



NAVATEK Solutions

Comprehensive IT Services
for Small Businesses

A Native American Remote IT Managed Service Provider

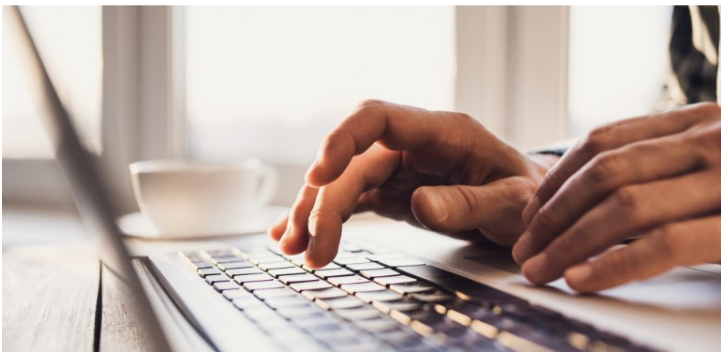
HELP DESK TICKETING PORTAL

Navatek Solutions offers a **custom Help Desk Ticketing Portal**, designed to streamline IT issue resolution. With a centralized platform, businesses can effectively manage and prioritize support requests, ensuring that problems are resolved quickly and efficiently. The portal enhances communication between end-users and IT teams, offering real-time tracking of issues, thus reducing downtime and boosting overall productivity. This solution also provides detailed insights into IT operations, tracking response and resolution times to identify areas for improvement. The result? Increased customer satisfaction with faster, more efficient support.

Navatek Solutions is committed to delivering **reliable, secure, and scalable IT services** that support the unique needs of small businesses. From infrastructure management to security solutions, we offer comprehensive services that drive efficiency, reduce costs, and enhance productivity.

Key Benefits

- Centralized platform for efficient issue management
- Enhanced communication between users and IT teams
- Real-time tracking of support tickets
- Improved visibility into IT performance metrics
- Higher customer satisfaction through faster resolution times





BUSINESS INFRASTRUCTURE MANAGEMENT

Printer Management

Navatek's **printer management services** optimize the use of printing devices, reducing operational costs and minimizing downtime. These solutions ensure secure document handling, compliance with data protection standards, and improved productivity by automating maintenance and enabling remote printing.

Fax Machine Management

Secure and cost-effective, our **fax management services** transition businesses from physical machines to online fax systems, saving on maintenance and supply costs while enhancing document security. These solutions allow employees to send and receive faxes from any location, boosting flexibility and efficiency.

Workstation Management

Our **workstation management services** keep your IT infrastructure running smoothly by monitoring systems for performance and security. Regular maintenance ensures minimal downtime, system updates, and optimized resource use, resulting in a streamlined and secure environment.



