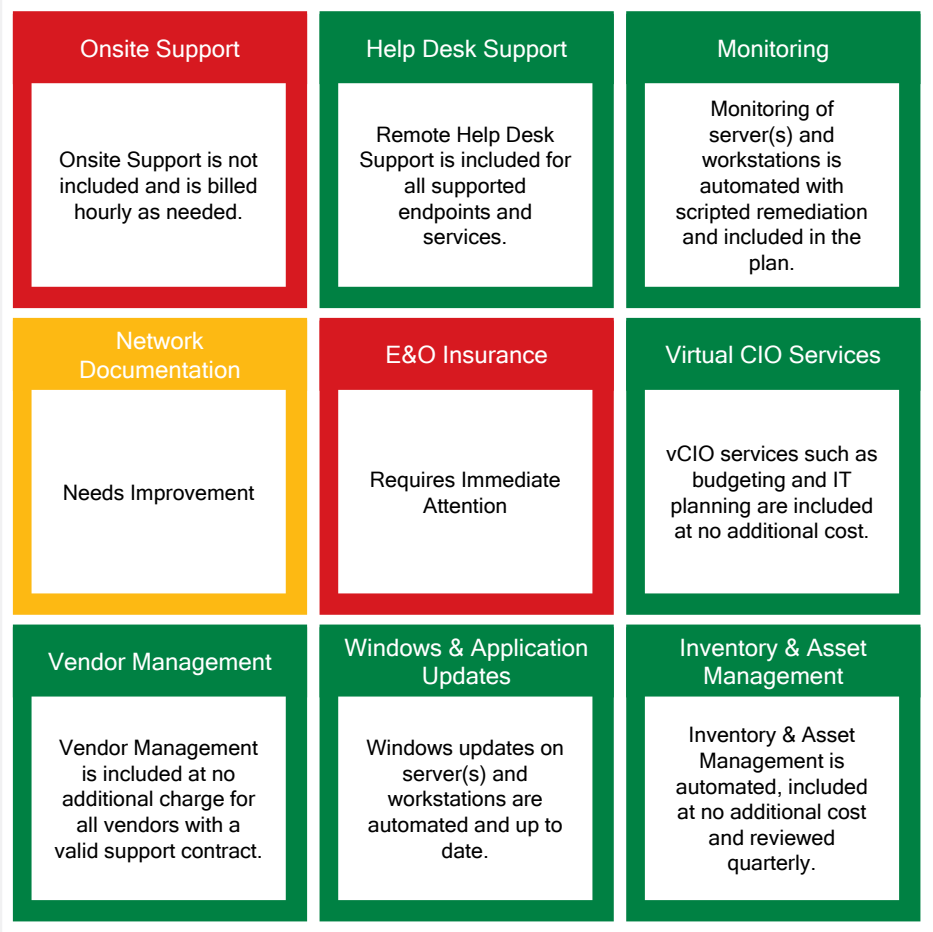
Base Plan

Summary

Detail

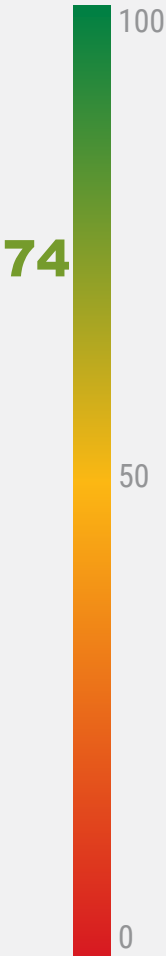
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MANAGED SUPPORT & SERVICES



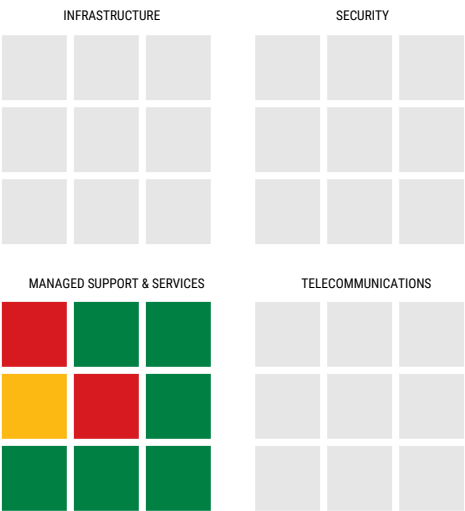
Requires Immediate Attention Needs Improvement Satisfactory

audit Score

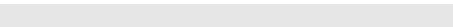


MANAGED SUPPORT & SERVICES

Managed Support & Services is the most efficient way to minimize reactive support and proactively manage your infrastructure. In exchange for a fixed monthly fee, outsourcing support helps improve operations while reducing your overall expense. This detailed analysis page represents an overview of the state of your Base Plan Managed Support & Services. Each audit item is summarized and color coded for easy identification and the results for this section are reflected in the Managed Support & Services audit score.



