



IT Team-as-a-Service

Managed IT

About Us

KeyStone Solutions was founded in 2006 and headquartered in Cleveland, TN. We are a full service Managed Solution Provider (MSP) located and operating 100% within the United States with no offshoring. With additional offices in Knoxville, TN and Port Saint Lucie, FL, our team of experts have helped hundreds of customers to solve their IT, cloud, security, and business continuity needs.

Scope of Services

KeyStone provides you with professional and expert IT services to help your company thrive and achieve its business goals through our white glove approach.



IT Team-as-a-Service

Our ITTaaS plan is a comprehensive service model that offers unlimited IT support and managed services for a predictable flat fee. It includes proactive management, support, network administration, and a dedicated virtual CIO that together will minimize downtime, maximize productivity, and optimize your business. Keystone Solutions will work with your organization to align your IT environment to the industry standard of best practices with proven results.



Technology Management

- 24/7 Monitoring
- Patch Management
- Desktop/Server Optimization
- Cybersecurity Protection
- Backup and Disaster Recovery

Proactive Support Service

- Remote Help Desk Support
- Onsite Service
- 100% US-Based Help Desk
- SLA-Driven Response Times



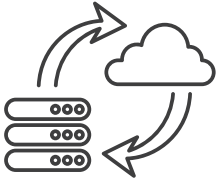
Network Administration

- Client Account Manager
- Technical Account Manager
- Technology Standards Checklist
- Implement ITTaaS Best Practices

Virtual CIO/Virtual CISO

- Scheduled Strategy/Meetings
- Strategy Report
- Budget Planning
- Business Impact of Technology Decisions
- Security Assessments

Business Continuity



It is critical for your organization to maintain its essential functions during and after a disaster has occurred. KeyStone helps ensure these essential functions are up and running during a disaster with as little downtime as possible. We establish risk management processes and procedures that aim to prevent interruptions to mission-critical services such as your network, data, and other technologies.

What Threats Disrupt Business Continuity?



CYBER ATTACKS

From a virus to a ransomware attack, all can be detrimental to a business and can lead to data theft, data corruption, and permanent data deletion. Peace of mind comes from knowing your data is secure and recoverable.



SYSTEM FAILURES AND OUTAGES

Any hardware failure or software corruption can result in the inability to access critical data and can lead to significant downtime and loss of productivity. Having the right solutions in place can avoid disruptions to your business.



NATURAL DISASTERS

Nature happens. Disaster preparedness and recovery solutions will minimize your impact and maintain business continuity.



HUMAN ERROR

Human error is one of the most common and preventable threats that poses a risk to your business. Having a plan in place is the key to avoiding loss of downtime and productivity.

BCM BUSINESS CONTINUITY MANAGEMENT

Business Continuity

Networks

- 24x7 critical system monitoring and remediation
- Network hardware troubleshooting and repair
- System OS and 3rd party patching
- Firmware updates
- Root cause identification and proactive automated response
- ISP outage monitoring

Workstation/ Server

- System OS and 3rd party patching
- SLA backed response time for end-user reported issues
- 3rd Party vendor engagement (for software/application support)

Data Backup & Disaster Recovery

- Locally and cloud redundant backup for all critical data locations
- Cloud Platform (MS365 and Google Workspace)

Infrastructure Redundancy

- SD-WAN for multi-link/multi-site environments for seamless redundancy and internet quality visibility and reporting
- Secondary and/or LTE based products to eliminate down-time impact

Cloud/Hybrid Work Solutions

- Zero-trust remote options for a distributed workforce
- Hosted applications for a “work from anywhere”

BCDR/Planning/ Testing

- Consulting and planning for the right BCDR system based on your specific Recovery Time Objective (RTO)
- Backup and recovery verification and testing

Security and Compliance



With rising online threats and cyber-attacks on businesses, KeyStone is at the forefront as we specialize in the planning, implementation, monitoring, and management of your network and users, whether onsite or remote. Our Security plan is a comprehensive suite of advanced cybersecurity solutions and services to protect and secure your network while assisting your company to stay compliant with industry regulations.



