

IT Shield

Service Description

IT Shield, by IT of United States, is a service designed to cover our clients' essential IT needs, from residential to enterprise-grade; our service provides a comprehensive and affordable solution to system monitoring, optimizations, updates management, anti-virus licenses as well as reporting. Now also providing a Home edition with up to 2 hours of free remote support and sizable discounts for additional support services.

Monitoring

- CPU, RAM, HDD, and Network
- Anti-Virus Status
- Cloud Storage Agents
- Custom Ports & Services
- Logs & Counters

Optimization

- Registry Cleaner
- Temp File Cleaner
- Service Watchdog
- Power Management
- Privacy & Tracking

Updates Management

- Windows & Mac OS
- Microsoft Office
- Common Windows Tools
- Browsers
- Drivers & Firmware

Security & Compliance

- Anti-Malware Software License
- Software Firewall Agent
- Content Filter Management
- Local Policies Management
- Vulnerability Assessment

Reports

- Incident Notifications
- System Performance
- Updates Status
- Network Usage
- Executive Summary

Limited Remote Support

- 2 Hours Free Remote Support (Home Only)
- 30% Off Standard Support Services (Home Only)
- Free Limited Remote Support for Services Managed by IT Shield

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Monitoring	Home	Standard	Business	Enterprise
- Processors	✓	✓	✓	✓
- Memory	✓	✓	✓	✓
- Network	✓	✓	✓	✓
- Storage	✓	✓	✓	✓
- OS Changes	✓	✓	✓	✓
- Anti-Malware	✓	✓	✓	✓
- Firewall	✓	✓	✓	✓
- Cloud Data Agents		✓	✓	✓
- Custom Services		✓	✓	✓
- Custom Processes		✓	✓	✓
- Custom Ports			✓	✓
- System Uptime			✓	✓
- Performance Counters				✓
- System Logs Events				✓
Optimizations	Home	Standard	Business	Enterprise
- Core Optimizations Tasks	✓	✓	✓	✓
- Watchdog Timer		✓	✓	✓
- Optimizer Software		✓	✓	✓
- Power Management			✓	✓
- Privacy and Tracking				✓
Updates Management	Home	Standard	Business	Enterprise
- Operative System Updates	✓	✓	✓	✓
- Microsoft Office Suite Updates	✓	✓	✓	✓
- Essential TPV Software Updates	✓	✓	✓	✓
- Extended TPV Software Updates			✓	✓
- Drivers and Firmware Updates				✓
Security & Compliance	Home	Standard	Business	Enterprise
- Anti-Malware Software License	✓	✓	✓	✓
- Firewall & Web Shield Add-On	✓	✓	✓	✓
- Content Filter Management			✓	✓
- Local Policies for Best Practices			✓	✓
- Local Policies for Compliance				✓
- Local Policies for Customization				✓
- Vulnerability Assessment Report				✓
Reports	Home	Standard	Business	Enterprise
- Security Notifications	✓	✓	✓	✓
- Incident Notifications		✓	✓	✓
- Asset Overview		✓	✓	✓
- Patch Management		✓	✓	✓
- CPU Usage		✓	✓	✓
- Memory Usage		✓	✓	✓

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- Disk Usage		✓	✓	✓
- Network Usage		✓	✓	✓
- Executive General			✓	✓
- Executive Detailed				✓
Support	Home	Standard	Business	Enterprise
- Free Limited Remote Support	✓	✓	✓	✓
- 2 Hours x Month Free Remote Support	✓			
- 30% Off Standard Support Services	✓			
- 3 Business Hours Response Time (Max)			✓	✓

More Questions?

Please visit itofus.com/itshield for FAQ answers