

# IT Services



Evaris Solutions Plc

0330 124 1245 [hello@evaris.com](mailto:hello@evaris.com) [www.evaris.com](http://www.evaris.com)

# IT Services

IT gives you the opportunity to meet critical business objectives and drive growth within your organisation. But capitalising on these opportunities requires time, technical expertise and commercial know-how.

That's where we come in...




Evaris provides IT consultancy services and tailored technology solutions spanning infrastructure, cloud and managed services to help organisations achieve their business goals and gain a competitive edge. Our people have the knowledge, experience and skill-set needed to deliver tailored IT solutions and we've been working with businesses of all sizes across multiple industries in both the private and public sectors for over 12 years.

We deliver these solutions using a range of IT services which we explain in more detail throughout this brochure.

## Our Process

When undertaking a new project, we follow a tried and tested process based on ITIL methodologies to ensure we engage with confidence, minimise risk and deliver optimal results. Our approach encompasses three key phases, all underpinned by best practice management and support methodologies.

This proven, phased and consultative approach emphasises interaction and input throughout the process. It ensures that any work we carry out is clearly aligned with your business objectives and is not conducted in isolation. This adds a real potency to the work we do which translates into direct and measurable business benefits.

 DISCOVER	 DESIGN	 DEPLOY
We define the business case and ROI, analyse existing systems, document current processes and identify improvement opportunities. We assess your technological readiness and capture both business and technical objectives.	We map your business objectives to technical requirements and create a configuration blueprint. If appropriate, an upgrade/migration plan is defined and proof of concept are created which define success criteria.	We carry out procurement, configuration, fulfilment, installation and provide any setup or training required. We take care of ongoing support, maintenance and licensing to free you from routine admin and help you unlock ROI.



# IT Help Desk

Professional industry certified experts on-hand to support your business.

For many businesses, IT support is little more than an afterthought – and it's not until a problem actually prevents workers from doing their jobs that anyone realises appropriate tech support isn't in place. Evaris' help desk services are designed for one thing only – to provide best-in-class service and support, so you can enjoy peace of mind knowing that professional support is just a phone call away.

Evaris provides a full range of flexible IT help desk services that keep organisations secure and operational and ensure systems are performing to their full potential. We've been providing managed IT services to businesses of all sizes across multiple industries for over 12 years. During this time we've assembled an in-house team of qualified technicians with breadth and depth of expertise. We've also gained industry standard accreditations and developed strong partnerships with the leading technology vendors. Over 60% of our support customers have been with us more than 5 years which is testament to our positive reputation, our industry leading resolution and service level agreement (SLA) times and our consistently superior customer service.

Evaris has the people, systems, tools and services needed to ensure your infrastructure runs smoothly. We can help you proactively spot and remedy potential IT issues and take corrective action swiftly and efficiently when problems occur. We devise and deploy tailored support solutions to keep your business operational and free you from system admin and maintenance tasks so you can focus on more strategic work.

With Evaris help desk services, you can enjoy peace of mind knowing that our certified technicians can quickly and efficiently resolve even your most complex technical problems.

## Support Coverage

- > Servers, desktops and laptops
- > Mobile phones and tablets
- > Microsoft Office and leading third-party applications
- > E-mail applications and web browsers
- > Thin clients and virtual desktop infrastructure (VDI)
- > Hardware and network troubleshooting
- > Printer installation and support
- > User administration
- > Virus and malware infections

## FEATURES



**Comprehensive support** - Up to 24x7x365 cover with first, second and third line support both on-site and remotely.



**Value added service** - True support should go beyond keeping the lights on and the business running smoothly. We view our role as providing you with the advice, plan and the tools you need to use technology to positively change the way you do business.



**Certified technicians** - Our IT support technicians hold a range of industry certifications including MCITP (Microsoft Certified IT Professional), CompTIA A+ and

CompTIA Network+. As a Microsoft Partner we're also able to call on direct Microsoft support where required. For other vendor support, we have the availability of a large pool of industry certified technicians via our Networks Operation Centre (NoC) service.



**Responsive team** - Our help desk services are underpinned by response time and resolution target SLAs to ensure that support tickets are acknowledged and resolved swiftly. We answer calls in 30 seconds or less, and our first contact resolution is 77% (the industry average is only 64%). Calls are triaged which means clients are not waiting for a technician, but can speak with someone straight away. 70% of the tickets coming into our help desk are closed within 10 minutes.



**Outstanding retention rates** - Over two thirds of our business each month comes from existing customers. 60% of our help desk support contracts are more than 5 years old. These impressive retention statistics are a testament to the excellent service we aim to deliver to every single Evaris customer.