SERVER AND DATABASE MANAGEMENT

On-Premises or Cloud Server/Database Management

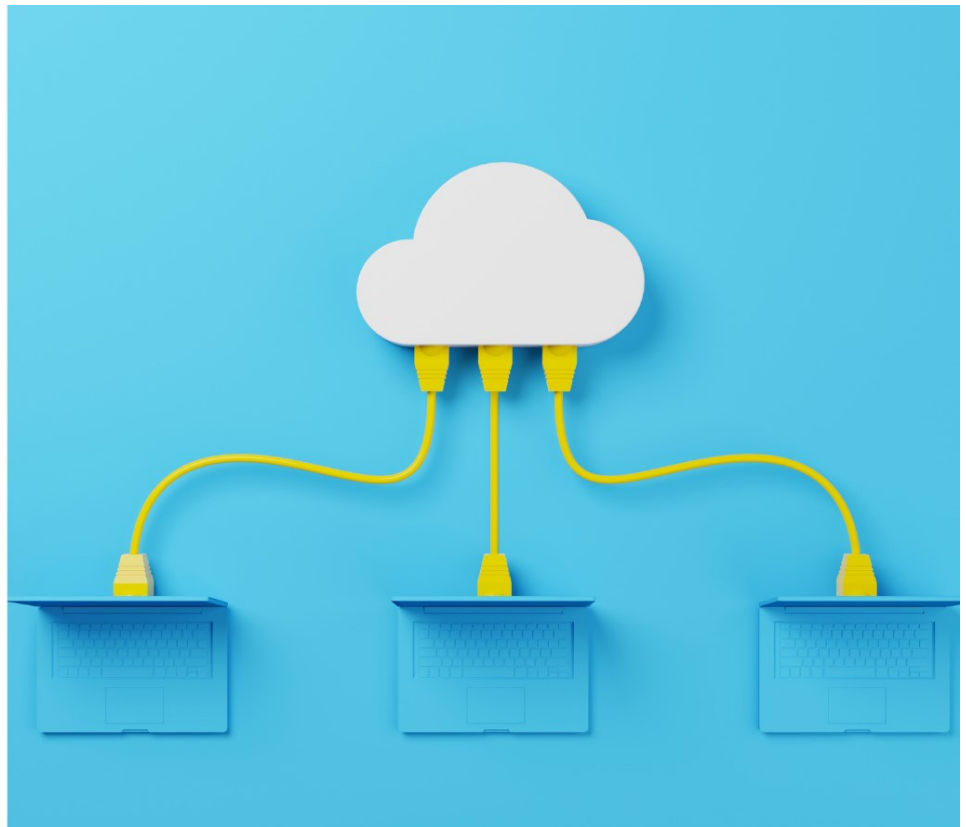
Whether you choose **on-premises servers** for control and security or **cloud solutions** for scalability and cost efficiency, Navatek provides expert management tailored to your needs. Cloud options also enhance remote accessibility and collaboration, ensuring your IT infrastructure supports your business operations.

File and Folder Server Management

With **file and folder server management**, we centralize your data storage, enhancing security, reducing storage costs, and simplifying access to critical files. Regular backups and recovery procedures ensure your business data is always protected.

Backup Server Management

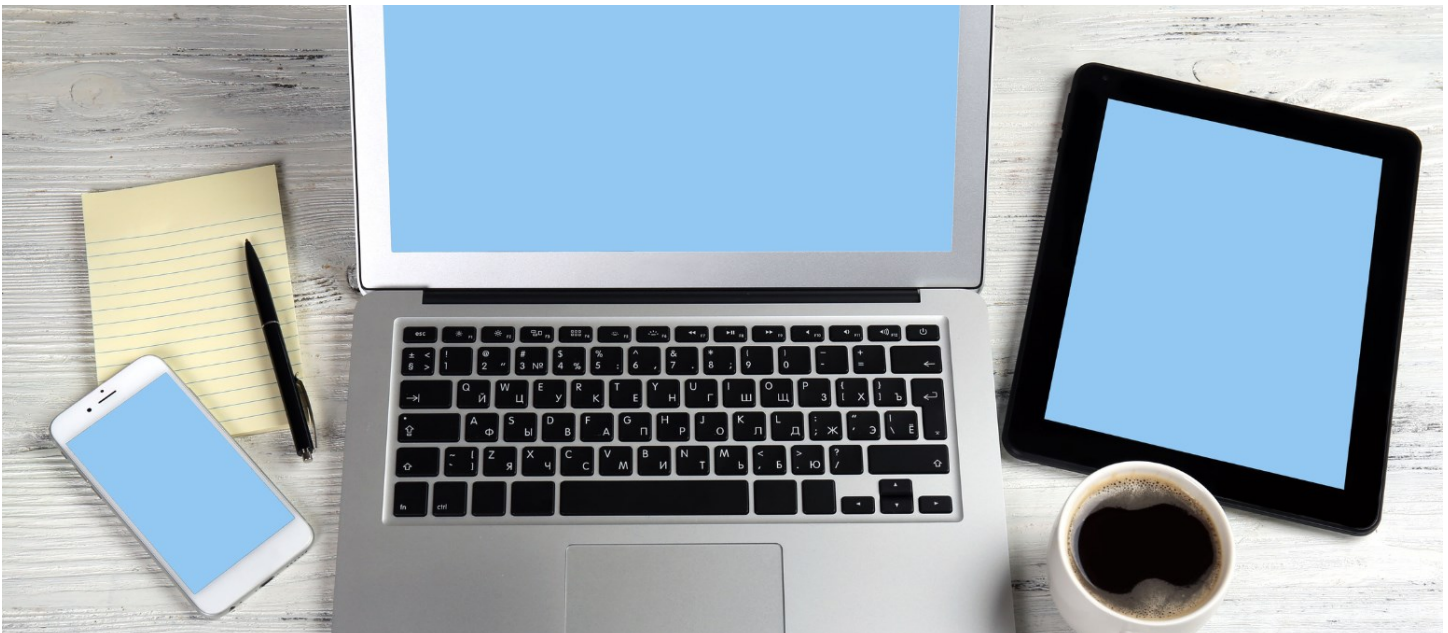
Our **backup server management** solutions provide automated, secure data backups that protect your business against potential loss due to cyberattacks, human error, or system failures. This ensures operational continuity and peace of mind.



