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Simplifying IT.



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BLACKCSI

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Since 2002, BlackCSI, a Pennsylvania-certified Small Diverse Business, has provided small and medium-sized businesses with comprehensive IT support and consulting services. Our mission is to maximize your return on investment by providing the kind of technology management services that are ordinarily reserved for large enterprises. From IT network management, unified communications to physical and logical security integration and much more, BlackCSI is committed to providing quality services to our clients with honest communication that you'd be hard pressed to find elsewhere, for prices that are fair and affordable.

OUR PHILOSOPHY

We believe that the best way to solve an IT issue is to prevent it from ever happening in the first place. This is why we leverage a proactive service approach to predict and eliminate your technology issues - before they influence your business. We are dedicated to serving our clients by listening to them, learning about the challenges that they face, clarifying our process to maintain transparency, and reiterating how our solutions are of benefit to those we assist.

OUR COMMITMENT TO YOU

We pledge to provide outstanding client satisfaction through responsive service, innovative products and services. Our employees are empowered to do whatever it takes to exceed our client's expectations. Our commitment to our employee's personal and career development ensures continued organization growth and dedication to excellence!

With the assistance of BlackCSI you can improve your operations through the use of top-of-the-line IT solutions and service and boost your internal productivity and inspire growth.

We'd love to be a part of your success story!





MANAGED IT SERVICES

Managed IT Services

BlackCSI's managed IT services provide an end-to-end approach to your valuable IT assets including your employees. The platform is designed to deliver proactive problem resolution with a strong focus on cybersecurity. An assigned vCIO will help align our offering to your business practices including quarterly and annual strategic meetings. Our primary product offerings in this space include:

CYBERSECURITY

Endpoint Detection & Response (EDR) solution provides monitoring for cybersecurity issues. Backed by a 24x7 Security Operations Center (SOC) to remediate any potential threats before they cause damage. DNS based filtering to protect from malicious websites and provide policy-based web filtering. Dark web scanning gives you notice on any breached employee credentials and security awareness training for employees. Antivirus, antimalware, and anti-ransomware protection to keep you protected from all known threats.

HELP DESK SUPPORT

24x7 access to hundreds of helpdesk technicians to immediately assist your end users with desktop or application related problems. Conveniently and quickly access a technician by starting a chat on any end user device, email or dialing a support number. After-hours work included.

NETWORK OPERATIONS CENTER

Network Operations Center (NOC) engineers monitor and remediate alerting for all infrastructure components on a 24x7 basis. Engineers will proactively correct server and infrastructure related issues before they cause downtime including but not limited to backup failure remediation.

REMOTE MONITORING & MANAGEMENT

Provides tested and approved Microsoft, Apple and third-party application patching (updates.) Proactive antivirus, antimalware & anti-ransomware management. Off-hour's maintenance. Configurable executive reporting to keep you informed about the performance of your infrastructure.

BACKUP & DISASTER RECOVERY

Backup critical business systems to provide business continuity. File level and email level restores available for on premise systems and cloud systems including Office 365. Full cloud replication and near instant on-site recovery by means of a virtual appliance in the event of a disaster.

HARDWARE SERVICES

No longer do you have to worry about upfront costs, support renewals and licensing requirements. Infrastructure components such as firewalls, switches and wireless access points can be provided as a service.



Logical Security / Cybersecurity Services

MANAGED SECURITY

The number of cyber-attacks is at an all-time high with no signs of slowing down. To make matters worse, cyber criminals are focusing on small to midsize businesses. BlackCSI can offer a comprehensive suite of tools to keep your business and employees safe.

SECURITY INFORMATION & EVENT MANAGEMENT (SIEM)

Our SIEM solution is backed by a 24x7 Security Operations Center (SOC) to help you meet compliances and most importantly protect your infrastructure from known and unknown threats. The SOC will continually monitor core systems including networking components and immediately investigate and remediate any suspected threats.

OFFICE 365 ENDPOINT DETECTION & RESPONSE (EDR)

The same highest level of security available to your end users is also available for your Office 365 services. BlackCSI's 24x7 SOC will continually monitor your cloud infrastructure to investigate and remediate any known or unknown threats.

EMAIL ENCRYPTION, JOURNALING & SPAM PROTECTION

We offer an easy-to-use email encryption platform as well as journaling-based retention to help you meet your compliance requirements. Secure emails with sensitive information and rid the need of using outdated technologies such as faxing. Add on spam filtering to help secure your employees mailboxes.