Network

- DNS-based web content/virus filtering
- Core network hardware patching and firmware upgrades
- Domain/GPO security best practices
- Baseline security assessment
- Cyber incident response & recover services

Computers/ Servers

- OS and 3rd party software patching and automated cleanup
- Centrally managed anti-virus/anti-malware licensing
- Ransomware detection and device isolation
- EDR with SLA-driven response and remediation
- Privileged Access Management (PAM)

Security and Compliance



User Support

- Remote connectivity support
- Help-desk for user questions, guidance and needs

External Penetration Testing

- Performed yearly with remediation services

Email Security

- AI driven Email Spam and Virus filtering licensing
- Phishing detection and protection
- Attachment sandbox and scanning

Consulting and Planning

- Recurring security collaboration and consulting
- vCIO/vCISO

Firewall

- On-premise or cloud hosted firewall options
- SD-WAN with hosted security

MFA

- Local desktop MFA integration with local or Azure AD
- Guidance and configuration for FA within cloud applications
- Consolidated MFA/SSO

Additional Compliance Services



Network

- SIEM/Event logging and management
- File integrity monitoring
- Internal vulnerability scanning and reporting

External Penetration Testing

- MDR with 24/7/365 SOC monitoring

User Support

- Security Awareness Training platform
- Monthly Phishing simulations and reporting
- Cloud Platform Security Review (MS365 or Google Workspace)

vCISO

- Baseline Security Assessment
- Compliance and Cyber Framework Assessments – NIST, PCI, HIPAA, GDPR, etc.
- GRC Services
 - ▶ Information Security Policy Development
 - ▶ IT Security Policy Implementation & Training
 - ▶ IT Security Program Profile Review
 - ▶ Cyber Incident Response Plan Development
 - ▶ Business Continuity / Disaster Recovery Plan Development
 - ▶ IRP and BCDRP Testing and Review Exercises
 - ▶ Security Awareness Training
- Security Program Services
- Cybersecurity Engineering Solutions
- Meet monthly/quarterly/annually with management

Cloud

Network and Cloud Services



KeyStone Solutions approaches all customers with a “Cloud First” posture. We can help you use cloud services that offer flexible, scalable options for everything from Software-as-a-Service to data storage.

When you partner with KeyStone Solutions, you will access the best cloud solutions on the market, including Microsoft Azure, MS365, and more. KeyStone Solutions will help you budget effectively so you can spend money only where you need to and eliminate unnecessary hardware and data centers.

We also integrate cloud security to ensure your cloud solutions are protected like the rest of your IT and maximize productivity with constant uptime and ease of use for every employee, in every location. KeyStone Solutions also manages your cloud services so you can focus on your business.



MICROSOFT 365

Boost your productivity with access to a suite of business-grade applications that help you and your employees stay connected – whether you are working remotely or on-site.



MICROSOFT AZURE

As a Microsoft Solutions Partner, we have multiple engineers who focus on Microsoft products and help hundreds of businesses set up Azure.



CLOUD MIGRATION

Moving solutions to the cloud can feel overwhelming. Let us make it easier on you – we migrate businesses every day, and have a tried and tested migration process.

CLOUD BACKUP AND DISASTER RECOVERY

You need a comprehensive, tested plan before an emergency happens. Let us create a backup and DR plan to minimize data loss and downtime.



CLOUD SECURITY

It is important to partner with an organization that understands cloud security methods and how to keep your data and information safe.



CLOUD CONSULTING AND MANAGEMENT

Make the right move for your data – choose the best cloud tools for your organization with our expert help. Then, let us handle ongoing management of your cloud services.



Use our cloud services with best-in-class consulting and support, so your technology can keep growing with you.

Contact Us Today To Get Started!

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