



AGIO SKYSUITE
OVERVIEW & FAQ

*You need your technology
and security taken care
of quickly, cost-effectively,
and without distraction
from your core operations.*

**AGIO SKYSUITE IS THE ALL-IN-ONE
SOLUTION THAT DELIVERS JUST THAT.**

And whether you are fully remote, working in a shared office space, or setting up your own space, our flexible setup meets you exactly where you are.

FREQUENTLY ASKED QUESTIONS

WHAT IS AGIO SKYSUITE?

Agio SkySuite is a comprehensive, cloud-based managed IT and cybersecurity solution designed specifically for startup financial firms and firms looking to make the transition to the cloud. It provides end-to-end technology management by experts who specialize in supporting the financial services industry, ensuring your systems and data are always protected.

At Agio, we understand that every firm is unique, and we're here to support you wherever you are in your journey. Our service model is anchored by humans and driven by modern technology to provide you with the transparency and control you need over your IT environment.

HOW DOES SKYSUITE HELP STARTUP EXECUTIVES AND FOUNDERS LIKE ME?

SkySuite is all about making sure your technology runs smoothly so you can focus on what matters most – growing your firm. Our team works 24/7/365 to keep you up and running in the cloud, handling everything from new technology decisions to breach responses. Plus, we'll guide you through Due Diligence Questionnaires (DDQ) and be your go-to technology expert whenever you need us. With nearly 15 years of experience, you can trust that we've got you covered.



WHAT DO I GET WITH SKYSUITE?



Familiar Microsoft Tools:

The full Microsoft 365 suite, including email, file storage, and collaboration apps you already know and love.



Proactive Monitoring & Management:

We monitor your systems 24/7, apply critical software updates, and handle any IT issues that arise.



Enterprise-Grade Cybersecurity:

Robust security features like endpoint protection, multi-factor authentication (MFA), and advanced threat detection. Plus, our very own Agio Foundations - a revolutionary service that significantly enhances your security posture by automating the monitoring and management of security policies within Microsoft 365 and Microsoft Intune environments.



Investor Approved Seamless Compliance:

Meet SEC regulations and investment management guidelines, with documentation and support included.



Regular Customer Success Check-Ins:

Your assigned CSM will consistently meet with you to discuss insights into your environment and address any evolving needs.



The AgioNow Portal:

Forget about the hassle of time-consuming email exchanges and the risk of missing critical updates. With AgioNow, you and your end-users can effortlessly open and track support cases, access real-time reporting, and monitor user activities – all with just a few clicks.



Contact us Your Way:

We meet you where you are 24/7 via phone and email. And we get how annoying it can be getting bounced around from one customer service representative to another, which is why you are assigned a dedicated point of contact to guide you through any challenges that may arise.



Timely SLA Management:

We commit to responding to any ticket within 15 minutes of receiving and regularly check in with delivery teams to ensure customer service metrics like CSAT and Time to Resolution are met efficiently.

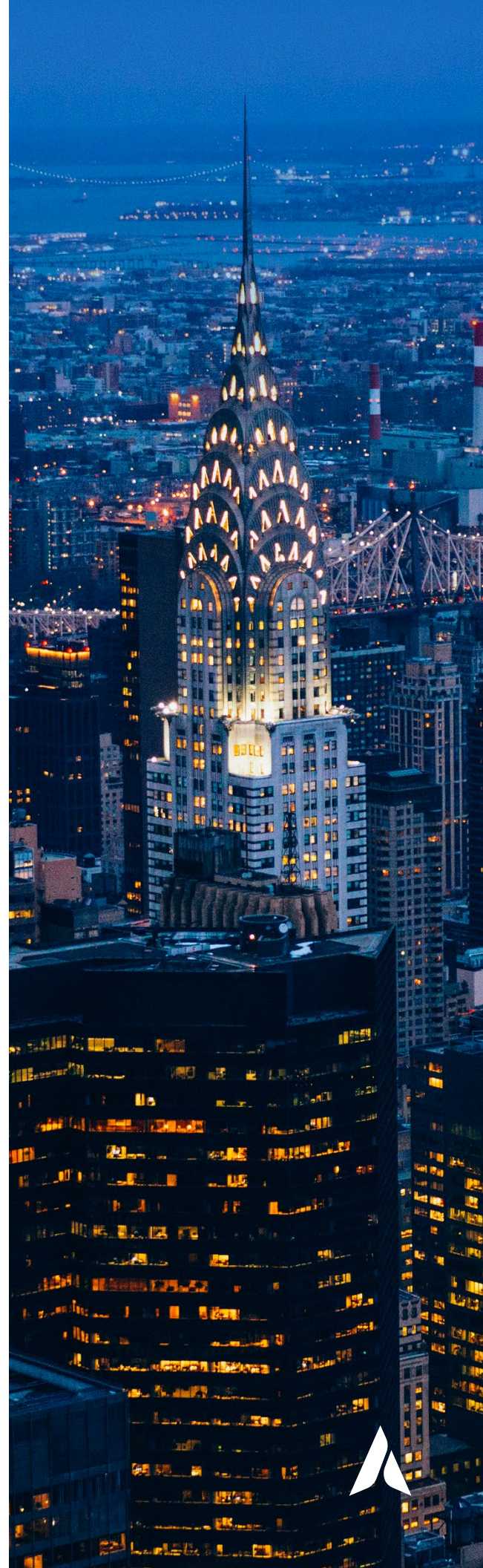
WHAT SETS AGIO'S SKYSUITE APART?

