affianceSUITE™ FI
Managed IT Services for Financial

Managed IT Services for Financial Institutions

Your community bank or credit union faces ever increasing IT and compliance requirements, but you want to keep your IT staff levels right where they are. Get enterprise-quality IT support — configured specifically for financial institutions — without the overhead of an IT department.

A Clear Response to Common Complexity

You know that in order to compete and meet compliance requirements, you need a secure and operational IT environment. But like many institutions, yours may be stuck between meeting financial targets and having enough skilled IT resources. What's the alternative?

While you rely on standard network and endpoint hardware and software, finding talent to successfully support them is not easy. You may contract with a third-party service provider, but questions arise. Does your local service team have the depth to cover you if their engineer takes a vacation? Do they work hand-in-hand with all of your IT vendors? What happens if you need service at multiple branches?

affianceSUITE FI

affianceSUITE is an extensive IT support solution that empowers companies with little or no IT resource. It relieves the day-to-day burden of network administration, performance optimization, and security. The affianceSUITE FI service package supplements this solution with recommended services specifically for financial institutions.

Our one-cost, one-stop solution helps you take action, protect critical data from heightened security threats, and control your variable costs. With unlimited access to our responsive team, you can be confident that your needs are met.

Shared Goals Drive Good Partnerships

Since your subscription is a fixed fee, we seek to prevent issues and resolve them as quickly as possible when they do occur—often before you even know there's a problem. This aggressive, proactive stance improves your environment's performance while reducing the cost to support you.

The Total Support Solution

The standard affianceSUITE solution includes:

- **Initial assessment and documentation**
- **Solution design services**
- **Security administration**
- **Proactive network health monitoring:** keep your infrastructure and workstations running smoothly
- **User account management:** ensure your end users have proper access and rights
- **Hardware and software support:** deliver a reliable network, software, and printing environment for any end users on any device
- **Helpdesk—remote and onsite:** get unlimited, quick access to expert help and escalate to onsite support when needed

Scantron supports hundreds of banks, credit unions and other financial institutions nationwide. We've drawn on decades of experience to combine these additional services in **affianceSUITE FI.**

- **Audit Remediation:** receive a professional assessment, remediation and finalized report on vulnerability scans
- **Server Management and Monitoring**
- **Third-Party Patching:** in addition to your Windows network environment, we track and apply patches for your other network-attached devices
- **Endpoint Protection (Anti-virus, Anti-malware)**
- **Firewall Management with Reporting**

- Security Incident Event Management (SIEM)
- Backup & Disaster Recovery
- Email Add-Ons
- Cloud Services/Hosted/Infrastructure as a Service
- Colocation: reduce costs by moving some or all of your computing off site, securely
- SNMP Monitoring & Reporting

Enhanced services are also available.

Trust your productivity applications to Scantron as well. We are a Microsoft Gold Certified Partner and a leading implementer of Microsoft Office 365.

Prompt and Knowledgable Service

Our service includes 24x7 remote monitoring. Our Network Operations Center provides a combination of live answer, emergency call-back services, and service ticketing.

We also support you onsite with company-employed Field Service Technicians who know your environment before they walk in the door. Our technicians, strategically located around the country, have an industry-leading average of 18 years of technology experience each.

Resource Expertise

You'll never wonder if someone smart and qualified is paying attention. From onboarding to ongoing support, we have the depth and the skills to give you an unbeatable experience. Your affianceSUITE service team includes:

- Solutions engineering
- Project management team
- Field Service Technicians
- Expert multi-tiered remote service technicians
- Client Relationship Manager

Additional Needs

Some companies need a little more than comprehensive network support. Fortunately, Scantron also has the depth, skills, experience, and relationships to handle it all:

- Infrastructure design, configuration, and implementation
- IT lifecycle services including procurement, maintenance and repair, upgrades, and disposition/disposal
- Enhanced security and compliance
- Escalated, advanced, and second call support
- Managed print services

Gold
Microsoft
Partner

Microsoft

OPTIMIZE YOUR BUSINESS IT ENVIRONMENT TODAY!

For a free consultation to meet your organization's goals, call **800.228.3628** or visit **www.scantron.com** to learn more.

About Us

Scantron Technology Solutions provides IT services and support you can count on. Our nationwide team of experts provide full-service packages and á la carte options to be your IT team or to support your current staff. Scantron solutions meet you where you are and help you get to where you want to be.

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