



TWE SOLUTIONS

SERVICES BRIEF

TWE COMPLETE CARE

Complete Security and Infrastructure Management for Businesses of All Sizes

The Challenge of IT Security and Infrastructure Management

Companies of all sizes face constant hurdles in securing and managing their IT environments. From maintaining networks, firewalls, user devices, applications, and cloud systems to ensuring everything is optimized, the workload can be overwhelming. Adding to the complexity is the rapid pace of change in the technology landscape and the emergence of new threats, leaving businesses exposed to downtime, inefficiencies, and security breaches if not properly managed.

Complete Care from A Name You Trust

TWE Complete Care is the only security-first IT management and security solution that works alongside your in-house IT team. This comprehensive service includes network maintenance, endpoint management, security guidance, cloud optimization, and optional services like Governance, Risk, and Compliance (GRC) management and Advisory CISO support. Unlike traditional approaches, TWE's co-managed model integrates seamlessly with your in-house IT staff, enhancing efficiency where you need it most. With a nationwide team of highly certified, U.S.-based engineers, TWE delivers unparalleled expertise and reliability. TWE Complete Care ensures that your IT operations and security posture remain secure, optimized, and stress-free.

The Complete Care Advantage

With TWE Complete Care, you get proactive IT management, reduced risk of cyber threats, and the confidence of knowing your infrastructure is always in expert hands. Stay focused on your core objectives while TWE handles your IT needs with professionalism and precision.

What Is Complete Care?

24/7 Support

ITSM-based ticketing and documentation with around-the-clock assistance

Security Management

Proactive monitoring and administration of your IT security infrastructure, including firewalls, endpoint protection, and compliance enforcement

Advanced Security Measures

Regular assessments, endpoint protection, and threat intelligence

Backup Services

Dependable data backup and recovery solutions to protect your critical business information and ensure resilience against data loss

Cloud Services

Comprehensive management of cloud environments to optimize performance, scalability, and seamless integration with your business operations

Hardware & Software Management

Proactive maintenance of devices, applications, and licenses for seamless operations

Network Optimization

Secure, high-performance network monitoring and troubleshooting

	TWE Complete Care	Typical Competitor
Expert Firewall Management	Comprehensive configuration, proactive monitoring, and timely updates to safeguard against emerging threats	Often limited to basic configuration with infrequent monitoring or updates
Incident Response	Rapid response team with certified engineers available 24/7 to minimize downtime and reduce impact	Delayed response times with outsourced or underqualified support teams
Endpoint Protection	Integrated solutions to secure endpoints, prevent breaches, and reduce vulnerabilities across all devices	Fragmented solutions that lack integration or require additional costs
Network Maintenance	Regular performance optimization and troubleshooting to ensure seamless connectivity	Minimal network upkeep, often reactive rather than preventive
Security Assessments	In-depth, routine evaluations to identify and mitigate risks proactively	Limited assessments focused only on compliance, not security improvements
Cloud Optimization	Tailored management of cloud environments to improve efficiency, cost control, and security	Generalized services lacking customization or proactive recommendations
Backup & Recovery	Reliable, automated backup solutions with rapid recovery to minimize data loss	Basic backup services without robust recovery plans or testing
GRC & Advisory CISO	Optional expert-led guidance on Governance, Risk, and Compliance as well as CISO-level strategic planning	Rarely available or offered as costly standalone services
Patch Management	Proactive patch deployment to ensure systems are up to date and secure against vulnerabilities	Reactive patching or inconsistent schedules leave gaps in security
Co-managed IT Approach	Seamless integration with your in-house team to enhance efficiency and provide tailored support	One-size-fits-all approaches that lack flexibility or alignment with your team's needs

Contact us now to learn more
twe-solutions.com/contact-us
1-888-535-9570

About TWE Solutions

TWE Solutions is the only IT partner that combines a security-first approach with co-managed technology services, seamlessly integrating with your staff to manage infrastructure, firewalls, cloud systems, and endpoints. With highly certified, U.S.-based engineers, TWE brings unmatched expertise to secure your technology and streamline operations, keeping your business efficient, scalable, and compliant.

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