

# IT Solutions and Managed Services

Tigunia offers a complete portfolio of best in class solutions designed for your business needs. No matter what size your business is, we provide co-managed IT and packages built to protect your business, bring your technology together, and provide complete control - all at a lower cost than an in-house solution.



Integration Assistance to Manage Your IT Infrastructure



Right-Sized IT to Solve Specific Business Challenges



Affordable Solutions for Any and Every Situation

Our IT solutions and managed services can be used on their own or custom fit to meet your IT security and platform requirements:

## Unified Communications

- Unified Communications as a Service (UCAS)
- Phones – On-Premise and Hosted Voice Solutions
- Software Defined Networking (SDWAN)
- Chat Functionality
- ISP Assistance
- Email Services: Security, Backup, Archiving, Security Awareness Training

## Security

- Security Operations Center (SOC)
- Security Information & Event Management (SEIM)
- Secure Documentation Services
- Managed Detection & Response (MDR)
- Fully Managed Secure Server
- Fully Managed Secure Endpoint
- Multifactor Authentication (MFA)

## Business Continuity

- Managed Backup
- Managed Disaster Recovery
- Business Continuity Planning
- Disaster Recovery Scenario Execution (DR Run Book)
- Compliance Documentation

## Platform Infrastructure

- Managed Hosting Solution\*
- Private Hosting Solution\*
- Enterprise File Sync & Share\*
- Private Hosted Exchange
- Azure/AWS Infrastructure Services
- Managed Networking

## Line of Business Applications

- Line of Business (LOB) Application Assistance
- Office 365
- CRM Services
- Dynamics NAV Development, Upgrades, and Implementations
- Dynamics 365 Business Central Development, Upgrades, and Implementations

- Remote Monitoring & Management (RMM)\*
- Patch Management \*
- Cloud Managed Antivirus\*
- Managed AI, Driven AV with EDR\*
- Network Operations Center (NOC)\*
- DNS Security\*
- Email Continuity Services (SaaS Backup)

## Consultation

- Business Technology Advisor (BTA)\*
- Business and Process Consulting
- Integration Consultation
- Help Desk Support

# IT Solutions and Managed Services

## **\*Remote Monitoring & Management (RMM)**

Discover all devices and users so they can be proactively monitored from a single pane of glass with customized monitoring for your environment hardware, systems, and services. Includes remote troubleshooting, endpoint management components, and a powerful scripting engine to automate performance tuning and common issue remediation.

## **\*Patch Management**

Safeguard your systems from known attacks with protection for commonly exploited third-party software and industry standard CVSS at the National Institute of Science and Technology (NIST). Our patch management solution ensures your environment is secure and up to date with customized patch policies and proactive testing to meet your business application needs.

## **\*Cloud Managed Antivirus (AV)**

Monitor and stop threats with a premium antivirus solution with a lightweight agent that leverages cloud-based threat intelligence to ensure effective rapid protection from an

## **\*Managed Detection & Response (MDR)**

Use a managed breach detection service to hunt for the unaddressed techniques hackers use to maintain access to their victims. This technology gives SMBs the same attention as a dedicated security analyst at the price of a product.

## **\*Managed AI Driven AV with EDR**

Combine next-generation antivirus (NGAV) and endpoint detection and response (EDR) built on a predictive security cloud that provides advanced intelligence through big data analytics across hundreds of billions of endpoint events per day.

## **\*Network Operations Center (NOC)**

HIPAA Compliant & ITIL Process Driven, this North American based support team provides on-demand support, proactive assessments, and root cause analysis. Operating 24/7, 365 days a year, this team boasts a sub 15-minute average response time on Critical Alerts.

## **\*DNS Security**

Protect users anywhere they access the internet with a cloud security platform that is sold per user, not endpoint, and protects your devices both inside and outside your network with virtual appliances to protect your network from BYOD and agents on the endpoints.

## **\*Enterprise File Sync & Share**

Enterprise-grade File Sync & Share (FSS) solution that offers 99.9% uptime, HIPAA and SOC 2 compliance, 256-bit encryption, and geo-redundant data centers in North America, Europe, Australia, and Canada. We provide data continuity driven by a centrally managed security, privacy, file backup, and file sync & share solutions.

## **\*Managed Hosting Solution**

From architecting your optimal cloud infrastructure to running all your day-to-day operations, our managed hosting solution provides more than just on-demand compute. We help you engineer a proper server infrastructure, provide an industry-leading PaaS deliverable, and work with you to ensure your systems are available with granular customized systems monitoring and 24/7 NOC support.

## **\*Private Hosting Solution**

Tigunia private hosting is a PaaS (Platform as a Service) solution that provides high availability, best in class infrastructure, and capabilities priced for SMBs. We help you with your infrastructure, OS and production application services, as well as align your business application deployment to your security stance.

## **\*Business Continuity Solution**

Get the three most important elements (Backup, Restore, and Continuity) of data protection in a single fully integrated package. Our hybrid-cloud business continuity backup comes with image-based backups that capture a complete picture of a protected server and provide granular file-level restore, and system-level image restores which meet RTO/RPO's as low as 5 minutes.

## **\*Business Technology Advisor (BTA)**

Our BTA is designed to be an extension of your organization, working with your team to execute needed projects while helping to maintain your IT budget. BTA services are typically dependent on the size of the organization and consist of a flat rate per month that includes monthly business technology planning and labor to deploy projects over time.

# Tigunia Technology Bundles

## Enterprise Solutions for the SMB



### Fully Managed Secure Server

- Managed Server RMM
- Managed Anti-Virus
- Patch Management
- 24/7/365 Enterprise NOC
- DNS Security
- MDR (Foothold Detection)
- Multifactor Authentication (MFA)
- Managed Firewalls



### Fully Managed Secure Server

- Managed Client RMM
- Managed Anti-Virus
- Patch Management
- DNS Security
- MDR (Foothold Detection)



### Fully Managed Secure Server

- Managed Client RMM
- Managed Anti-Virus
- Patch Management

Not Sure What IT Solutions are Right for You?

Get a Free 60-Minute IT Assessment  
[connect@tigunia.com](mailto:connect@tigunia.com)

## ABOUT TIGUNIA

Tigunia, LLC is a software and information technology consulting firm that specializes in Microsoft Dynamics NAV, Dynamics 365, and managed IT services. We provide planning, implementation, customization, and all-around support services aimed at delivering the best solution for our client's specific needs. And we have a great time doing it.

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