IT in a Box
A *complete* IT solution for local government.

Cybersecurity and Computer Maintenance

We help guard your municipality against cyberattacks, viruses, ransomware, and data breaches by keeping your computers patched, protected, and healthy—24/7. Our management includes always-on monitoring and alerting for issues, enterprise-class antivirus protection, automated computer maintenance, ongoing software patching to keep you secure, and regular training to keep you and your staff on guard and alert.

24x7 Helpdesk

Every day of the week, our U.S.-based helpdesk team supports you in the office, working from home, or while you're on the road. No entry-level or junior tech support. You speak to experienced senior engineers with years of municipal experience who help you address any IT issue ASAP—either remotely or onsite.

Data Backup and Disaster Recovery

Server failure? Flooding? A tornado? Ransomware? No problem—your data is safe. We provide onsite data backup for quick recovery, and unlimited offsite data backup for worst-case scenario recovery after a major incident like a natural disaster. You also ensure the success of your data backups with our real-time monitoring to quickly address data backup issues and quarterly testing to verify your disaster recovery.

Records / Document Management and Email

IT in a Box protects your records, documents, and email. We'll apply your records retention schedules to your documents so that you can reliably archive, retain, access, and delete information—and we even help you process Open Records Requests. Plus, we provide you Microsoft Office 365 for your desktops.

Video Archiving

Does your police department rely heavily on squad car and body camera video recordings? With IT in a Box's fixed monthly cost, towns and cities no longer need to buy additional expensive storage for video. That's right! As your squad car and body camera video recordings continue to grow at a rapid pace, your storage costs do not change.

Who guarantees IT services based on your expectations?

WE DO!

Policy and Compliance

To protect against cyberattacks and assist with audits, we help you adopt policies and best practices that educate your staff and make sure your technology helps you comply with state law. In addition to staff training, we shore up any compliance gaps by securing, documenting, regularly testing, and proactively managing all your technology. We will also help you create policies around software, application, vendor, network, wireless, physical, user, and remote access.

Website

We provide you a modern, custom-designed website that looks good and delivers the information your citizens need. Have as many website pages as you want including pages for town/city hall, public safety, parks and recreation, news, and events. Our website also features the ability to offer online payments and offers a user-friendly backend system so that you can add and update website information yourself. Or if you want, submit your website updates to us and we will post them for you.

Vendor Management and Procurement

Do you get frustrated wasting time on software support calls where you're not sure if you're resolving the problem? Our experienced staff steps in to take care of this dirty work. From resolving issues to even purchasing new computers for you, we will work with technology vendors directly so that you don't lose hours and days on the phone.

Sign up today and let us handle your IT needs and risks.

www.vc3.com/itnb

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