SECURE REMOTE WORKERS

You should not have to be concerned about your employee's security no matter where they are. We can help secure your employee in the remote workplace including public WIFI locations. Secure Access Service Edge (SASE) provides a modern approach to VPN connectivity and keeps all data to and from your employee's devices encrypted and safe while providing them with increased performance to company resources. With the addition of other tools in our cybersecurity stack you will have the best protection possible.

TOTAL SECURITY

Unified Threat Management (UTM) based firewall solution including cloud sandboxing, AI-powered anti-malware protection, DNS filtering, and network and endpoint threat correlation protects your infrastructure from outside threats.

SECURE WI-FI

With increasing pressure from customers, vendors, and employees we can help you offer secure and fast wireless access. Our access points unlock their full potential with powerful Wireless Intrusion Prevention System (WIPS), business-driven analytics, cloud management and valuable engagement and marketing tools.

DARK WEB SCANNING & SECURITY AWARENESS TRAINING

BlackCSI provides a set of threat intelligence and identity monitoring solutions for businesses that have been impacted by cyber incidents or are looking to prevent it. We offer online employee security training to educate your employees on what to look out for when it comes to cybersecurity threats.



CLOUD SERVICES

Cloud Services

With the growing complexity of the cloud, increased need, and remote workers, BlackCSI can help simplify and provide cloud services to your business. All can be easily packaged with our cybersecurity suite of services to give you the best possible and most secure cloud experience.



OFFICE 365

We cover all facets of Office 365 including but not limited to the Office application suite (online & desktop versions), Microsoft Teams and Sharepoint. Keep your employees collaborating and productive.



EXCHANGE ONLINE

Our team of engineers will handle your email migration to Exchange Online for you. Get rid of that outdated on premise email server and secure your data in Microsoft's cloud.



MICROSOFT AZURE

BlackCSI can provide all Azure product offerings and assign you a team of engineers to get your business up and functioning in a fully hosted cloud environment. This can include everything from virtual servers to Windows Virtual Desktop and everything in between.



WEB HOSTING

Unlimited bandwidth and performance centered hosting for your web site or ecommerce needs.



GOOGLE WORKSPACE

If you prefer Google services, we can help. Everything from licensing to technical support and migration services. Make your productivity suite one that compliments your business.

Physical Security Services

Protecting your data, confidential information, networks, software, equipment, facilities, assets, and personnel is what physical security is about. The two factors by which security can be affected are by nature like a flood, fire, power fluctuation, etc. and by a malicious party, which includes terrorism, vandalism, and theft. All the organization faces different kinds of physical security threats.

BlackCSI personnel can review your physical security needs and develop the best on premise or cloud-based physical security solution to provide you with a unique solution designed specifically for your unique needs. The main components of a physical security solution are Access Control, Video Surveillance, and Visitor Management.

ACCESS CONTROL

BlackCSI's access control solutions are scalable to meet your needs today and far into the future. These systems generate and log an alarm when a breach, intrusion, or improper state of a secured area or access point is detected on your premises. Alarms can be configured to distribute alerts about the current state of a secured area via a customized email or text message to as small or wide an audience as necessary.

We offer a myriad of products and services to provide the unique functionality of each client.

- Alarm Monitoring and Notification
- Remote Access to Monitor Your System
- Door Access Control (Card/Fob/Biometrics)
- Employee Accountability/Time Checks
- History and Current Activity Reports
- Programmable Permanent & Temporary Access Levels
- Photo ID Badging
- Integration with CCTV and Digital Video Systems
- Monitoring of Control Points such as:
 - o Carbon Monoxide Sensors
 - o Humidity Sensors
 - o Temperature Sensors
 - o HVAC Sensors

VIDEO SURVEILLANCE

BlackCSI's video surveillance solutions are scalable to meet your needs today and far into the future. Like the access control solutions, video surveillance solutions are customized to each client's unique needs and are scalable. Thus, meeting our client's needs today and into the future.