What is an audit?



Base Plan



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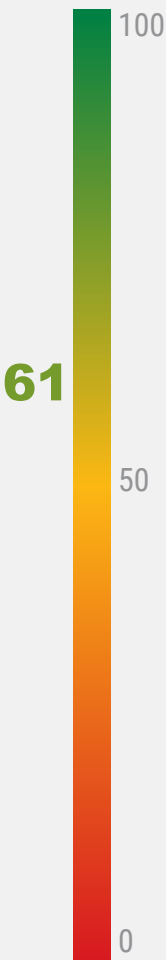
Library

TELECOMMUNICATIONS

Voicemail to Email Satisfactory	Telephony Continuity Needs Improvement	Multi-Site Coordination Needs Improvement
Unified Communications Needs Improvement	Transcription Needs Improvement	Enterprise Feature Set Needs Improvement
Portability Needs Improvement	Ongoing Maintenance Fees Needs Improvement	Fixed Fee Billing Satisfactory

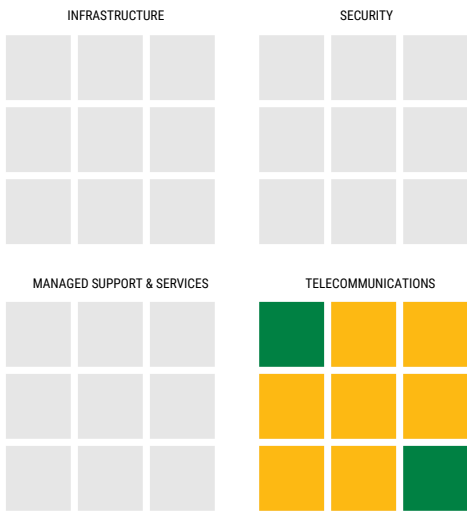
Requires Immediate Attention Needs Improvement Satisfactory

audit Score



TELECOMMUNICATIONS

Telecommunications is one of the fastest evolving areas of technology. Traditionally viewed as a separate cost center, the proliferation of voice over IP (VoIP) solutions has helped many businesses save money while greatly improving upon their business continuity. This detailed analysis page represents an overview of the state of your Base Plan Telecommunications. Each audit item is summarized and color coded for easy identification and the results for this section are reflected in the Telecommunications audit score.



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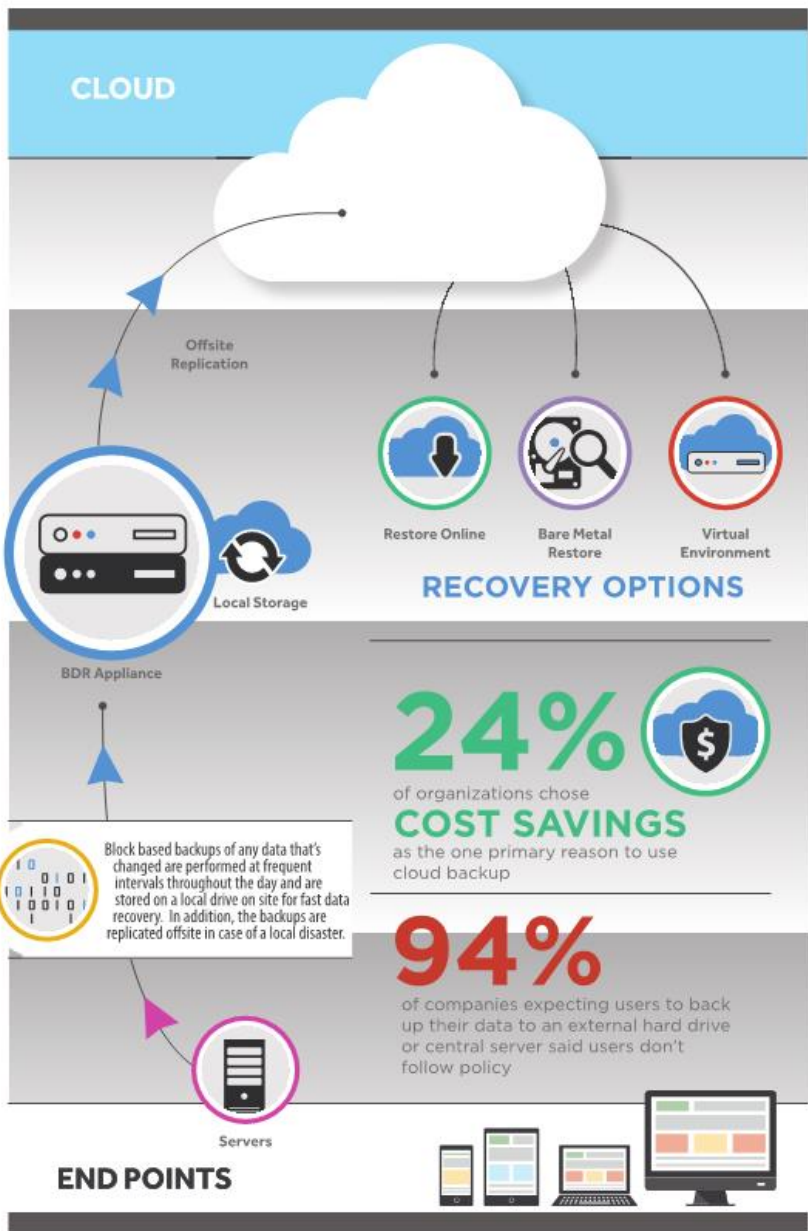
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BACKUP & DISASTER RECOVERY