**Tailored service** - We work with you to establish and prioritise your support requirements and can tailor a Service Level Agreement (SLA) to suit your business needs, maximising your productivity.



**Proactive monitoring** - Sophisticated monitoring and reporting tools for efficient, proactive management of your IT estate helps us spot problems early so we can take remedial action minimising unforeseen costs and expensive downtime.



**Excellent customer service** - Consistently rated as 'excellent' for customer satisfaction by TrustPilot - a leading independent customer review provider.



# Premium Support Packages

We can go way beyond basic help desk cover provision to truly free you from the uncertainty, risk, cost and resource associated with implementing and maintaining your IT systems.

Our premium support packages offer a host of additional benefits including:



**Account management** - You'll have access to an Evaris account manager who will effectively become your IT partner, scheduling regular strategic reviews, providing consultancy support, and making tailored recommendations to help you get the most out of your subscription.



**Operating system patch management** - We install and manage the latest patches (code updates) to improve system performance and fix security vulnerabilities. We test all Microsoft Security Patches, whitelist and blacklist patches depending on patch behaviour. Once tested, patches are deployed based on established policies. Evaris can also optionally automate the deployment of Microsoft non-security patches, Apple patches, and patches for a variety of third-party applications.



**Performance monitoring and optimisation** - We monitor a variety of key system parameters to ensure your infrastructure runs smoothly and identify potential issues before they arise. These include processor, disk, memory and page file (swap) utilisation. Automated alerts can be triggered based on set thresholds which notify our technicians to investigate spikes and unusual patterns further.



**Warranty expiration alerts** - We track the warranty status of your hardware devices to ensure you can renew or arrange support cover for devices that have an expiring or expired product warranty.



**Temporary file deletion** - We locate and remove unused files from your system - allowing Windows to run faster and freeing up valuable hard disk space to be reused.



**Disk space clean up** - Low free space means upcoming problems, like the inability to receive mail (for mail servers) or the inability to store new files (for file servers). Typically, free space decreases a little every day. We'll run various system processes to purge unused and unneeded files to free up disk space.



**Monthly reporting** - Detailed monthly reports and data insights which include technical systems information, asset collection, preventative maintenance, performance and application monitoring and more.

As well as a range of 'off the shelf' help desk packages, Evaris can build a package that's tailored to meet the specific needs of your organisation.

Contact our team  
to discuss the best  
solution for your  
business.



# Network Performance

The entire world runs on networks. We make sure your networks keep on running.

Today's businesses expect their IT infrastructure to just work, kind of like their electricity, running silently and smoothly in the background. But when IT networks don't work effectively, business grinds to a halt.

Why?

Because with software applications and data now spread across a mix of physical hardware and the cloud, networks are the gateway to everything your employees need to do their jobs. Access to people, access to information - all of this relies on the network and most businesses can ill afford any delays or downtime.

Managing networks effectively and efficiently can be difficult though. They are often incredibly complex and require the management of many time-intensive manual tasks. To make matters worse, there are few industry standards in force and vendors manufacture thousands of network device models that run on different operating systems and work in different ways. People who can make sense of this complexity are hard to find, hire and retain.

Fortunately, there is another way...

Evaris offers a range of network monitoring and management services that free you from the admin overhead so you can focus on more strategic initiatives. We use a suite of cloud based tools that give us visibility and control of your infrastructure devices including routers, switches and firewalls. These tools ensure we know about network issues before you do and reduce business risk associated with your networks. Some key features of our services include:



**Automated network mapping** - see a complete map of physical and logical topologies. No more tracing wires by hand, manually drawing network maps and backing up network device configurations.



**Inventory & documentation** - we create a profile for every network device, an automatic list of all the IP addresses currently in use and specify which devices are using them. Pain free network documentation at your fingertips.




**Map search and filter** - we provide the ability to quickly find and visually isolate any part of the network.



**Password management** - We'll encrypt and securely store your device credentials and automatically authenticate you on log-in. No more spreadsheets, post it notes or remembering passwords in your head.

You've made a significant investment in your infrastructure and it forms the bedrock of your organisations...



