

IT Solutions that let your business solve everything.

VirtuWorks IT Support & Cybersecurity starting at \$129.99/mo

With IT Support & Cybersecurity by VirtuWorks, you get Office 365 apps including Word, Excel, and PowerPoint, with service and support when you need it. VirtuWorks IT Support & Cybersecurity helps you protect what matters, with the highest level of enterprise security for any kind of business information, including sensitive data that requires governmental compliance standards. We help you build for tomorrow by maximizing your technology investment, reducing short-term costs, and ensuring that your business stays competitive into the future.

Empowering

Our IT support pros manage all your IT needs; our solutions scale to your growth.

Protected

Enterprise-level data cybersecurity and compliance for every industry; quick disaster recovery.

Familiar

Consistent average number of stars received in customer ratings.



Superior service with familiar Office applications from any device, anywhere.



Customer retention over the past five years.



US Based Techs In-House Staff,
Available 24/7/365



25+ YEARS EST. 1996

Why you should leave your IT and Cybersecurity needs to us

Pioneering Solutions to Solve Everything

At VirtuWorks, 'Solve Everything' isn't just a tagline; it's our commitment to continuous learning, adapting, and leading in the ever-evolving world of technology. We're not just keeping pace with change; we're driving it, ensuring that our clients are always at the forefront of technological advancements. As we look to the future, our focus is clear - to remain at the cutting edge of technology, empowering businesses to reach new heights in a digital-first world.

Our History

The Genesis of VirtuWorks

In 1996, as Miami stood on the cusp of the internet revolution, a young and tech-driven Omar Armenteros, together with his lifelong friend Matt Mehler, embarked on a journey of discovery and innovation. Their fascination with the burgeoning digital world led to the birth of VirtuWorks, among Miami's pioneering ISPs. From providing 14.4k dial-up internet access and POP3 email to website design and shared web hosting, these visionary teenagers set forth to harness the power of the internet to transform businesses across South Florida. Their relentless pursuit of excellence and innovation has been the bedrock of VirtuWorks for over 25 years.

VirtuWorks IT Services Provider Since 1993

As the internet landscape evolved, so did VirtuWorks. In the early years, our founders navigated the challenges and opportunities of a newly connected world, equipping businesses with the tools to stay ahead. This hands-on experience in the formative years of the internet gave VirtuWorks a unique edge in understanding and implementing technology solutions that continue to give our clients a competitive advantage.

VirtuWorks Today: A Legacy of Innovation

Today, VirtuWorks is more than just the vision of Omar and Matt. We are a team of over 25 dedicated professionals, including highly skilled engineers, cybersecurity experts, and IT consultants. Our mission, deeply ingrained in our roots, remains unchanged: to use technology as a pivotal tool in making businesses more efficient, secure, and profitable.

Call (888) 747-1767 or visit VirtuWorks.com

Microsoft Solutions Partner

Prestige Earned Through Experience

As a Microsoft Solutions Partner, VirtuWorks customers can rest assured knowing we have the experience, in-house expertise, and full support of Microsoft. This partnership enables us to provide the latest and most effective solutions available to businesses of any size.

100% US Based Techs

Inhouse Staff, Available 24/7/365

Always on and always secure. We value time and efficiency which is why we directly employ, screen, and train our entire staff in-house so that you get rapid response times without dealing with any middlemen or overseas call centers. Our tech team knows your local landscape and looks to partner with you, bringing personalized support for your evolving needs.

ISO 27001, 20000, & 9001 Certified

The International Info-Sec Standard

Our integrity is reinforced by our NSF ISR ISO 27001, 20000, and 9001 certifications. They signify adherence to the highest global standards in safeguarding sensitive data and delivering effective IT services. Their rigorous annual audit ensures our efficiency and commitment to your security and compliance needs.

Microsoft Tier 1 CSP

A Direct Channel to the Services You Need

As a Tier 1 CSP, our direct relationship with Microsoft streamlines your experience - simplifying billing processes, providing rapid access to advanced support, and unlocking exclusive project incentives. This status ensures your business benefits from efficient, seamless service and the latest Microsoft innovations.



