

Managed IT Services

Services and Packages



NeoSystems®

Scalable and Integrated Managed IT Services

NeoSystems' unique offering brings together the very best in infrastructure, hosted, on-premise and cloud-based applications, and experts possessing years of experience in the industry.

Our Managed IT Services Include:

- Virtual CIO
- Project Management
- Hosted Solutions – Email, Servers, VoIP
- Email Protection and Continuity
- Router and Firewall Management
- Backup & Disaster Recovery Planning
- ISP Cutovers
- Corporate Virus Protection
- Voice & Data Circuit Analysis
- Onsite and Remote Support
- Website Design & Maintenance

Let NeoSystems manage your IT from top to bottom.

► Business Sustainability

Security and Data Protection enable you to operate with minimal impact to deliverables and your reputation.

► Greater Productivity

Sharing ideas and data enables your employees to optimize performance without any “dropped balls.”

► Scales with Your Business

Our cloud-based and on-premises tools will support you today with an eye on tomorrow.

► Certified Data Centers

Our data centers offer SSAE 16 SOC I & II, ITAR, PCI-DSS and MA-201 compliance.

► Virtual Desktop Infrastructure

We offer NIST SP 800-171 compliant Desktop as a Service (DaaS) tools through partnerships with Citrix®, VMware® and others.

► Fault Tolerant Network Design and Management

When some part of the system fails, our fault-tolerant design enables your system to continue its intended operation

► Remote Monitoring

We remotely monitor and manage as many endpoints as you need, but only alert your team when their attention is needed.

In addition to our Managed IT Services, we also offer a full suite of Managed Security Services. NeoSystems takes on the day-to-day defense of your infrastructure by maximizing your security technology investments through 24x7x365 managed security services. We offer comprehensive protection from cyber threats through:

- Security Assessments and Advisory Services
- Security and Incident Event Management
- Device Monitoring
- Threat and Vulnerability Infrastructure

Managed IT Services Support Plan Options

	Silver	Gold	Platinum
Standard Response Time	4 hours	2 hours	1 hour
Neo IT Playbook	✓	✓	✓
Unlimited Support – Email & Phone	✓	✓	✓
Unlimited Remote Support	✓	✓	✓
On-Site Support	✓	✓	✓
Knowledge base access	✓	✓	✓
Dedicated Support Technician(s)	✓	✓	✓
Dedicated Support Manager	✓	✓	✓
Neo Desktop Support (includes RMM)	✓	✓	✓
Neo Server Support (includes RMM)	Optional	✓	✓
CIO Support	✗	✗	✓
24x7 Support	✗	✗	Optional
Value-Add IT Products & Services			
Neo Cloud backups on-premises workstations	✓	✓	✓
Neo Cloud backups on-premises servers	Optional	✓	✓
Neo Web Protection workstation	Optional	✓	✓
Neo Workstation Encryption	Optional	Optional	✓
Neo File Share	Optional	✓	✓
Neo Email Protection-Beginner	✓	Optional	Optional
Neo Email Protection-Business	Optional	✓	✓
Neo Email Protection-Advanced	Optional	Optional	✓
Neo Email Protection-Professional	Optional	Optional	Optional
Neo Network Monitoring	✓	✓	✓
Neo Help Desk Reporting	Optional	✓	✓
Neo Security Reporting	Optional	✓	✓
Neo Server Hosting	Optional	Optional	Optional

Our Partners



About NeoSystems

- Award-winning systems integration and implementation expert and BPO provider
- Comprehensive suite of integrated turnkey or customized solutions
- 700 companies and 100,000 employees supported
- 97% client retention rate
- 700 years of combined direct functional & technical experience
- Hundreds of implementations and integrations of management systems (ERP)
- Over 300 GCS to Costpoint migrations
- Best-in-Class partnerships with industry leading technology & service providers

NeoSystems Corp., based in Tysons Corner, Virginia, delivers integrated strategic back office services and solutions to enable, run, and secure commercial entities, government contractors, and nonprofit organizations. Utilizing best of breed technology and leveraging in-depth expertise in Accounting & Finance, Human Capital Services, Recruitment Process Outsourcing, Hosting (SOC1/SOC2/NIST/DFARS/ITAR), and Information Technology, our team enables companies to improve vital operations, reduce their overhead costs and become compliant with complex requirements. For seven years in a row, NeoSystems has been named one of America's fastest growing private companies by Inc. Magazine.