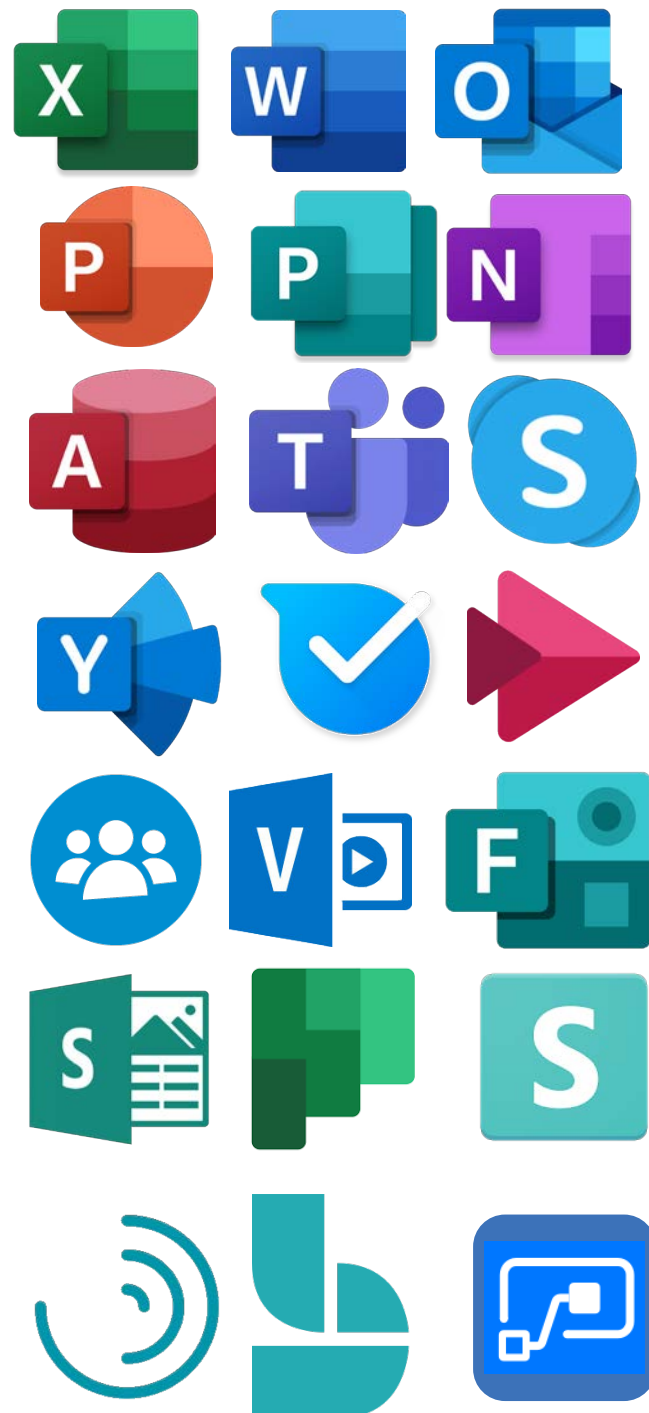
Evaris can help  
ensure you maintain  
a rock-solid IT  
foundation delivering  
optimal performance  
so you can focus  
on running your  
business.



# Cloud Solutions

We make it easier for you to move to 'on-demand' computing and do more in the cloud.

Evaris offers a wide range of cloud solutions to fit both your needs and your budget. Working with leading industry partners we can help you migrate to and/or make better use of the cloud, deploying technology as a service. Our in-house cloud experts have the qualifications and accreditations needed to assist you no matter where you are on your cloud journey - from consultancy through to design, implementation and ongoing support.



## MICROSOFT OFFICE 365 CLOUD SOLUTIONS

More than half of organisations globally rely on Microsoft's business services and applications to run their business but the sheer scale of Microsoft's operation creates multiple challenges. If you don't have IT resources in-house, getting tech support and resolving issues can be slow and difficult. Staying on top of license and user management creates unwanted admin and accounting overheads - it's hard to track and attribute multiple subscription changes made during the billing cycle. Finally, Office 365 evolves constantly so it's tricky to know whether you're using your subscription to its full potential, particularly if your IT department is too busy fighting fires to keep abreast of these changes.

To combat these challenges, Evaris offers a range of Microsoft cloud packages that bring together the productivity apps you trust with comprehensive help desk support for your subscription in a choice of affordable, pay-as-you-go monthly plans. Select from one of our popular pre-built packages or talk to our advisors and we'll build a bespoke package tailored to your business.

### Public Cloud

- Scalability
- Cost-efficiency
- Unlimited storage
- Pay as you go

### Private Cloud

- Single tenant
- High security
- Flexibility
- Fully customisable

### Hybrid Cloud

- Scalability
- High security
- Flexibility
- Cost-efficiency
- Unlimited storage

## HYBRID CLOUD SOLUTIONS

For all its benefits, not everything belongs in the cloud and many forward-thinking organisations choose a hybrid mix of services with a blend of public and private cloud plus some services being run on traditional on-premise infrastructure. This hybrid approach can provide the best of both worlds with more flexibility to segment and scale your workloads as well as improved cost and management controls.