Why you should leave your IT Support and Cybersecurity needs to us

Features

Access to your business-critical activities in the cloud, easily and securely

Access to skilled US-based IT professionals while saving money on maintaining your own IT department

Familiar, robust solutions you already know and trust, including Outlook, Word, Excel, PowerPoint, Publisher, OneNote, and more

Cloud-based enterprise-level security

Superior customer service, and a strong and trusted brand for more than two decades

One easy-to-use offering, based in the cloud

Migration of your existing hardware and software into VirtuWorks' interface at no charge.

How it can help your business

VirtuWorks ensures seamless and secure access to your business-critical activities in the cloud.

VirtuWorks professionals are available whenever needed, for migration assistance, general support, and more.

Using business-standard productivity applications reduces orientation time for new hires and empowers your staff with the tools they need to complete tasks efficiently.

Patient, client, and other sensitive data and documents are protected to highest levels of enterprise compliance-with ongoing Microsoft protection against breaches.

VirtuWorks achieves nearly all five-star ratings on Google, Facebook, and Yelp. That means stellar customer service and support when you need it most.

VirtuWorks IT & Security featuring Office 365 and our all-day every-day support allows your employees to connect and collaborate, securely, from anywhere.

Save hundreds of dollars in labor cost; we handle the whole migration for you.

Call us today to discuss our free migration offer!

About Us

- 25+ years of experience and top-rated customer service
- Experts in leading-edge, cloud-based technology
- Experts in integrating Office 365 into other applications
- Scalability for all business types
- ISO 27001, 20000, & 9001 Certified

Services Offered

- Enterprise-level security and data protection
- Microsoft Office 365
- Remote workspaces, cloud storage, and off-site backups
- Free, easy migration
- Professional technical support and other IT management services

Support

- Highly skilled IT technicians available to you around the clock
- All-day every-day dependability
- Installations, updates
- Proactive system monitoring



What's Included in VirtuWorks IT Support & Cybersecurity?

IT Support & Cybersecurity by Virtuworks is your full-service IT package that includes essential software like Microsoft 365, critical protection, ultimate accessibility, the scalability of the cloud, and US-based IT support pros to



Microsoft 365 Business Premium

Microsoft Exchange Online - 50GB | Mailbox, Online Archives | Microsoft OneDrive For Business 1TB Storage
Microsoft SharePoint Online | Microsoft Intune | Microsoft Teams | Microsoft Defender |
Azure Information Protection | Azure AD Premium P1 License | Azure Virtual Desktop License
Business apps from Office (Bookings, MileIQ) | Upgrade rights to Windows 11 Pro

Shared Cloud Folders (100gb per user) Auto Provisioning Agent

Cloud file storage on the VirtuWorks proprietary infrastructure that acts just like a legacy, local file server. Your shared folders appear in your file explorer with a drive letter on any PC where our MSPControl agent is installed, and adhere to permissions set by the administrator.

Installed on your PC's and local servers, our MSPControl agent pushes user account changes, syncs apps and cloud folders, facilitates RMM features, and more.

Multi-homed backup with 14-day Retention

Data stored in the VirtuWorks cloud is backed up nightly and replicated across multiple datacenters to ensure continuity, should a disaster affect any single repository. Backups are retained for a minimum of 14 days, to allow ample time for discovery of an issue, and the retrieval of critical data.

User Email Signature Syncing and Automation

Standardizing your brand across your enterprise has never been easier. Our Exchange Email Signature management tools allow you to make changes to the look and content of your users' signatures and sync them across all configured devices.

MSPControl Cloud Management Console

Our proprietary control Panel, MSPControl, enables our technicians to manage your accounts and services quickly and easily. For customers who prefer self-service, access can be granted to select individuals for the ability to manage day-to-day changes and updates.

Full User Onboarding Support

Moving to VirtuWorks is a cinch! Seasoned professionals will migrate your services, user accounts and data with no onboarding fees.

Remote PC/Mac Access

No more risky pinholes in your firewall or expensive 3rd-party solutions. Securely access your PC's, Macs and local servers remotely using the RMM features provided through our MSPControl agent.

