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360 Degree All Round

Pro-Active Protection & Support Plans

From just $1 per Day

Plans **Per Users and PCs**	PROTECTED MOST POPULAR	PREMIUM
Antivirus/Malware	**Included**	**Included**
Ransomware Detection & Prevention	**Included**	**Included**
Endpoint Detection & Response (EDR)	**Included**	**Included**
Advanced Software Management	**Included**	**Included**
Daily System Monitoring	**Included**	**Included**
PC System Health Monitoring	**Included**	**Included**
Microsoft and Windows Updates	**Included**	**Included**
Disk Health and Free Space Monitoring	**Included**	**Included**
Alerts and Monitoring for Proactive Maintenance	**Included**	**Included**
Annual Business Technology Report & Review	**Included**	**Included**
Tips and Tricks	**Included**	**Included**
Remote Support		**Unlimited Remote & Telephone Support for Users and Included Equipment (Valued from $130 per Hour)**
Onsite Support		**VIP Rates (5% Discount)**
Mobile Device Support		**Mobile Device support**
Printer/MFC Connectivity Support		**Printer/MFC Connectivity Remote Support**
Known Password, Machine, Application and Network Documentation		**Included**
Pricing (per user/device) ***per Year*** *or per Month*	**$360.00** $36.00	**$599.95** $59.95
First Year ANNUAL Plan DISCOUNT - First 90 Days of Protection Free with purchase of New Computer	**-$90.00**	**-$90.00**
Workstation Backup – Up to 300GB/Mth *Or per Month*	**Highly Recommended** **$18**	**Highly Recommended** **$18**
Extra Storage per 100GB per Month	$10	$10

Our 360 Degree ALL ROUND Pro-Active "PROTECTED" And "PREMIUM" Protection & Support Plans, with Optional Add-Ons like "BACKUP" exclusively from Connelly's Office National. We've simplified the tech jargon to provide you with a clear understanding of the exceptional benefits these plan offers:

1. ***Endpoint Antivirus (AV):***
   Protect against malware, including viruses, worms and trojans, from computers and networks. Unlike old-fashioned solutions that only rely on scanning for known virus signatures, Our AV leverages machine learning and AI to proactively identify and block sophisticated threats including zero-day and polymorphic threats.
2. ***Ransomware Detention/Prevention System:***
   Monitors for the existence of crypto-ransomware on endpoints using behavioural analysis of files, and alerts you when a device is infected. Once detected, Datto RMM attempts to stop the ransomware process, and isolates the device to prevent the ransomware from spreading
3. ***Endpoint Detection & Response (EDR):***
   A cybersecurity solution designed to identify, investigate and respond to threats and malicious activities on endpoints. It employs advanced techniques, like behavioural analysis, deep memory analysis and threat intelligence, to catch sophisticated attacks.
4. ***Advanced Software Management:***
   We have the ability to patch 100's of third party software solutions.
5. ***Daily System Monitoring:***
   We keep an eye on your systems to ensure they are running smoothly.
6. ***PC System Health, Disk Health, and Free Space Monitoring:***
   Regular checks to ensure your PC is in top condition with available space.
7. ***Microsoft and Windows Updates:***
   Keeping your Microsoft software and security patches up to date.
8. ***Alerts and Monitoring for Proactive Maintenance:***
   We catch issues before they become problems.
9. ***Annual Business Technology Report:***
   A yearly overview of your tech setup.
10. ***Tips and Tricks News:***
    We will share helpful tips and tricks with you to help you be more efficient.
11. ***Remote Support:***
    Remote/Telephone support & assistance for you and your devices if something isn't working right.
12. ***Onsite Support:***
    Onsite support for your devices.
13. ***Mobile Device Support:***
    Support for you and your mobile devices.
14. ***Printer/MFC Connectivity Support:***
    Support for you and your printer and MFC devices.

    Other additional Add-On Tools
15. ***Endpoint Backup: (Monitored by us for success)***
    Systems Backup to image level every 4 Hours to the cloud storage. Recovery from as little as just 1 file or folder and / or RESTORE an entire PC system….even to another Computer.

More details about what's included in our **360 Degree ALL ROUND** Protection & Support Plans

AV (Antivirus) - is your first line of protection by catching both known and unknown threats. Through its cloud-based threat intelligence, it consistently updates threat signatures to protect against adversaries. Its next-generation AV engine incorporates advanced techniques, like machine learning, heuristic analysis, and built-in AI, to protect against threats. Automatic quarantine and remediation – Automatically stops and removes threats from your endpoints without user intervention. Efficacy meets performance – Top-notch antivirus security without compromising your system's performance. Strong self-defence – Anti-tamper technology stops unauthorized modifications to its processes, registry keys and files.

