

BriteStar

A Faster, More Secure,
World-Class Managed IT Service



Trusted, Round-the-Clock IT Support

Balancing business needs, technology demands, limited IT resources, and evolving cyber threats is a complex challenge, one that can easily distract your organization from what it does best.

That's where **BriteStar** comes in. Our comprehensive managed IT service helps protect and manage your entire IT infrastructure, built on industry-leading best practices and delivered with a service-first approach.

When you partner with Brite, you're not simply outsourcing your IT — you're gaining a strategic ally committed to elevating your business through people, process, and technology, supported by our true “follow-the-sun” 24/7 service model.

And unlike most MSPs, we don't stop at IT. Brite delivers fully integrated, enterprise-grade cybersecurity through our in-house, US-based Security Operations Center (SOC), giving you complete IT and cyber protection in one seamless service.

Don't settle for impersonal IT support — with Brite, we're always here, ready to help you!





Why Partner With **Brite**

Increased Employee Productivity: Make extensive downtime a thing of the past with proactive monitoring and 24/7 help desk support.

Improved Infrastructure Health: Infrastructure monitoring, patch management, and lifecycle management ensure your infrastructure is up to any challenge you throw at it.

Faster Cyber Threat Response: Stop hackers in their tracks with our US-based SOC monitoring and AI-powered rapid response to threats.

Fixed, Predictable Monthly Cost: Say goodbye to unpredictable IT costs with a fixed, per-user monthly cost.

"The strategic foresight to partner with Brite is invaluable. The peace of mind to know we're protected and that the entire Brite team is there for anything is a huge burden off our team."

John Rizzo, RDG+Partners

What **BriteStar** Can Do For You

Proactive IT Support: We provide exceptional 24/7 support backed by industry-leading service level agreements (SLAs), ensuring your business and users receive timely IT help desk assistance whenever challenges arise.

Cybersecurity Defense: Brite delivers top-tier cybersecurity defense by utilizing a network of leading solutions and experienced professionals to protect organizations from evolving threats. Our comprehensive defense-in-depth approach ensures protection across all digital environments, catering to both SMBs and enterprises.

Backup & Recovery: Our backup and recovery IT services securely store your critical data and ensure quick accessibility, minimizing downtime during disruptions. With tailored solutions, we safeguard your information against loss and enable swift recovery.

IT Consulting: Brite's engineers, vCISOs, and project management specialists help organizations plan, implement, and optimize their IT environments. From seamless cloud migrations and secure deployments to compliance management and penetration testing, we ensure your technology drives operational efficiency, minimizes risk, and keeps you audit-ready.





What's In Our Standard Managed IT Services Package

24/7 Unlimited Help Desk: Providing round-the-clock support to ensure your technology runs smoothly and any issues are resolved promptly.

Asset & Patch Management: Strategically manage and track all software and hardware assets for better planning, monitoring, and security.

Device Health Monitoring: Continuously monitor all hardware to proactively prevent unplanned outages and maintain optimal performance.

Disaster Recovery & Business Continuity: Implement robust backup and recovery solutions to ensure business operations continue smoothly in the face of disruptions.

Email Management & Security: Provide secure and efficient email communications while protecting against threats with advanced security technologies.

User Awareness Training: Educate employees to recognize and respond appropriately to potential security threats, creating a human firewall.

Advanced Cybersecurity Protection (Network, Data, Endpoint, Web): Robust, enterprise-grade protection seamlessly integrated throughout your IT infrastructure with BriteProtect's managed cybersecurity platform.

Integrated Cybersecurity; Eliminate Risk With **BriteProtect**

Did you know the average cost of a data breach is **\$3.31 million** for businesses with less than 500 employees? **Most don't recover - would you?**

With so much at stake, you can't afford to leave any aspect of your cybersecurity to chance. Yet most MSPs simply tack on third-party tools or leave security gaps for the client to manage.

Brite does it better, delivering fully integrated, enterprise-grade cybersecurity as part of your managed services, powered by our US-based Security Operations Center (SOC). It's cybersecurity built in, not tacked on — faster, smarter, and seamless.

What to expect from **BriteProtect**:

- 24/7 US-based monitoring and analysis
- Robust assessments and reporting
- Reliable automations and playbooks
- A truly co-managed platform



As a BriteStar customer, you'll have the option to seamlessly integrate **BriteProtect** with your existing cybersecurity tools, reducing cost, complexity, and risk.

How? Through **AI-Driven Open XDR**.

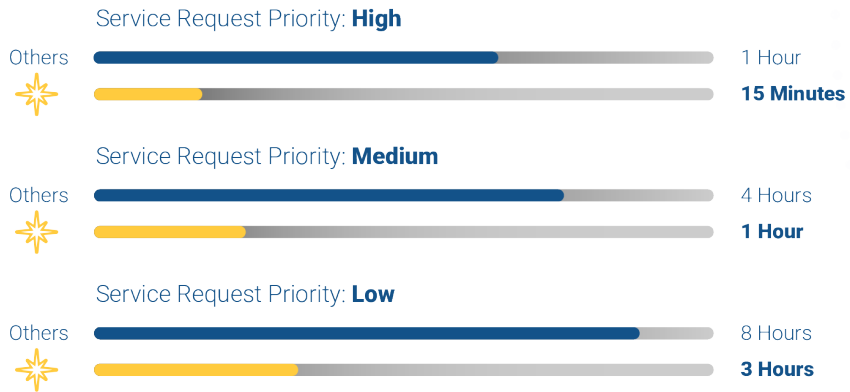
Our cutting-edge Extended Detection and Response (XDR) platform continuously collects and normalizes security logs, applies real-time AI-powered detection, automates response via SOAR, and enables proactive threat hunting, all through a single, unified console.

Superior Support, Exactly When You Need It

Most MSPs don't even publish their SLA targets, let alone hit them.

At Brite, we proudly share the aggressive goals that we set because we consistently exceed them. Our 90% SLA benchmark isn't just a number – it's a promise we beat, achieving over 95% compliance across high-, medium-, and low-priority requests.

The proof? It's right here. While others respond in hours, we respond in minutes. That's the **Brite difference: proactive, transparent, and always on.**



How much of a difference maker is **BriteStar**?

1M+ Tickets Closed
324,000+ Logs Ingested
97.1% Customer Retention



Brite is a trusted partner delivering integrated and scalable technology solutions that power safer, smarter, and more secure organizations and communities.

With people and technology at the core of everything we do, our expert team combines proven processes with thoroughly evaluated, industry-leading technologies to help teams operate securely, efficiently, and with confidence.

At Brite, we believe good enough is never enough. We're always striving to improve, build strong partnerships, and create meaningful value with every interaction. Whether it's through our people or our services, we aim to delight and support our customers every step of the way with
Brite People, Brite Solutions.

"I'm completely and utterly thankful that we contracted with Brite. It's been a great relationship for us."
Information Manager, Lupton Associates



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