The primary benefit of a hybrid cloud is agility. The need to adapt and change direction quickly is a core principle of any digital business. Your organisation might want (or need) to combine public clouds, private clouds, and on-premises resources to gain the agility it needs for a competitive advantage. Hybrid cloud solutions offer a flexible, best-fit option to meet even the most particular requirements. But they can be complex to design, implement, operate, secure and optimise. Evaris can help you design and deliver a hybrid architecture that connects your cloud platforms to your traditional servers to meet your unique business requirements.



# Security

**We provide industry-leading IT security solutions to protect you from breaches, mitigate risk and enable compliance.**

An effective security strategy is PARAMOUNT for every organisation! Security underpins every Evaris solution and is intrinsic to every Evaris service. Our team of consultants have the skills and experience to devise bespoke security strategies that are aligned with the way your business operates. Our aim is to liberate you from the uncertainty, risk, cost and resource associated with implementing and maintaining an effective security solution. We'll steer you towards a commercially viable solution that's fit for your business today but also scalable for the longer term.

Partner with Evaris for strategic guidance and managed security services that provide robust, future-proof business protection without compromising your team's productivity. Our cybersecurity services include:

## CYBERSECURITY PACKAGES

Evaris provides a range of cybersecurity packages designed to help you:

- Defend your organisation from sophisticated cyber attacks
- Protect your business data from leaks and hacks
- Secure your workplace devices including mobiles and tablets
- Control who has access to information
- Prove GDPR compliance and meet strict regulatory requirements

Let Evaris free you from the uncertainty, risk, cost and resource associated with implementing and maintaining an effective security solution. For a modest monthly fee we'll ensure your organisation's data, devices, people and reputation are protected, freeing you to focus on running your business.

## MITIGATING HUMAN ERROR

Human error is the leading cause of 95% of cybersecurity breaches. This encompasses a vast range of actions - anything from downloading a malware-infected attachment to failing to use a strong password. At Evaris, we mitigate human risk using two approaches; reducing opportunity and educating users. With the right tools and training you can empower staff to become your first line of defence against any attack or breach, safeguarding your business in the long term.

Most companies believe they already have adequate measures in place to protect them from threats and attacks. In reality, the increasing volume and sophistication of cyber attacks means many companies are actually ill-prepared. Evaris can run a series of no-obligation scans and checks to find out if your business is properly protected. We can provide a report detailing any usernames and passwords that have been found on the dark web which could be used to compromise your business.

## FEATURES



**Email spam filtering** - Spam scoring to filter and sanitise every email before it is delivered to your mail server to protect you from email-borne threats. Anti-spam technologies that block analyse email messages with granular policy controls.



**Advanced Threat Protection (ATP)** - Industry leading, artificial intelligence (AI) powered protection from different forms of email borne cyber threats including viruses, hacking, phishing, spear phishing, malware, ransomware and encryption attacks.



**Managed security solutions** - Proactive monitoring and management of your workplace security freeing you to focus your resources on the business.



**Network security management** - Access and device management. Network control and protection from internal threats and external attacks.



**Endpoint protection and data loss prevention (DLP)** - We safeguard your apps and data and prevent leakage across your PCs, laptops, mobiles and other devices whether BYOD or company issued.



**Disaster Recovery (DR) and business continuity** - Ensure business as usual through cloud-based failover in the event of an outage or catastrophe.



**Incident response management** - Stop active threats, minimise harm and ensure a rapid recovery to business as usual in the event of a virus, breach or a loss of data.



**Archiving, encryption and regulatory compliance** - Evaris security solutions can help you control access to content (even after you've sent it), comply with GDPR, meet strict regulatory requirements and avoid potential fines.



**Penetration testing** - In-depth testing of your cybersecurity systems to expose your vulnerabilities and improve resilience.



**Cyber education** - Humans are the weakest link in cybersecurity. Evaris can train your staff on best practice, protecting you from expensive remediation costs.



**Speak to our security specialists today for more details.**

# Data Protection

We provide tailored backup solutions and the peace of mind that your data is safeguarded at all times.

Protecting your data is mission critical, but it doesn't have to be hard or complex. Evaris can help you break free from your legacy systems that inhibit your ability to drive efficiencies, scale and grow your business. With Evaris, you'll have all the capabilities you need to simplify your operation and drive down costs. Evaris data protection solutions are:

- Simple** - Granular recovery, data analytics, scalable architecture
- Flexible** - Software-defined, hardware agnostic, cloud ready
- Reliable** - 100% tested, portable data format. It just works!