Ransomware Protection - Ransomware Detection which monitors for crypto-ransomware and attempts to kill the virus to help reduce the impact of an attack.
Ransomware is a type of malware that encrypts or locks your files and demands payment to access them. Although there are multiple strains of ransomware, all fall under two main types: crypto-ransomware and locker ransomware. Regardless of the strain, ransomware is a criminal money-making scheme that is triggered by tricking users into clicking on deceptive links using social engineering tactics or by exploiting system vulnerabilities. Some strains go a step further and mark the files for permanent deletion. The perpetrators then demand ransom payments (usually in untraceable cryptocurrencies like Bitcoin) for the private key required to decrypt and access the files.

EDR (Endpoint Detection & Response - defends all endpoints — desktops, notebooks and servers — across Windows, macOS and Linux operating systems.
Patented deep memory analysis ensures that you're informed of even the most elusive threat actors. Take action against advanced threats right from your alert dashboard to isolate hosts, terminate processes, delete files and more without wasting precious seconds. Alerts are mapped to the MITRE ATT&CK framework to provide context and helpful clarity to your team. Includes Ransomware Rollback, which instantly reverts encrypted files to their original state after a ransomware attack, ensuring normal business operations are up and running without loss of time, money or data.

Managed SOC (PLATINUM Add-On) - managed service that leverages our threat monitoring platform to detect malicious and suspicious activity across three critical attack vectors: endpoint, network, and cloud. The elite team of security veterans hunt, triage and work with us when actionable threats are discovered, including: Continuous Monitoring – Round the clock protection with real-time threat detection. World Class Security Stack – 100% purpose-built platform backed by over 50 years of security experience. Breach Detection – The most advanced detection with to catch attacks that evade traditional defences. Threat Hunting – Elite security team proactively hunt for malicious activity.
Today's sophisticated cyberthreats require a higher level of security expertise and faster incident response than ever before. The combination of an endpoint detection and response (EDR) solution, next-generation antivirus (AV) technology **(Included in our Protected and Premium Plans)** and a managed security operations centre (SOC) **(Our Platinum Add-On)** arms companies with the tools and expertise they need to conquer today's most dangerous cyberthreats.

What are the differences between AV, EDR and MDR?
EDR focuses on detecting and responding to threats at the endpoint level, such as laptops, servers and other computing devices. It employs advanced techniques, like behavioural analysis, machine learning and deep threat intelligence, to catch sophisticated threats that antivirus solutions may miss.
Managed SOC or MDR is a comprehensive security solution that encompasses people, processes and technology to detect, investigate and respond to security incidents across the entire organization. It's like having a dedicated security team monitoring the network and endpoints for any signs of malicious activity.
AV is designed to detect, prevent and remove malicious software, including viruses, worms, Trojans and other types of malware. It works by scanning files and programs for patterns characteristic of known malware and employing various methods to neutralize threats.

AV, EDR and managed SOC: A terrific trio
EDR, AV (PROTECTED & PREMIUM Plan Inclusions) and a managed SOC (PLATINUM Add-On) are a powerful trio. These solutions bolster cyber resilience by helping companies detect and handle cyberthreats while providing 360-degree visibility into an organization's threat picture and critical tools to speed up incident response.

1. Comprehensive Threat Detection: AV provides the first level of protection, EDR detects threats at the endpoint and MDR covers the entire IT infrastructure, such as cloud, networks and various endpoints, ensuring a comprehensive defence against cyberthreats.
2. Faster Incident Response: AV conducts automatic quarantine and remediation for threats, while EDR can quickly detect and respond to sophisticated threats with its deep behavioural analysis. Adding managed SOC to the mix provides even faster incident response by correlating threat data from multiple sources and operating 24/7/365.
3. Improved Threat Intelligence: EDR and AV can provide valuable threat intelligence to managed SOC services which can help them improve their detection capabilities. For example, if EDR or AV detects a new type of malware, it can immediately send that information to managed SOC analysts, allowing them to update their detection capabilities.
4. Reduced False Positives: EDR can help reduce the number false positives generated by managed SOC services by providing more context around alerts. For example, if EDR detects a suspicious file on an endpoint, it can provide additional information about that file to the managed SOC analysts, allowing them to better determine whether it is a true threat or a false positive.
EDR, AV and managed SOC are powerhouse technologies that complement each other perfectly and integrate seamlessly together. This winning combination can affordably provide organizations with a better defence-in-depth posture. For YOY we can achieve faster incident response, improve threat intelligence, and reduce false positives providing the security edge needed in today's dangerous world.

For Existing Clients that have adopted the "PROTECTED" Plan or above , we have recorded an up to 80% decrease in the number of support calls received, and we put this down to 1 thing – we are PRO-ACTIVELY keeping your system protected and up to date in the background, so our users are not experiencing the same number of interruptions and outages.

Why Choose Connelly's Office National?

Our team provide comprehensive tech support, monitoring, and security to ensure your business runs smoothly. With multiple plan options and valuable add-ons, you can tailor our services to fit your exact needs.