24/7/365 VirtuWorks Remote Support

Though most issues are avoided completely through our proactive management of your environment, some complications are inevitable. With priority-tiered SLA's for Response, Planning, and Resolution, VirtuWorks is at the ready to assist remotely when unforeseen technical issues arise.

Advanced Microsoft Product Support and Response

Our status as a Tier 1 Microsoft CSP affords us exclusive access to upper-level Microsoft engineers for escalation of issues regarding Microsoft 365 and Azure services. This results in quicker and more reliable resolution to issues than is provided with consumer-direct support.

IT Asset Monitoring and Reporting

VirtuWorks catalogs and monitors your network's connectivity, infrastructure devices, and endpoints on a constant basis to ensure maximum compliance and availability.

Microsoft Patch Management

Proactively defending against threats, errors and issues starts with a well-maintained environment. VirtuWorks actively monitors your devices to make sure the latest patches are installed, and critical updates are applied.



What is VirtuWorks Cybersecurity?

With VirtuWorks cybersecurity, your business security is managed holistically. Collecting and correlating signal and alert data from all of your defenses, to quickly detect issues and respond accordingly.



Microsoft Defender for Business - Windows/Mac/iOS/Android

Providing security across your devices with automation and built-in intelligence, Microsoft Defender for Business proactively guards against threats with human and AI analysis of trillions of signals, and protects against cybersecurity threats including malware and ransomware.

Multi-factor Authentication (MFA)

VirtuWorks protects your data at each login with MFA. The availability of multiple authorization methods eliminates the risk of lockouts due to a lost, stolen, or unavailable device.

Password Policy Management

Strong passwords are an essential first-line defense. VirtuWorks' password policy manager enforces password length, complexity, age, and more.

Spam, Phishing, and Virus Email Filtering

VirtuWorks employs numerous technologies, such as firewalls and gateways, to scan, filter, and sanitize email before it arrives in your inbox.

Endpoint Security Baseline

VirtuWorks applies and enforces the Windows 10/11 Security Baseline on all endpoints, a set of rules and settings that users and devices must meet to comply with security best practices. A similar compliance baseline is applied to macOS endpoints.

Endpoint Security Hardening

VirtuWorks applies 20+ policies specifically outlined by Microsoft to harden security on endpoint devices. These policies govern account elevations, disable potentially harmful programmatic automations, and lockdown other common attack vectors.

Fully Audited Cloud Environment

With complete visibility of log-ins, file access, user and system configuration changes, VirtuWorks is able to quickly investigate and report on suspicions of nefarious activity, improper account privileges, and more.

Built in Penetration and Exploit Management

Services and resources within the VirtuWorks Cloud are tested regularly for vulnerabilities and analyzed for evidence of breaches using advanced tools.

Fully automated Self-service password reset system

Forgotten or exposed passwords are among the most common user issues in IT. VirtuWorks makes these simple to resolve with our self-service password management

ISO 27001, 20000 & 9001

Certified and Compliant Practices

ISO 27001 is the global standard for Information Security Management, governing how confidential data is handled and secured, both in-house and for third parties. ISO 20000 is the global standard for Information Technology Service Management, governing how a service management system (SMS) is established, implemented, maintained, and continually improved. ISO 9001 is the global standard for Quality Management Systems, ensuring consistent quality in products and services to meet customer and regulatory requirements. VirtuWorks' policies and procedures adhere strictly to these standards and are audited annually by an accredited outside firm.

Microsoft Secure Score Maintenance

The Microsoft Secure Score is a measurement of an organization's security posture, with a higher number indicating more improvements made. VirtuWorks takes constant action to remediate vulnerabilities discovered, to increase this score and elevate your company's overall security.



NSF-ISR
Registered to
ISO 27001



NSF-ISR
Registered to
ISO 20000



NSF-ISR
Registered to
ISO 9001



Advanced Cybersecurity & Compliance (Add On \$39.99/mo)

Get serious about your security with this set of advanced tools, features and services. These add-ons enable us to manage your security holistically by correlating signal, alert and historical data across the enterprise, and employ artificial intelligence to detect active threats, patch vulnerabilities, and effectively manage risk. Add to that user education and quarterly reporting, and you'll quickly see why our add-ons are the next generation in network security.