We offer both on-premise and cloud backup services tailored to your unique requirements.

Evaris can provide a fully managed service, alleviating the time and processing burden from your internal staff. All your data is encrypted to the highest governance standards and stored in industry-accredited data centres in the UK. Whether at rest or in transit, you'll always know where your data is and be able to satisfy GDPR and other legal or compliance requirements.

Outsourcing your backup frees up time and resource you can use for other business-critical priorities. There are a host of other compelling benefits too:

Managed backup is not a one-size-fits-all solution. Our storage consultants work with you to tailor backup solutions that meet your organisational needs, whether that's on-premise or in the cloud. We'll ensure you have the capacity, backup frequency and data retention policies that are appropriate for your business.

## ADDITIONAL BENEFITS



**Automated service** - Remove manual tape backups and human error. Schedule backups to happen automatically. Protect all workloads using backups, complemented by snapshots and replication where appropriate, to ensure workloads are always recoverable and available in the event of outages, attack, loss or theft.



**Cloud mobility** - Easy portability and fast recovery of ANY on-premises or cloud-based workloads to Amazon AWS, Microsoft Azure and Azure Stack to maintain business continuity and availability across hybrid cloud environments.



**UK hosted** - All data replicated securely to multiple ISO27001-certified UK data centres for redundancy and peace of mind.



**Data security** - 256-bit encryption of your company data at source and at rest. Robust security measures ensure only you can access your data.



**Scalable** - Easily ramp up capacity as your company data grows. Backup all types of data including LoB (Line of Business) application, email, database and operating system data and more.



**Incident response management** - Stop active threats, minimise harm and ensure a rapid recovery to business as usual in the event of a virus, breach or a loss of data.



**Visibility** - 24x7x365 access to your data from anywhere via a secure online portal. View the full breadth of your data, accompanied by the infrastructure that it passes through and resides on, so that you can pivot from reactive to proactive management for better business decisions.

Acronis

Azure

Barracuda

SOPHOS



# Business Continuity & Disaster Recovery

**We provide secure and highly resilient business continuity solutions that keep your business operational.**

Organisations today face the dual challenges of not only managing and mining the data they produce and use, but also ensuring that the digital experience is always-on for both internal and external customers. Even a minor outage can put you at a competitive disadvantage. So, be ready with a business continuity plan that includes disaster recovery for all your major IT systems, without the expense of secondary infrastructure.

Evaris provides disaster recovery (DR) and business continuity solutions that keep your organisation operational in the face of disaster. This cannot be achieved through technology alone - an effective DR solution must encompass both IT infrastructure and the people reliant upon it.

At Evaris, we go beyond the standard technology-focused approach favoured by generalist providers. Our experienced data protection team will work with you to plan, build, deploy and test a comprehensive, customised solution that keeps your systems online and your workforce productive throughout exceptional circumstances.

Choose Evaris as your DR partner and you'll get enterprise grade business continuity, IT resilience and robust security built to fit your unique requirements.

## IS YOUR BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN READY?

### ADDITIONAL BENEFITS



**Cloud or On Premises** - DR solutions tailored to your needs whether that's in the cloud, on-site or a mix of both.



**Remote Access** - When your local site is offline, workers can login remotely and access systems via their chosen devices wherever they are.



**Outstanding Recovery Point Objectives (RPO)** - Downtime minimised no matter what the circumstances. Recovery Point Objectives as low as 1 minute.



**Bandwidth Control** - We can ramp up or throttle your bandwidth to optimise traffic flow and ensure all users are operating efficiently.



**Impressive Recovery Time Objectives (RTO)** - We'll agree and set Recovery Time Objectives so that your systems and data are available as soon as you need them.



**Deduplication** - We streamline your data at source to improve DR efficiency and avoid costly overprovisioning.



**Responsive team** - We'll agree and set Recovery Time Objectives so that your systems and data are available as soon as you need them.



**Strong Service Level Agreements (SLA)** - Reliable, detailed and aggressive SLAs giving you peace of mind that you are fully protected should disaster strike.



**Failover & Fallback** - Fully rehearsed recovery testing guarantees systems will run smoothly should disruption occur.



**UK hosted** - All data replicated securely to multiple ISO27001-certified UK data centres for redundancy and peace of mind.

Our Disaster Recovery (DR) services are tailored to meet the needs of your organisation both now and in the future. We employ a twofold approach to ensure 'business as usual' is maintained no matter what exceptional circumstances arise. We protect your physical environment, systems and resources and provide proven failover capabilities should disaster strike.