- Wide Range of Camera Styles (vandal proof, dome, bullet, turret, fisheye, panoramic, pan tilt zoom, etc.)
- HD over Coax or HD IP
- Digital Video Recorder, Network Video Recorders, Cloud-based Recording, On-Camera Recording
- Intelligent Video Analytics (intrusion detection, trip-wire, wrong direction movement, unattended object, asset protection, loitering, scene change, crowd detection, and counting)
- Real-Time and Recorded Video Viewing
- Skin Temperature Screening and Thermal Imaging

VISITOR MANAGEMENT

Visitor Management solution is designed to increase building security and reduce workload on front desk personnel by using the self-service convenience of kiosk and smartphone-based applications. The end result is a safer and more efficient work or school environment.

Telecommunication Services

Your telephone system is the first impression callers have of your business. If the phones are not working properly, sales stop and customer service grinds to a halt!

BlackCSI's telecom solutions enable you to deliver a professional first impression to your clients!

EVALUATION AND BUDGET CONSIDERATIONS

Performing a comprehensive assessment of your current communications needs and expenses is essential to determining a telecommunications solution optimized to meet your needs in an effective and economical manner. BlackCSI considers account service requirements, existing resources, future needs as well as any special functionality to develop each client's specific solution.

Today's technology will in many cases will reduce your monthly recurring costs. These savings are often the result of:

- Voice-over-IP (VoIP) and Session Initiated Protocol (SIP) technology. These technologies combine the voice and data connections to reduce costs.
- Cloud hosting services reduce the initial cost of hardware as well as provide a savings in installation costs.

APPLICATIONS AND FUNCTIONALITY

BlackCSI solutions offer a variety of applications designed to operate seamlessly to provide the user with tools to effectively communicate and collaborate with colleagues, vendors, and customers:

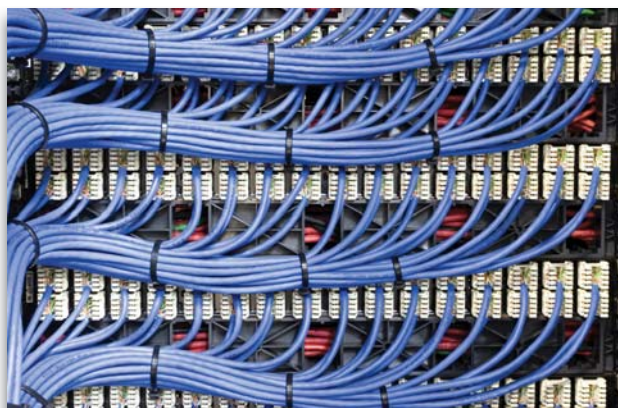
- On-Premise and Hosted Solutions
- Tele-worker/Remote Worker Capability
- Automated Call Processing
- Call Recording and Management Software
- Presence Management
- Multi-Site Communication Integration
- Audio, Web and Videoconferencing
- Call Center Management
- Public Address Paging
- Unified Messaging



Infrastructure Design Services

BlackCSI can build your network to meet your current and future needs, making the infrastructure secure and the network accessible to your staff.

Our experienced team provide creative, flexible, standards-based design solutions for your low voltage systems. We will provide facility evaluation, technology consultation, and design, project management, and installation as well as offer maintenance services when required.



STRUCTURED CABLING

BlackCSI specializes in the design, installation, repair, and certification of low voltage structured cabling systems. We offer a credentialed RCDD on staff to provide consulting, design, assessment, project oversight, installation supervision, and documentation services. Our technicians are extensively trained and certified on the most advanced fiber optic and copper products and installation methods. BlackCSI installations exceed ANSI/TIA and BICSI standards for cabling installations and testing. In addition, we provide test and certification documentation for all of our installed fiber optic, Category 5E/6/6A, and coax cabling. BlackCSI provides up to a lifetime warranty on our structured cabling systems.

FIBER OPTICS

Fiber optic cabling systems design, installation, and repair services for both indoor and outside plant applications. BlackCSI technicians are extensively trained on the latest fiber optic products and installation methods providing you with an installation that exceeds industry standards. We provide cabling for backbone, horizontal, passive optical networks, distributed antenna systems, video surveillance systems, and more. BlackCSI provides fusion splicing services for standard installations as well as emergency repairs and our techs will perform end to end loss measurements and/or OTDR traces and supply a copy of the test results to you.



IT Consulting Services

BlackCSI provides a wide range of value-add services that enhances the technical and operational capabilities within our customer's organization. Below is a summary of the key offerings available:

TRAINING AND INSTRUCTIONAL DESIGN

BlackCSI designs, develops, and delivers customized training courses and tutorials that provide tangible business value and results. BlackCSI's training development teams can produce online support tutorials, comprehensive web-based courses, and instructor-led customer education materials. Training delivery ranges from short seminars of one day or less to full-scale training programs delivered over an extended duration to audiences of any size.