DEVICE AND NETWORK MANAGEMENT

Laptop & Tablet Management

Navatek's **laptop and tablet management services** focus on securing devices, reducing downtime, and ensuring compliance with security policies. This enables remote work and collaboration while safeguarding sensitive business data.



Wireless Access Point (WAP) Management

Our **WAP management services** provide enhanced connectivity, security, and scalability. With real-time monitoring, we ensure optimal network performance, protecting sensitive communications and providing a reliable wireless infrastructure.



ISP Router and Firewall Management

Ensure optimal network performance and security with **ISP router management** and **firewall management**. Our services include real-time monitoring to detect potential threats, prevent unauthorized access, and maintain regulatory compliance.

COMMUNICATION MANAGEMENT

VoIP Phones Management

Navatek's **VoIP management** services help small businesses reduce communication costs and enhance flexibility. Features such as call forwarding and voicemail-to-email improve communication efficiency and support remote working capabilities.



SOFTWARE AND APPLICATION MANAGEMENT

Software Application Management

Our **software management services** keep your applications secure, updated, and optimized. By monitoring software usage and ensuring compliance, we reduce downtime and technical issues, allowing businesses to focus on growth.

Microsoft Office 365 Management

With **Office 365 management**, your business can access premium applications, OneDrive storage, and secure email services. We ensure smooth operations and enhanced data security for seamless collaboration.



SECURITY MANAGEMENT SERVICES

Enterprise Antivirus Management

Navatek provides **enterprise-level antivirus solutions**, protecting against cyber threats, malware, and phishing attacks. Regular updates and centralized control help businesses maintain a secure IT environment.