Our specialist team takes the time to understand your unique risk profile, working practices and business needs before shaping a business continuity solution that enables your workforce to function in the face of adversity.

# Compliance

**We help you meet legal requirements and comply with regulations through the use of technology.**

Organisations face an ever increasing list of statutory, regulatory, contractual and legal compliance obligations. In today's complex regulatory environment, organisations must:

- Grapple with the complexities, costs and overlaps of governance requirements
- Comply with a wide range of information-related regulation, from the Data Protection Act and GDPR to the Computer Misuse Act and data retention policies
- Deal with an increasing exposure to rapidly mutating, sophisticated threats to their information and information assets, which exploit a diversity of technical vulnerabilities in IT systems as well as loopholes in procedures and the behavioural characteristics of employees.

IT plays a crucial role in supporting companies' compliance efforts. The scale and scope of regulations have pushed companies to invest heavily in technology to keep on top of the sheer volume of paperwork. Regulation has placed a high premium on IT to find ways to help business executives exercise control over their companies and to comply with the new rules. As technology continues to play an increasingly important role in highly regulated industries such as healthcare, finance, manufacturing, pharmaceuticals, energy, and others, the need for IT to help compliance officers will only increase.

There are a number of ways Evaris can help your organisation leverage technology to meet the increasing complex and confusing environment of standards and regulations.



**Consultancy** - Regulations such as the GDPR can carry devastating fines for non-compliance. Data protection regulations can be vague to the degree that it isn't always clear how they apply. Ambiguous rules are easy to ignore, and there can be a tendency for businesses to stick their heads in the sand and believe regulations don't apply to them. Evaris can provide the guidance you need to steer you through the ambiguity and make recommendations on technology platforms you can use to minimise the risk of non-compliance.



**Cloud computing** - Compliance regulations can be difficult to manage when moving to the cloud or adding to existing cloud services. Often, IT teams become overwhelmed with data sprawl, migration and management tasks which means compliance-related problems can fall through the cracks. Business software can really help or hinder you, depending on how you use it. Evaris offers a range of managed services and tools to help you maintain compliance and keep your cloud running efficiently.



**Cybersecurity** - We offer a range of cybersecurity products and services to ensure your organisation remains secure and meets required industry compliance standards and regulations. Evaris cybersecurity services help you meet ISO27001 and satisfy the GDPR requirements. We can also assess and provide certification for the Cyber Essentials standard (the UK government's cyber security standard for which organisations can be assessed and certified). If you already have cybersecurity systems and safeguards in place, we can also deliver penetration and ethical hacking services to evaluate your current level of preparedness and provide an independent threat and risk assessment evaluation.



**Data protection** - Your most valuable intangible asset is bound to be your data. The storage, transmission and processing of your data are all processes that can potentially pose risks to your company's compliance efforts. IT can help here by leveraging data protection policies that can be enforced through security applications such as those provided by Microsoft and other vendors.

Putting controls in place for applicable software systems that don't already have them can prevent employees from performing actions that would violate or compromise your organisation's legal

standing. Encrypting data within those systems can protect your company against data loss and breaches. Finally, introducing security measures at both hardware and software levels can help with data loss prevention by restricting access to sensitive data and archiving data in accordance with required retention periods.



**Infrastructure** - Most rules and regulations aren't directed specifically at technology but rather at business processes such as records retention and retrieval, privacy, security, and the accuracy of data. However, most business information is now stored and managed electronically which means the IT systems housing the data need to be able to store it securely and process it efficiently.

The sheer volume of data, its complexity and its sprawl has resulted in the need for many organisations to upgrade or refresh ageing IT systems in order to comply with regulatory mandates. Outdated systems are also more vulnerable to cyber-attacks and potential data breaches and are less likely to support auditor approved software. This can result in fines for companies that don't transition. Evaris can help your organisation modernise your technology infrastructure to achieve compliance, streamline operations and reduce costs.

The benefits of IT in compliance include time and labour saved, greater transparency, greater control over processes, and heightened accuracy and reliability of information. All of these benefits can help your company's reputation, brand equity, investor and shareholder confidence, and customer/partner/supplier relationships.


## Speak to us today to find out how you can start benefiting from these advantages.


# Education

While technology is sometimes to blame for security breaches, human error is a far more frequent culprit. Employee training is an essential complement to any IT system. Even the most heavily automated systems require people to run them and many employees are simply unaware of the potential vulnerabilities in their everyday IT tasks.