Simply put, your **IT just works. Major players in the market skip the service in MSP, we don't. While many MSPs overlook the personal touch in managed IT and cybersecurity, we prioritize it. We show up and provide a steady partnership with service quality that never dips.

DOES SKYSUITE HELP ENSURE REGULATORY COMPLIANCE AND INVESTOR CONFIDENCE FROM THE START?

We know that investors and stakeholders place a high priority on security policies and due diligence questionnaires (DDQs). That's why we provide you with a comprehensive set of security policies and assist with DDQs, leaving no stone unturned.

Our team of experts work closely with you, ensuring that your startup not only meets but exceeds industry standards. With Agio by your side, you not only get a top-notch IT and cybersecurity setup; you gain investor confidence and position your firm as a trusted, compliant choice.



WHAT'S INCLUDED WITH SKYSUITE?

END USER SERVICES

Staffed by expert engineers 24x7x365, our help desk is actually helpful. You'll work with an end-user support team that's dedicated to your business, so they understand your systems, tools and budget, with the full problem-solving power of Agio's entire client service team behind them. This includes:

24x7 Remote Helpdesk Support:

We provide round-the-clock remote technical support so your firm can quickly resolve any IT-related challenges, minimize downtime and maintain productivity.

SharePoint File Access:

We configure your SharePoint environment, allowing secure and collaborative file sharing and storage for secure remote access and efficient teamwork.

Microsoft 365 E5:

We equip your firm with a powerful set of Microsoft applications and features, enhancing your ability to work effectively and securely.

Office 365 Backup:

We implement a robust backup solution for your Office 365 data, to safeguard your data against accidental deletion, malware, or other threats.

Audio Conferencing for Teams:

We configure your audio-conferencing capabilities within the Microsoft Teams platform for seamless virtual meetings and collaboration.

Workstation Patching:

We regularly update and patch your workstations to address security vulnerabilities and ensure optimal performance.

Hardware Support and Supply:

We manage the procurement, deployment, and maintenance of your firm's hardware, so you have the necessary devices and equipment to perform operations effectively.

Anti-Phishing:

We implement robust anti-phishing measures to safeguard your firm against one of the most common and effective cyber threats, reducing the risk of data breaches and financial losses.

Endpoint Protection:

Our advanced endpoint protection solutions monitor and secure all devices connected to your network, including laptops, desktops, and mobile devices.

Multi-Factor Authentication (MFA):

Our MDM capabilities allow you to enforce security policies, monitor device usage, and protect your firm's data on employee-owned and company-issued mobile devices.

Mobile Device Management (MDM):

We implement a robust backup solution for your Office 365 data, to safeguard your data against accidental deletion, malware, or other threats.

Mobile Web Security:

We configure web filtering and secure browsing controls to protect your firm's mobile devices from accessing malicious or inappropriate web content.

Extended Detection and Response (XDR) Security Services:

Our XDR security services provide comprehensive threat monitoring, analysis, and response across your entire IT environment.



MANAGING YOUR ENVIRONMENT

With Agio SkySuite, you get a comprehensive, all-in-one solution that checks all the boxes with 24x7x365 proactive management. Specifically, you receive:

24x7x365

Custom system configuration:

We tailor your technology environment to your specific needs for optimal performance and security.

Agio Network Monitoring & Management:

We proactively monitor your network, detecting and addressing issues before they become problems for optimal performance and uptime.

Circuit Monitoring & Management:

We manage your internet and telecommunication circuits for reliable connectivity and prompt resolution of any service disruptions.

Entra ID:

Our integration with Entra ID, an active directory, enables seamless user authentication and access management for security and productivity.

Hardware Stack Options:

Our hardware stacks offer four levels of customization, ensuring there's one that perfectly fits each customer's needs. Whether it's redundant or non-redundant, each option includes a firewall upgrade tailored to your specifications.

Uninterruptable Power Supply (UPS):

We provide and maintain UPS to protect against power outages and ensure business continuity.

DDQ Documentation & Support:

We assist you with completing DDQs providing the necessary documentation and support to streamline the vendor assessment process.

Robust cybersecurity features:

Through proprietary service features such as Agio Foundations, you get advanced security measures to protect your systems and data from cyber threats.

Semi-Annual End User Cyber Security Training Webinars:

Our security training webinars educate your firm on the latest cyber threats and best practices.

Uninterruptable Power Supply (UPS):

We provide and maintain UPS to protect against power outages and ensure business continuity.

Basic Cyber Security Policy Documentation:

We create and maintain comprehensive cybersecurity policies, ensuring compliance with industry standards and best practices.

Annual Phishing Exercise:

We conduct simulated phishing attacks to assess vulnerability and provide targeted training to improve security awareness.

Cybersecurity Incident Detection:

Our Extended Detection and Response (XDR) sensor monitors your environment for anomalies and suspicious activities for early detection and response to cyber incidents.

Hosted Voice Administration:

We manage your hosted voice solution, ensuring seamless communication and optimal performance of the telephony system.



WHY AGIO?

When you select Agio, you're investing in a relationship with everyone who's a part of this firm. Our teams operate in a symbiotic relationship, based on deposits and withdrawals, that creates a vehicle for delivering more than just service. We deliver an experience that reaffirms to our clients we've got them covered. From clean, concise implementations; to consistent support backed by automation and tools that work the way they're supposed to; to value-add reporting; to accurate, timely invoicing; and content on the latest IT and cybersecurity trends, we bring the full breadth and depth of our talent to bear.

We deliver #OneAgio.

For more information, please contact:

877.780.2446 | sales@agio.com

