



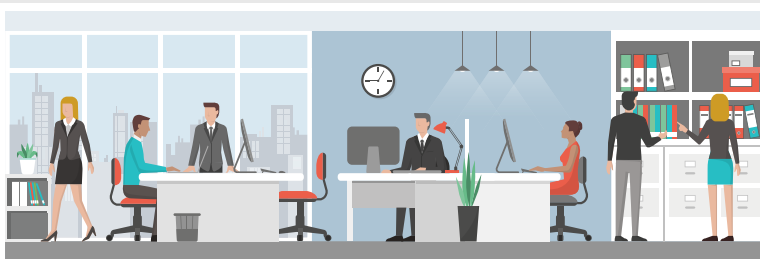
# INVESTING IN THE RIGHT TECHNOLOGY FOR COMMUNITY BANKS



## BANK

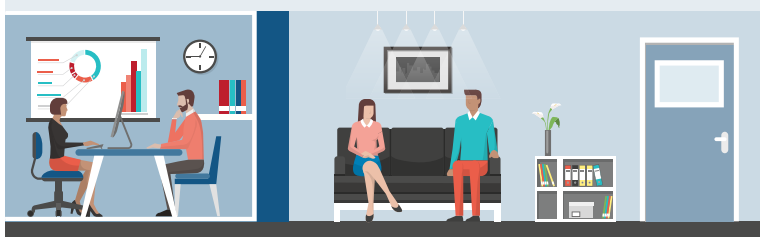


**BACKUP  
DR/BC**



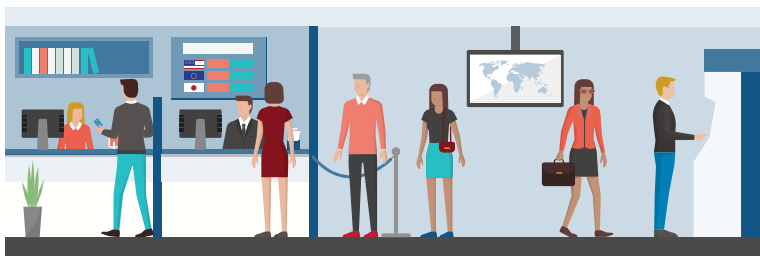
**CYBER  
SECURITY**

**24/7  
MONITORING**

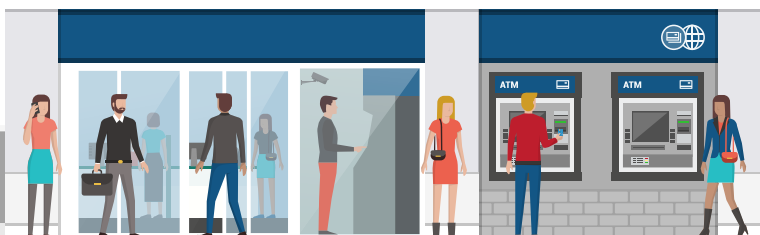


**LOCAL  
HELP DESK**

**NETWORK  
SUPPORT**



**VENDOR  
MANAGEMENT**



**BOXLAKE.COM**

**IT SOLUTIONS BUILT FOR BANKS**



## MANAGED SERVICES CLIENT SNAPSHOT



“Since changing from our previous MSP to Box Lake in 2019, we have been very happy with their approach to our network management. We have found the engineer assigned to us to be very proactive instead of just reactive like our past MSP. He has established an in-depth knowledge of our network, provided us with new topology diagrams, and assisted us in updating our servers and switches.

Our assigned director and engineer attend all of our ITSC meetings, help us with making sure we are adhering to our own IT Policies and Procedures, provide us with a comprehensive monthly review of all of our Cybersecurity reports, and they provide us with any IT audit/exam documents and answers we need.

We also find their help-desk support to be phenomenal, and communication and follow-up has been great! They help us meet our strategic plans and goals, make suggestions to improve our operations, and are a great partner to work with on our projects and day-to-day operations.

Most astoundingly, during the Pandemic Box Lake went the extra mile to help us establish VPN connections for about 20 of our staff members and help them get connected with only 2-days’ notice from us. We were able to continue all our business needs without missing a beat, even with half of our staff working from home. I don’t feel this would have been possible in such a short time with our previous IT vendor.

**I would definitely recommend BoxLake to any bank looking for an MSP to partner with. They really know IT, but more importantly, they know banking..... and that makes the big difference!”**

Brandyn Winkler  
IT Manager, VP  
1st Trust Bank, Inc

24x7 Monitoring  
Reporting for Regulators  
Webfilter Monitoring  
Firewall Monitoring

FDIC Assistance  
ISP Support  
IT Audit Assistance & Resolution  
Lifecycle Management  
Warranty Management  
Assistance with Processors & Banking Applications

DR Design  
DR Implementation & Testing  
Certified Engineers  
24x7 In-house Help Desk  
Proactive Maintenance  
Support & Escalation  
Patch Management

### MONITORING

### VENDOR MANAGEMENT

Proactive Maintenance  
Patch Management  
Network Design

### NETWORK SUPPORT

Hosted  
Antivirus

### HOSTED SERVICES

IT Committee Meeting Attendance  
Report Review  
Knowledgeable & Current  
on all FDIC & Banking Regulations

### CONSULTING & TRAINING

Certified Engineers 24x7  
Remote & Onsite Support 24x7  
In-House Local Call Center  
Emergency Support & Escalation Plan

### HELP DESK

### SECURITY SERVICES

SIEM  
Data Loss Prevention  
Encryption  
Anti-Ransomware  
End Point Protection  
Certified Data Destruction

### BACKUP DR/BC



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