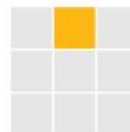
BACKUP & DISASTER RECOVERY



WHY IS THIS IMPORTANT?

Backup & Disaster Recovery (BDR) is one of the most important areas of concern in your IT infrastructure. Everything is working against you ... hackers, viruses, bad weather, hardware malfunction, rogue employees, accidental deletion and the list goes on and on. You need to make sure that your critical data and the servers that they reside on are backed up and highly available with a copy offsite in case of disaster. Traditional tape backups are no longer a viable option and with great BDR offerings available, no small business should ever be down for extended periods of time.

INFRASTRUCTURE



What is an audit?

Base Plan

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MANAGED DNS



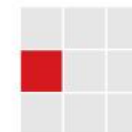
MANAGED DNS



WHY IS THIS IMPORTANT?

Everything that you do on the internet requires a connection to a DNS server that tells your computer where to go for content that is being served up in your browser. Typically, you would use the DNS servers provided by your Internet Service Provider (ISP). Unfortunately, most ISPs don't provide any protection from Internet threats and their servers can be overloaded causing the illusion of slow speeds and sluggish performance. You should consider using a cloud managed DNS security service to add an additional layer of protection and speed in your office and on the road when using laptops and mobile devices.

SECURITY



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E&O INSURANCE



ERRORS & OMISSIONS (E&O) INSURANCE

Errors & Omissions insurance, otherwise known as Professional Liability Insurance, is often overlooked by IT providers. Although there is no standard form, E&O insurance protects your IT provider from claims of professional negligence or failure to perform their professional duties. These could include loss of your data, software or system failure, claims of non-performance or the negligent oversell of products or services. It's important to note that these types of claims are NOT covered by General Liability insurance.

At a minimum, make sure your IT provider is covered for:

-  **Client Data Loss**
Covers the costs of recovering or restoring lost data
-  **Network Security Liability**
Covers the inadvertent transmission of a virus or the failure to prevent unauthorized access to computer systems by a third party or unauthorized employee
-  **Breach of Contract**
Covers the costs related to your IT provider's failure to fulfill their contractual obligations
-  **Independent Contractors**
Covers any independent contractors that your IT provider may utilize

In addition, your IT provider should carry a **Cyber Liability** policy with the following coverages:

-  **Privacy Liability** – covers the disclosure or misuse of Protected Health Information and Personal Identifying Information
-  **Privacy Breach Notification Costs** – covers the costs to provide notification to the individuals who are required to be notified by the applicable Breach Notification Law
-  **Forensic Expense Coverage** – covers the costs to hire a computer security expert to determine the existence and cause of any electronic data breach
-  **Crisis Management Expense** – covers the costs of a public relations consultancy for the purpose of averting or mitigating material damage
-  **Regulatory Defense / Penalties Coverage** – covers the claims expenses and penalties which you are legally obligated to pay because of any claim in the form of a regulatory proceeding resulting from a violation of a Privacy Law



You should consider your own Cyber Liability policy to protect yourself from a rogue employee, staff errors and lost or stolen unencrypted laptops and mobile devices.

E&O INSURANCE



WHY IS THIS IMPORTANT?

Unlike other regulated industries, there's nothing that requires your IT provider to purchase coverage for errors & omissions (E&O) or other forms of cyber liability insurance. You should make sure that your IT provider has adequate coverage for the services that they provide or your business could be exposed to serious risk without any ability to seek reasonable financial restitution. Without E&O insurance containing the proper coverages, most IT providers lack the financial resources to absorb heavy losses from lawsuits and the costs to defend them. If you're unsure if you're protected, ask your IT provider for a Certificate of Insurance for their Cyber Liability E&O policy.

MANAGED SUPPORT & SERVICES



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