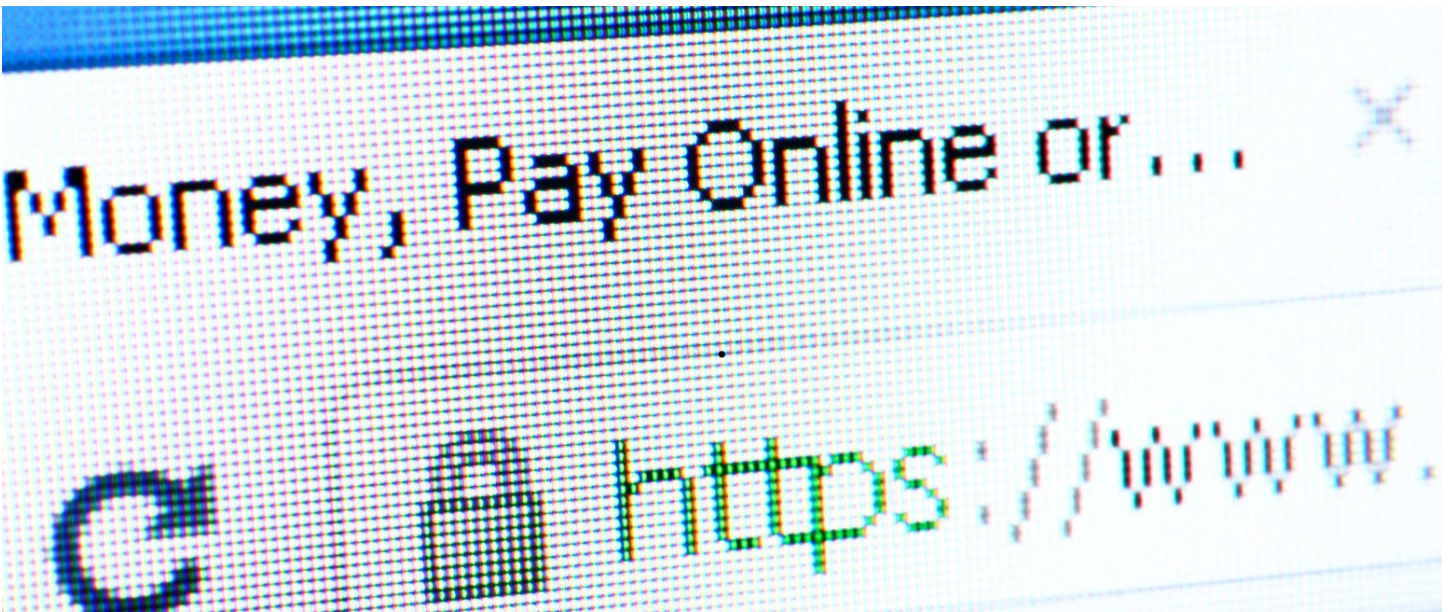


Email Policy Management

Protect your business from phishing and unauthorized access with **email policy management**. Our solutions enhance security, ensure compliance, and educate employees on proper email usage, safeguarding communication channels.

SSL Certificate & Domain Registration Management

With **SSL certificate management**, we keep your online presence secure, protecting sensitive data and maintaining trust with your customers. Our **domain registration services** ensure brand protection, supporting a professional and secure online identity.



BUSINESS INFRASTRUCTURE SECURITY

Printer Security

Securing business printers is essential to protect sensitive data from unauthorized access and potential cyber threats. By implementing robust printer security measures, businesses can reduce the risk of data breaches and ensure compliance with industry regulations. This protects both documents and the broader network, helping businesses maintain operational integrity.

Fax Machine Security

Fax machine security enhances data protection by preventing unauthorized access to sensitive documents during transmission. With encryption and other security protocols, businesses can ensure compliance with regulations like HIPAA while safeguarding critical information.

Workstation Security

Workstations are a common entry point for cyber threats. Implementing security measures such as antivirus software, firewalls, and regular updates helps prevent unauthorized access and cyberattacks. This strengthens the overall network, reduces data breaches, and supports business continuity.



Server & Database Security (On-Prem or Cloud)

Whether using on-premises or cloud-based solutions, server and database security is critical for protecting sensitive business information. On-prem solutions offer complete control over data and security protocols, while cloud options provide robust encryption, scalability, and managed services to reduce internal IT burdens.

File and Folder Server Security

Securing file and folder servers is crucial for protecting sensitive business information. By restricting access to authorized personnel and implementing encryption, businesses reduce the risk of data breaches and maintain data integrity.

Backup Server Security

Backup server security ensures that critical business data is protected and recoverable in the event of hardware failures or cyberattacks. Implementing strong security protocols for backups minimizes the risk of data loss and supports disaster recovery efforts.

Device Security (Laptops, Tablets)

Securing business devices like laptops and tablets helps protect sensitive data from unauthorized access and cyber threats. Strong access controls, encryption, and antivirus software enhance overall data protection and ensure compliance with industry regulations.



Wireless Access Points (WAP) Security

Securing WAPs is vital for preventing unauthorized access to a business's network. Implementing robust encryption, authentication protocols, and monitoring ensures reliable connectivity and network performance while safeguarding sensitive information.

