



HOW A TOUR COMPANY IS THWARTING HACKERS AND SAVING \$92,000 A YEAR WITH MANAGED IT SERVICES

4 Minute Read

Adventure Photo Tours is the only Las Vegas tour company that gives visitors a glimpse of the top secret Area 51 military facility.

It's hidden deep in the Nevada desert, near one of the filming locations for the blockbuster movie Independence Day. But UFOs and aliens don't concern the company nearly as much as the threat of their computer system crashing or being hacked.

Keeping the company's computer network up and running at all times is critical, because the international customers who bring the biggest profits tend to book trips around the clock.

"We're a small company, but we're big enough that we need an operating network. Nobody on staff is really computer savvy. They know how to use the programs, but if there's a glitch or something goes wrong, they haven't got a clue," said Donna Tryon, president of Adventure Photo Tours. "I know quite a bit about computers. But I'm too busy running the day-to-day operations to stop what I'm doing and troubleshoot a glitch in the network."



Over the years, the company grew from a handful of SUVs to a full fleet of passenger vans and 45 employees. They realized that they needed someone to handle day-to-day IT issues as well as protect their computer network from hackers, ransomware, and other constant threats.

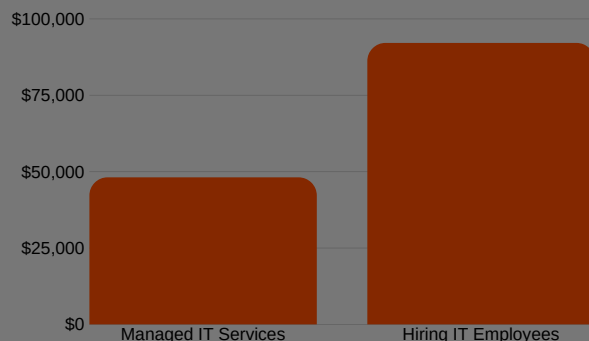
Managed IT services: more capable and more economical than hiring IT employees.

Hiring a full-time IT person costs the average small or midsize business an estimated \$91,998 per year, according to Glassdoor and Intuit. That's well beyond the budget of most small businesses, and many midsize businesses as well. "Obviously, small businesses wouldn't even be in the market of hiring a full-time IT person," Tryon said.

That's where a managed IT services provider such as Intelligent Technical Solutions comes in. For just a fraction of that cost, the tour company gets access to an entire staff of IT professionals available 24 hours a day.

Even better, ITS created a customized managed IT services plan to suit the tour company. "It's funny, because the structure of the plans that ITS had available at that time didn't really meet our requirements or our budget. So we sat down and worked something out that was affordable to us and met our needs," Tryon said.

COST ANALYSIS: Managed IT Services vs. hiring IT employees



Every business owner's worst IT nightmare: getting hacked.

Because the tour company operates around the clock, there are staff members in the office at all hours of the day and night.

"One night, I logged into the server to do an update on my accounting program, and I noticed a browser window open. I thought, that's really odd. It was a name I didn't recognize. It wasn't any of my employees. And this was at three o'clock in the morning," Tryon said.

Intelligent Technical Solutions performed a complete security inspection to find the source of the problem. "I had been updating the home computer of one of my workers, so a server port was open," Tryon said. "ITS started digging deep into it and they found that the server had been hacked. Someone was using it to send out spam emails. Maybe a previous user or somebody who got his login information."

ITS promptly stopped the hack and eliminated the security vulnerabilities. Today, Tryon has more confidence in her computer network security than ever before. "ITS checks when updates need to be installed. They make sure that the backups are being done. If the antivirus picks up anything, they let me know. They are monitoring the system 24/7," Tryon said. "I'm happy."

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How to choose a managed IT services provider who understands your business:

The tour company has been with ITS continuously since 2011. After all these years, Tryon has some advice for business owners searching for a managed IT services provider.

"Number one, I would check references. See if you can speak to some existing customers to make sure that the IT company is trustworthy," Tryon said.

Tryon especially recommends looking for a provider who will listen and act like a business partner. "A lot of business owners don't know much about computers, whereas I do have knowledge about how the software works. I'm very analytical," Tryon said. "I want to know what they're doing, and I want to have a say."

Perhaps the greatest benefit is the peace of mind that comes from having around-the-clock monitoring against viruses, hackers, and other cyber threats.

"If a company operates 24/7 like ours, I would make sure that their managed IT service provider has techs working 24/7. Not everybody offers that," Tryon said. "There have been issues when I'm working late at night, and every now and then if I run into some trouble, there's always somebody available."

No matter what kind of IT issues crop up in your business, from day-to-day glitches to overnight emergencies, you need a managed IT services provider with the reputation, certifications, and reliability to handle all of your IT needs.

"And obviously, make sure that the techs are easy to work with," Tryon said, praising her regular ITS tech. "Pharaoh is the best. He's been on site, and he knows our system. He's familiar with the physical structure of our network, the workstations, and where everything is. He knows what kind of obstacles we have," Tryon said. "He understands our business."

Protect your business with a free cybersecurity audit from Intelligent Technical Solutions.



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