Microsoft Sentinel for AI log analysis and threat remediation



See and stop threats before they cause harm, with SIEM reinvented for a modern world. Microsoft Sentinel is your birds-eye view across the enterprise. Put the cloud and large-scale intelligence from decades of Microsoft security experience to work. Make your threat detection and response smarter and faster with artificial intelligence (AI). Eliminate security infrastructure setup and maintenance, and elastically scale to meet your security needs.

Microsoft Log Analytics Agent for Endpoint log collection and retention



The Azure Log Analytics agent collects telemetry from Windows and Linux virtual machines in any cloud, on-premises machines, and those monitored by System Center Operations Manager and sends collected data to your Log Analytics workspace in Azure Monitor. The Log Analytics agent also supports insights and other services in Azure Monitor such as VM insights, Microsoft Defender for Cloud, and Azure Automation.

Microsoft Cloud App Security

Microsoft Cloud App Security enables VirtuWorks to discover every app on your network and quickly investigate usage patterns. It will deliver an automatic risk assessment of more than 16,000 apps based on 80 risk factors, from which we can sanction, unsanction, or block apps depending on their risk level.

Quarterly Cyber Security Reviews with customer

Each fiscal quarter, your VirtuWorks representative will meet with you to review your current Microsoft Secure Score, your progress and incidents since last quarterly meeting, pending security initiatives, and discuss opportunities for improvement.

Security Awareness Campaigns and Training

VirtuWorks will randomly send mock phishing emails to your users, to test their security awareness and resilience. Should the users interact with these test messages in a way that would have exposed them to an actual threat, they will be assigned training material, to help improve their threat detection skills. Reports can be sent Monthly, Semi-Monthly, or Weekly, detailing the results of each test, and identifying the users who may require additional assistance.

3rd Party App Patch Management

We'll go beyond management of patches of Microsoft products by scanning for all installed applications across the enterprise, and applying patches where necessary. This includes applications like Adobe Acrobat, Google Chrome, Java, and more.

Remote Desktop Services (Add On \$39.99/mo)

IT Support & Cybersecurity by Virtuworks is your full-service IT package that includes essential software like Microsoft 365, critical protection, ultimate accessibility, the scalability of the cloud, and US-based IT pros to manage it all.

Private Cloud Server Dedicated to Your Business

This service offers a secure, scalable, and fully customizable server environment that ensures your data and applications are isolated from others, providing enhanced security and performance. A private cloud server allows for greater control over your resources, tailored specifically to meet your operational needs and compliance requirements. Invest in this dedicated solution to benefit from dedicated resources, increased privacy, and a robust platform that supports your business's growth and technological demands.

Windows Virtual Desktop

Embrace the flexibility of remote work with VirtuWorks' Windows Virtual Desktop add-on. This service provides a seamless and secure virtual desktop experience, allowing your employees to access their work environment from anywhere, on any device. Windows Virtual Desktop integrates fully with Microsoft 365 and supports multi-session Windows 10 deployments, offering a scalable and cost-effective solution. Enhance productivity and collaboration among your team by leveraging this robust virtual desktop infrastructure, which ensures that all users have a high-performance, consistent workspace, regardless of their location.

Thin Remote-Apps

This add-on offers a lightweight and efficient way to provide remote access to the applications your team needs, without the full infrastructure of a virtual desktop. Thin Remote-Apps deliver essential business applications directly to any device, ensuring high performance and reducing the load on user endpoints. Ideal for businesses seeking to maintain agility and speed in their operations, this service enables seamless application access with minimal bandwidth usage, enhancing productivity while maintaining a secure and manageable IT environment.

Image-Based Backups with 14-Day Retention of Your Cloud Server

Secure your data with VirtuWorks' Image-based Backups, an essential add-on that provides comprehensive protection for your cloud server. This service captures complete snapshots of your server's data, ensuring that every file, setting, and system configuration is preserved. Backups are retained for 14 days, allowing ample time to recover from data loss incidents. This approach ensures you can quickly restore your entire system to a previous state without significant downtime, safeguarding your business continuity and minimizing potential disruptions.