ISP Router Security

ISP router security ensures that sensitive data is protected from unauthorized access and cyber threats. Features such as firewalls, VPNs, and advanced encryption protocols provide an additional layer of protection, ensuring smooth business operations.

Firewall Security

Firewalls protect your network by regulating traffic and preventing unauthorized access. This vital security measure blocks viruses, spyware, and hacking attempts, enhancing overall privacy and data security for businesses.

VoIP Phone Security

VoIP phone systems require strong security protocols to prevent unauthorized access and eavesdropping. By using encryption and secure authentication methods, businesses can protect their communications and sensitive data from cyberattacks.

Software Application Security

Securing software applications ensures the protection of sensitive data and the prevention of cyber threats. Encryption, secure coding, and regular vulnerability assessments are essential for maintaining the integrity of software and enhancing customer trust.

Domain & Email Account Security

Ensuring the security of user domains and email accounts is crucial for protecting sensitive business communications. Multi-factor authentication, encryption, and regular monitoring help prevent phishing attacks and unauthorized access, enhancing overall data protection.

Device Domain Account Security

Securing device domain accounts allows IT administrators to enforce consistent security policies across all devices. This centralized approach reduces unauthorized access, simplifies password management, and protects critical business data.



Email Security

Email security is essential for defending against phishing, malware, and spam. Strong email protection safeguards sensitive information, reduces cyberattack disruptions, and ensures compliance with data protection laws, helping businesses maintain trust and productivity.

Website Security

Website security protects against cyber threats such as malware, phishing, and data breaches. A secure website prevents costly interruptions and enhances customer trust, while also improving SEO rankings and safeguarding sensitive data.

Certificate Security

SSL/TLS certificates ensure encrypted communication between users and websites, protecting sensitive information from interception and verifying website authenticity. This enhances overall website security and prevents phishing and spoofing attacks.

Microsoft Office 365 Security

Office 365 security provides advanced protection against cyber threats, such as phishing, malware, and ransomware. Features like multi-factor authentication, encryption, and threat protection ensure the security of business-critical data.

Enterprise Antivirus Security

Enterprise-level antivirus solutions protect against malware, ransomware, and other cyber threats. These solutions provide centralized management, enabling IT teams to monitor and respond to security incidents effectively, ensuring business continuity.

End-User Device Security

Endpoint security protects devices such as desktops, laptops, and mobile phones from cyber threats. This layer of security is essential for safeguarding sensitive business data, reducing attack risks, and maintaining a secure and efficient working environment.



DISASTER RECOVERY

Disaster recovery tools enable businesses to quickly recover from unforeseen disruptions. By automating data backups and offering robust recovery options, these tools help minimize downtime and prevent permanent data loss. Additionally, they enhance regulatory compliance and overall business resilience, safeguarding critical data and ensuring a structured response to emergencies.

CLOUD TECHNOLOGIES



Cloud technology empowers businesses by offering scalable, cost-effective solutions that reduce the need for physical infrastructure. These tools improve collaboration, remote work capabilities, and overall productivity. With robust security and automatic updates, cloud technologies ensure that small businesses can operate efficiently and securely, adapting to market demands.

24/7 REMOTE SUPPORT

24/7 remote support ensures businesses can resolve IT issues quickly, reducing downtime and boosting productivity. Around-the-clock access to technical assistance allows for flexible work schedules, supporting remote environments and preventing prolonged disruptions. Expert remote support also includes proactive monitoring to address potential problems before they escalate, keeping businesses competitive and operational at all times.

COMPLIANCE (ISO & HIPAA)

IT compliance expertise helps businesses meet industry regulations such as ISO 27001 and HIPAA, safeguarding sensitive data and reducing legal risks. This compliance fosters customer trust, protects critical assets, and ensures smooth, compliant business operations.



DEDICATED ENGINEER & ON-CALL SUPPORT

Having a senior engineer available for IT support brings in-depth expertise to quickly diagnose and resolve complex issues, reducing downtime. On-call engineers offer guidance on infrastructure and technology investments, helping businesses stay competitive while maintaining reliable service for employees and customers.