With the right education programs, tools and strategies you can ensure your employees adhere to the technology you use and security policies you have in place. This includes everything from avoiding restricted websites to following rules about the type of information that can be shared over email to updating software and applications in a timely manner - the types of activities that go a long way toward data breach prevention.

Evaris provides a range of security awareness training programs to ensure your employees understand the mechanisms of the common threats businesses face every day. These include:

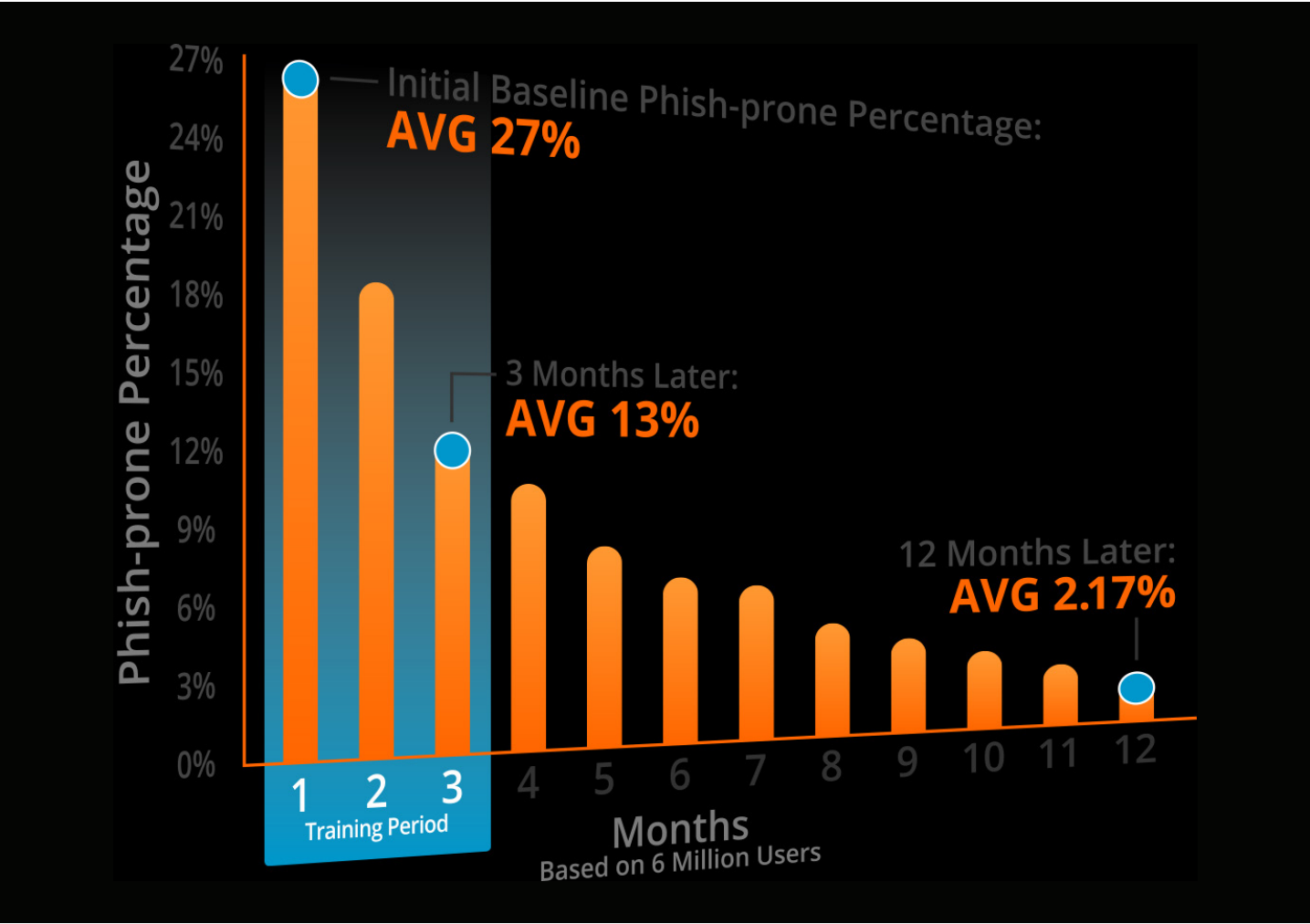
 **Phishing** - the process of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity using bulk email which tries to evade spam filters. Emails claiming to be from popular social web sites, banks, auction sites, or IT administrators are commonly used to lure unsuspecting employees.