NOT sure what else you can do to work better and stay safe – were here to help

- ✓ Adding Computers to your Office Network or Setup "Cloud" file storage so you and your team can work from anywhere.
- ✓ Expanding your WiFi Coverage at in your Business or at Home
  - Connect the Shed or another building to WiFi.
- ✓ Upgrade your FREE Email (e.g. Gmail, Hotmail, Outlook.com) to a proper Business Grade Email service with your business Branding e.g. sales@connellys.com.au
- ✓ Setup Automated Backup of your Computer and Email systems.
- ✓ Need to Print & Scan but how do you choose the "Right" device for you.

Technology solutions however will not be the whole Cyber Security solution anymore. In a recent blog we highlighted some data from searchlogistics.com that says **that "95% of cybersecurity breaches occur as a result of human error".**
https://www.connellys.com.au/post/protect-your-small-business-from-cyber-threats

User education and knowledge are key. There are paid education programs we can offer, but to start you and your team on your journey there is a FREE Cyber Education program designed to help protect and support small business called **CYBER WARDENS. (www.cyberwardens.com.au).**

"The Cyber Wardens program is a simple education tool designed to build a cyber-smart small business workforce. Educating your team about cyber threats will help to protect your small business."

I have had my whole team sign up for and work through this – it takes less than one (1) hour to complete. **I strongly encourage you and your team to sign up for this FREE service.**

CyberWardens.

Help protect your small business from online threats in three simple steps.

1 Defend against digital break ins with up to date software

Ensure every device is set to automatically update software

2 Set a virtual security alarm with multi-factor authentication (MFA)

MFA adds another roadblock for hackers trying to force entry into your business.

3 Bounce back with back ups

In the event of an attack, back ups allow you to recover and keep your business trading

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Additional Software and Services

Enhance your plan with these optional add-ons:

4800201 4800200	**Connelly's Keeper Password Manager:** Software that securely creates, stores and recalls highly effective and more secure passwords. (Browser add-in for quick and easy retrieval and website login)	$71.50/Yr/user or $6.29/Mth per user
4800129	**Connelly's Workplace** : Unlimited storage capacity Business Grade Cloud Storage/Sharing: Securely store and share your data. Replace your Office File server and have access to your files in the Office, at Home, Anywhere you go, even on your Phone or Tablet.	$27.95/Mth per User
Connelly's Microsoft 365 Plans: a comprehensive solution for email and productivity needs while also ensuring professional communication. *Includes our administration & documentation of your portal*		
4800169 4800178	**Exchange Online (1)** 50GB Email with online Outlook	$103/Yr (2mths free) or $10.30/Mth
4800184 4800175	**Business Basic** 50 GB Email with All Online apps (Outlook, Word, Excel)	$153.50/Yr (2mths free) or $15.35/Mth
4800185 4800176	**Business Standard** 50 GB Email with Online & Local apps + One Drive (Outlook, Word, Excel, etc)	$319/Yr (2mths free) or $31.90/Mth
4800183 4800174	**Business Apps** Microsoft Apps only + One Drive	$222/Yr (2mths free) or $22.20/Mth
Connelly's Backup 365: Keep your Microsoft 365 data safe. *(The cloud service is designed to be available 99.9% of the time, but your data can still be hacked, corrupted, lost or deleted, **in fact 40% of data loss is caused by user error/deletion)***		
4800204	**Backup by Dropsuite for 365** (Email, Calendar, Contacts, Tasks, OneDrive, Sharepoint, Teams)	$5.95/Mth per user
4800205	**Backup & Archive by Dropsuite365** (One Drive, Sharepoint, Email, Calendar, Contacts and Tasks, Full Compliance Email Archive)	$7.75/Mth per user
Connelly's Mail & Collaboration Protect (Avanan): a cloud security platform that specializes in email and collaboration security. It provides advanced threat protection for cloud-based email and collaboration platforms, including Microsoft 365 (formerly Office 365), Google Workspace (formerly G Suite), and other cloud applications.		
4800194	**Email & Collaboration Protect** (Email AntiPhising, URL Click Protection, Global Mailbox Search & Destroy, Advanced Security Reporting *(Choose if protecting Email Only)*)	$6.60/Mth per user
4800195	**Email & Collaboration Protect Advanced** (Email AntiPhising, Advanaxced Malware Protection for Microsoft 365 One Drive & Sharepoint, URL Click Protection, Global Mailbox Search & Destroy, Advanced Security Reporting. *(Choose if protecting Email & One Drive Files)*)	$7.70/Mth per user
4800199	**Connelly's Standalone Endpoint Backup for PCs :** Safeguard your files, folders and entire computer "snapshot" setup in the cloud.	$35/Mth per workstation
4800127	**Connelly's Standalone Workstation Backup File Protection:** Continuous file and folder backup for your pc.	$25/Mth per workstation

Terms and Conditions:

Please review our General Terms and Conditions and Managed Service Agreement for complete details.

Get Started Today – Phone 6382 4099, Email sales@connellys.com.au

2023 WINNER

National and NSW/ACT Member of the Year

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