PROJECT MANAGEMENT

BlackCSI offers expert project management consulting supporting the entire project life cycle from project planning through implementation on systems integration projects of all sizes. Our project managers employ proven methodologies adapted from the Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) to guide project teams to a successful outcome.

BlackCSI facilitates the achievement of the entire project's goals by working along with subject matter experts to create products and services that make goals realities that can be successfully implemented.

IT STAFFING

Our professional consultants can complement your existing IT staff by bringing on additional personnel into your organization needed to provide adequate support for new or ongoing corporate initiatives. Our staff can supplement your projects with existing skill sets or with unique expertise that does not currently exist.

The following is a sampling of skills we can source within your organization:

- Project Managers
- IT Help Desk Staff
- Network Administrators
- Web Developers
- Business Analysts
- Instructional Designers/Trainers
- Application Testers
- Technical Writers



National Services

The world is truly becoming a smaller place. Multi-site and multi-state organizations are becoming a more common reality. If you find yourself in this situation, know that BlackCSI will support you and deliver our full range of services to almost anywhere in the United States. Support every office like it's your "main" office, by giving your staff the tools and support resources necessary to maximize their contribution to your bottom line.

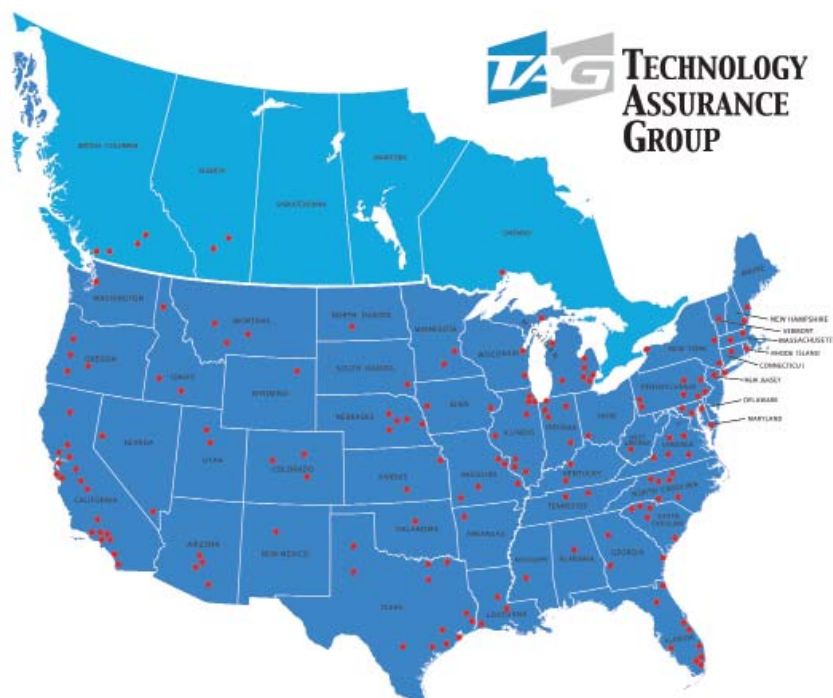
WHEREVER YOU NEED US

Through our membership with Technology Assurance Group (TAG), an association of managed technology services providers (MTSPs) serving more than 130 marketplaces across the United States and Canada, BlackCSI truly has the ability to deliver a national support solution.

As a premier member of TAG, BlackCSI is now positioned as the leader in managed technology services, providing advanced solutions to the marketplace. To become a TAG Member, we met rigorous annual qualifications through required company and employee training programs. This unique relationship enables us to adopt cutting edge best business practices, deliver innovative programs, and partner with elite technology manufacturers and application service providers. As a result of this exclusive membership, BlackCSI is the most competitive company in the industry. We have a greater capacity to increase our customers' profitability, enhance employee productivity, and provide sustainable competitive advantages. To learn more about TAG, please visit www.tagnational.com.

WHEN YOU NEED US

BlackCSI will be there when you need us. Whether it's an implementation we're planning together weeks or months in advance, or an emergency service ticket in the most remote part of the United States, you can count on us to honor our commitments. We even give you the ability to monitor the status of each project or service request via our web-based Client Portal, where you can enter, track, and review the status of service tickets at any point in time.





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