 **Spear phishing** - a small, focused, targeted attack via email on a particular person or organisation with the goal to penetrate their defences. The spear-phishing attack is done after research on the target and has a specific personalised component designed to make the target do something against their own interest (e.g. a spoofed email from a director asking for a wire payment to be made).

 **Ransomware** - also called Cryptoware, ransomware denies access to a device or files until a ransom has been paid. Ransomware for PCs is malware that gets installed on a user's workstation using a social engineering attack where the user gets tricked in clicking on a link, opening an attachment, or clicking on malvertising. Once the malware is on the machine, it starts to encrypt all data files it can find on the PC itself and on any network shares the PC has access to. Next, when a user wants to access one of these files they are blocked and the system admin finds two files in the directory that indicate the files are taken ransom, and how to pay the ransom to decrypt the files.

 **Social engineering** - the act of manipulating people into performing actions or divulging confidential information. While similar to a confidence trick or simple fraud, the term typically applies to trickery or deception for the purpose of information gathering, fraud, or computer system access. In most cases the attacker never comes face-to-face with the victim.

We will arm your staff with the knowledge they need to protect your organisation in their day-to-day job. Our training programs include simulated phishing attacks to identify high risk and vulnerable employees as well as interactive modules, videos, games, posters and newsletters.



**Oops! You clicked on a simulated phishing test.**

Please review the Social Engineering Indicators found in the email you clicked on. Always think before you click!

Hover over the red flags to see details:

**From:** CEO <CEO@biola.edu>  
**Reply-to:** CEO <CEO@biola.edu>  
**Subject:** Urgent Request

David

I need the list employees wages an statements for 2017, I need them in PDF file type but I need it uploaded here for security purposes. Kindly prepare the lists and upload them for me asap.



# Why Partner with Evaris?

As an experienced IT provider, Evaris offers a broad range of managed IT solutions and support services to maximise the value of your technology investment.

We're focused on delivering uninterrupted business outcomes and providing consistently exemplary customer service. We go beyond standard service provision; our technical consultants have the expertise required to steer you through the myriad of technology options available, freeing you to focus on driving your business forward.



**Microsoft Silver Partner** - Fully accredited internal account management team with over 30 years experience.



**Award winning customer service** - We hold long-standing client relationships and have attracted testimonials and case studies for the technology solutions we've implemented.



**Knowledgeable, experienced team** - We live and breathe technology. Our team have accrued fantastic feedback for their knowledge and service levels.



**UK help desk** - Our in-house team of highly qualified and experienced technicians allows us to provide 24/7/365 cover with first, second and third line support both on-site and remotely.



**Fast response times** - IT resource you can rely on for help, licensing advice and tech support with fast response times backed by SLAs.

"Evaris employs a user centric approach to IT support to ensure our solutions empower the people within organisations to achieve their goals. True support should go beyond keeping the lights on and the business running smoothly. We view our role as providing you with the advice, plan and the tools you need to use technology to positively change the way you do business."

**ROBERT GIBBONS**  
Head of Managed Services



The worlds most powerful review platform

## Excellent customer service

Excellent customer service - always manage to solve any problems that there might be on the computer system. Geniuses!

**A Dawson**  
*IT Support customer*

## Friendly advice

Friendly advice. Good prompt communication. Fixed the problem. Didn't make me feel stupid as I am not very knowledgeable about computers - that's why I need them!

**P Han**  
*IT Support customer*

## Superb service

Great people and service during and after sale

**O Delaunoy**  
*Web shop customer*

## Expert knowledge

Evaris provides us with expert knowledge and service making us feel that our IT systems and software are in safe hands.

**S Kendell**  
*Managed Services customer*

## Impressive response times and attitude

We've worked with Evaris for many years now and have always been impressed with their knowledge, response times and attitude. We've had various solutions delivered by Evaris - some more complex than others but they've always been on hand when needed.

**A Ahmed**  
*Cloud solutions customer*

## Professional team

Your professionalism means I can ask any question, no matter how small, without you making me feel stupid, which is extremely important to me personally. I know I can rely on you to help with any problem. Thank you.

**P Hancock**  
*IT Support customer*

## Highly recommended

Price and quality are of extreme importance and, after reading positive reviews about Evaris online, we were directed to their website. We received a great level of help and guidance from their staff and would definitely buy from them again. We would certainly recommend buying from them to others.

**G Caitlin**  
*IT Infrastructure customer*

# Contact

If you're looking for a technology partner  
you can rely on, we really ought to have a  
conversation.  
Get in touch.

Evaris Solutions Ltd  
+44(0)330 057 4845  
[hello@evaris.com](mailto:hello@evaris.com)  
[www.evaris.com](http://www.evaris.com)

