UNLOCKING EFFICIENCY:
ITC's Managed Services for Your Business Network

Whether you run a large or small business, ITC has several solutions to assist with your network. In today's competitive landscape, every moment counts. With our Managed Services, you can redirect your valuable time and resources towards what matters most – growing your business. By entrusting the IT (Information Technology) work to ITC's experienced team of professionals, you can rest assured that you are in capable hands.

ITC offers a streamlined approach to managing your network, saving your staff time by providing the various managed services below. Our team dedicated to these products is trained, qualified, and certified to be your one call for support.

When you partner with ITC, you gain access to a team of dedicated professionals who are not only highly trained but are here to help every step of the way. Give us a call today at 1.800.417.8667 to review our Managed Services portfolio and see what solutions fit your business.

IT SUPPORT

- Collaboration with your broadband service provider
- ITC support is only a phone call away
- Increased efficiencies within your organization by utilizing ITC for your IT support

MANAGED FIREWALL

- ITC will keep your Managed Firewall software up-to-date
- Cloud Management features a dashboard and scheduled reports of security threats
- Securely connect your business systems
- Guest Wi-Fi available

MANAGED WI-FI

- Seamless handoff between access points
- Statistics track performance, number of clients, traffic, and current usage
- Track and control access of specific users and guests
- Remote technical support and troubleshooting

ENDPOINT & ANTI-VIRUS PROTECTION

- Integrates proven technology like malicious traffic detection with real-time threat intelligence
- Helps prevent, detect, and remediate threats with ease

ITC BACKUP

- Local Cloud option
- Backup options
- Monitor and manage backups via a web-based dashboard
- Secure and encrypted service
- Site redundancy

If you are unsure how to answer these questions, contact ITC about Managed Services.

- When was the last time you updated your firewall?
- Do you have up-to-date virus and malware protection?
- Has your company implemented PCI security standards?
- Do you have a solid plan for backing up your data?

ITC BACKUP

By Michael Martinell, Network Broadband Technician

In today's digital landscape, where every byte of data holds immense value, ensuring its safety is essential for businesses of all sizes. Imagine being a small business owner, and your entire customer database is wiped out instantly due to a hardware failure. Not only are you facing financial losses, but your reputation also takes a hit. That is why we're excited to introduce you to ITC Backup, powered by Veeam.

ITC Backup helps ensure that your data is backed up securely, so even if something goes wrong, you can quickly recover without losing valuable information. To decrease risks, adopting a robust backup strategy is important. Among the many backup methods out there, the 3-2-1 backup strategy stands out as a tried-and-tested approach for safeguarding critical data.

This 3-2-1 backup strategy involves creating three copies of your data, storing them in two different locations on-site, and keeping one copy off-site. This redundancy ensures that even if one backup fails or becomes inaccessible, you still have multiple layers of protection in place.

The first copy of your data is the original data stored on your company's servers or computers. This copy is the primary source of information that your business relies on for day-to-day operations.

The second copy is stored on an on-site storage device, such as a USB hard drive or a dedicated backup server within your premises. This provides an additional layer of protection in case the original data is compromised due to hardware failure, accidental deletion, or other local issues. Having a backup copy on-site also helps to speed up data restorations.

The third copy is stored off-site, such as in the cloud infrastructure provided by ITC. This off-site location safeguards against disasters like fire, flood, or theft that could potentially destroy both the original data and the on-site backup. Keeping a copy of your data in the cloud ensures that even if your physical premises are affected, your business-critical information remains safe and accessible.

As you can see, the ITC Backup service offers a comprehensive solution to safeguard your business data using the proven 3-2-1 backup strategy. With multiple copies of your data stored securely on-site and off-site, you can mitigate the risks of data loss and ensure business continuity, no matter the circumstances. If you want to learn more about how our backup service can protect your valuable information and provide peace of mind for your business, please call ITC at 1.800.417.8667.

TAKE OUR SURVEY

By Holly Stormo, Marketing Communications Specialist

ITC recently emailed out a two-question survey to our customers. If you didn't receive it or don't have email, please scan the QR code to the right with your smartphone camera. Paper copies are also available at the ITC offices. By completing the survey you will be entered into a drawing for an Amazon Fire Stick.

LIFELINE FUNDING AVAILABLE

Lifeline is a federal program that lowers the monthly cost of phone or Internet. Eligible customers will get up to $9.25 toward broadband service (up to $34.25 for those living on Tribal Lands) or up to $5.25 toward phone service on their bill. You can use Lifeline either for phone or Internet, but not both. Only one Lifeline credit is available per household. Lifeline is the FCC's program to help make communication services more affordable for eligible customers.

Contact ITC for a Lifeline application or visit ITC's website at www.itc-web.com/services/residential/phone or Internet. You can also go directly to the Lifeline National Verifier at www.LifelineSupport.org. The following information will be needed to apply: First and last name, address, date of birth, and last four digits of your social security number (or Tribal ID number). You may also need to provide one of these items: photo ID, prior year's tax return, social security card, or another document to prove your identity.

To be eligible for the Lifeline benefit, either you or someone in your household must participate in one of the programs below. The other option is to prove your income is at or below 135% of the federal poverty guidelines.

- Medicaid.
- Supplemental Nutrition Assistance Program (SNAP).
- Federal Public Housing Assistance (FPHA).
- Veterans Pension or Survivors Pension.
- Supplemental Security Income (SSI).
- Other Programs for Tribal Lands.

If your application is approved, you will need to contact ITC to receive the discount on your existing service.

If you believe you are eligible for Lifeline, call our office at 1.800.417.8667 for assistance.

CALL 811 BEFORE YOU DIG

When you call 811, the South Dakota One Call System notifies utility companies with buried lines in the area. The utility companies will only mark lines that they own. Private lines must be located by the private locating firm and are your responsibility. (For MN, call 811 or 1.800.252.1166.)