VIRAL
TECHNOLOGY

Mission Statement.

To create well-paying jobs for the best and brightest technicians who place an emphasis on providing the right mix of customer service, knowledge, and technical ability that empower our customers to become more productive and secure.

Who are we?

We are a vibrant, customer service-minded, security-focused, technology driven boutique team located in Pensacola, FL. Our passion is giving world-class friendly I.T. support.

We have been around since 2014 and have extensive experience in installing, configuring, and maintaining I.T. infrastructure for small and medium businesses. We understand our client's needs and will implement solutions that work for your business, both in the short term and long term.

As we are also a small business, we offer you a much more personalized service.

Our Goals.

Enough about us, this is all about you. You are another small business owner, running a successful business and wanting the best out of your I.T. environment. We want to give you predictable costs, reliable infrastructure, friendly support, regular reporting, and overall peace of mind.

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3700 CREIGHTON RD SUITE 10 | (850) 610-1796 | MS@VIRAL-TECHNOLOGY.COM

UNLIMITED REMOTE HELPDESK

A friendly Pensacola-based helpdesk where you can call or email for all your I.T. support issues.

ONSITE SUPPORT

Friendly onsite engineers are available for any I.T. assistance you might need from desk moves to new server installs.

VENDOR MANAGEMENT

We can act on your behalf with your I.T. vendors (e.g. software vendors, internet service provider, and more).

REGULAR CIO MEETINGS

A regular quarterly catch-up with your account manager to budget and plan for the future.

FIXED FEE COSTS

Imagine being able to know your IT costs well in advance. Makes for easy budgeting, right?

EXECUTIVE REPORTING

You will receive a monthly easy-to-read I.T. Executive report with metrics that matter.

AFTER HOURS SUPPORT

Non-Stop Support
24 : 7 : 365
Our Support is Always Open

We have 24/7/365 support available for those critical after-hours emergencies. *additional may fees apply

24/7/365 MONITORING

Our security service continually monitors for issues that could affect your network and proactively works to resolve them.

Let Us Help You Stay Secure!

- Have you ever had an employee click a link they shouldn't have clicked? What happened/what could have happened?
- How do you currently educate your employees on proper cybersecurity behavior?
- How much have you improved your security situation in the past year? Do you think you're staying ahead of the criminals, or falling further behind?
- Do you think anyone reuses passwords? What would happen if a bad actor accessed your QuickBooks, server, or line of business application?
- Do you know what ransomware is? Do you know anyone who has been hit with ransomware?
- The average ransom is X. Is that a little or a lot?
- The average business is down for 14 days after an attack. What happens if you can't answer calls for 2 weeks? Can't accept payments? Can't bill clients? Can't email anyone? Can't pay bills? Can't access files?
- Many companies unknowingly have criminals inside their networks. Are there files that you wouldn't want your competitors to see? Intellectual property that would be devastating if it leaked? Client data? Employee information like addresses and birthdates?
- How would it impact your company if you were in violation of GDPR, HIPAA, etc?
- Let's say you have a security incident. How will that impact the company? Your staff? Your growth plans? How about you personally?

Zero Trust is a framework for securing infrastructure and data for today's modern digital transformation. It uniquely addresses the modern challenges of today's business, including securing remote workers, hybrid cloud environments, and ransomware threats. While many vendors have tried to create their own definitions of **Zero Trust**, there are a number of standards from recognized organizations that can help you align **Zero Trust** with your organization.

Around 70 percent of **companies** consider a **cybersecurity attack** on their Operational Technology and Industrial Control Systems likely, a survey found. However it was astonishing that despite this knowledge many **have not** defined their own outlook to implementing better **cybersecurity.**

To Know More, Schedule Your Appointment Today!

Mobile Medical Unit

We had a unique opportunity to build what was ultimately dubbed "Healthcare on Wheels." This solution allows the usage of **telemedicine** to service patients in rural areas. The requirements were to provide a secure internet connection available in rural locations, **HIPAA compliant** maintenance services, hardware solutions considering limited space, installation, and education with nurse practitioners in mind. Not only did we have to consider HIPAA laws, but also **DOT laws** since the vehicle was 13 feet tall. Viral-Technology, with the assistance of our partners, was able to design and install the **entire solution** from the **custom designed** mount for the satellite to the data plan subscription.

Check out the video: https://youtu.be/uB-Dq0dSh0Q

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SUPPORT TICKETS

Avg First Response Time (mins)   8.6

SUPPORT TICKETS

Avg First Response Time (mins)   10.8

SUPPORT TICKETS

Avg First Response Time (mins)   12.2

SUPPORT TICKETS

Avg First Response Time (mins)   6.9

How did we do today?
Absolutely amazing!

Was there anything in particular we did that delighted you?
Viral has great customer service and is always very helpful to resolve our issues.

How did we do today?
Absolutely amazing!

Was there anything in particular we did that delighted you?
Caleb was awesome and friendly, as always!

How did we do today?
Absolutely amazing!

Was there anything in particular we did that delighted you?
quick and friendly service

How did we do today?
Absolutely amazing!

Was there anything in particular we did that delighted you?
quick response by a knowledgeable person