

## Trusted IT Solutions for **Financial Services**

Omega Systems delivers the critical IT support, comprehensive cybersecurity solutions and white-glove customer service that financial services companies require to maintain their operations.



### Who We Serve:

- Banks & Credit Unions
- Hedge Funds
- Private Equity
- Venture Capital
- Family Offices
- Registered Investment Advisers (RIAs)
- Fund of Funds
- Real Estate Investment Trusts (REITs)
- Investment Banks
- Wealth Advisory Firms

**750+**  
U.S. and Global Customers

**19K+**  
Endpoints Supported

### What the financial industry needs to fuel success.

Our solutions portfolio prioritizes an ideal mix of security, performance and flexibility, enabling banks, investment firms, family offices and other financial firms to achieve their digital transformation, risk management and regulatory compliance initiatives.



## Key Financial Services Pain Points We Help Solve

- ✔ Need for robust, reliable performance & continuous uptime
- ✔ Stringent compliance demands (SEC, GLBA, etc.)
- ✔ Highly security-conscious
- ✔ Key target for cybersecurity threats
- ✔ Lack of internal expertise or bandwidth
- ✔ Difficulty enabling IT efficiency and/or scalability

## Professional Bench Strength & Collaboration at Work for You

Omega Systems is comprised of tightly integrated teams designed to provide customers with exemplary service. From strategy development to implementation to break/fix issues, our teams collaborate with each other and with you to ensure that your end users are completely satisfied with our technology services.

### 24x7 Service Desk

Provides round-the-clock support for questions or any unexpected IT issues.

### Account Management Team

Acts as primary customer liaison(s) to ensure every experience exceeds expectations.

### Project Management Team

Supports special needs for onboarding, migrations, moves, and server installations.

### Service Delivery Team

Provides on-site technical support to remediate issues promptly.

### Managed Services Team

Delivers proactive maintenance & patching to maximize uptime.

### Network Operations (NOC)

Provides off-site monitoring of servers, networks and ISPs.

### Escalation Team

Provides expertise and support for complex technology issues.

### Security Operations Center (SOC)

Delivers continuous threat monitoring, SIEM logging & incident response.

### Sales Ops & Procurement

Handles quoting and purchasing of all licensing and equipment.

### Information Security Team

Provides virtual CISO consulting for security & compliance engagements.

## Commitment to Compliance

With skilled compliance consultants on hand and best-in-class security practices, our managed solutions are designed to help keep your data secure, confidential and compliant in the face of growing threats & increasing standards.



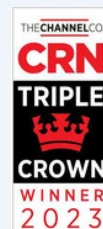
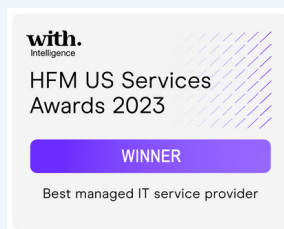
## Strategic Partnerships That Benefit You

At Omega Systems, we build our innovative technology solutions around Tier 1 hardware and software chosen for its superior performance, quality and reliability. We partner with companies at the top of their game to provide a diverse range of proven products for virtualization, storage, security, backup and recovery, networking, and more. Plus, we're vendor-agnostic – which means our only allegiance is to you, our customers.

For a complete list of vendor partnerships, visit our website: [omegasystemscorp.com/company/partners](https://omegasystemscorp.com/company/partners)

## Award-Winning Financial Services MSP ★★★★★

We consistently earn recognition from some of the financial industry's most prestigious publications and awards programs. For a complete list of current awards, [check out our website](#).



## Purpose-Built Managed IT Services for Financial Customers



### 24x7 Managed IT Support

Smart Support 🌟

Let our team handle your day-to-day IT administration and network monitoring while you focus on more strategic initiatives. Our 24x7 Service Desk is available to provide remote support, execute regular patching and maintenance and ensure the health and performance of your IT network is optimal at all times. We can also act as an extension of your internal IT department and assist or lead ancillary IT projects as needed.



**96.96%**

#### Customer Satisfaction Score

Our CSAT surveys gather real-time feedback from customers following support requests and consistently best MSP industry benchmarks.



**97.52%**

#### Call Answer Rate

Omega's Service Desk receives an average of 5,000 calls per month and maintains a consistent call answer rate (CAR) that exceeds industry standards.



### 24x7 Managed Cybersecurity

Smart Secure 🌟

Smart Secure delivers an unmatched portfolio of managed security features – giving today's financial firms the multi-layered protection needed to sustain a competitive edge.

- ✔ Perimeter Security
- ✔ Intrusion Prevention
- ✔ Vulnerability Scanning
- ✔ Continuous Monitoring
- ✔ Endpoint Detection & Response
- ✔ Security Reporting
- ✔ Data Loss Prevention
- ✔ SIEM & SOC Services
- ✔ vCISO Consultation
- ✔ Cyber Awareness Training



## Compliance as a Service

Smart Comply •

Regulators including the SEC, GLBA, FDIC, FINRA and others are increasing cybersecurity expectations at a rapid pace. Streamline your IT compliance initiatives with Smart Comply and enable one or all of the below features:



### **Automated data discovery and classification:**

Find, track & organize sensitive data across your environment and correlate risk severity and potential financial impacts of a breach



**IT risk assessment:** Apply your security controls against specific regulatory frameworks (SEC, GLBA, etc.) to identify gaps and plan for swift remediation



**vCISO advisory:** Work alongside a dedicated Omega vCISO to review your security reporting, enhance your cyber hygiene and enable a smoother compliance process



*“Part of what makes Omega Systems so unique is their commitment to their customer’s futures. It’s impossible for our business to keep a constant pulse on new technologies, regulatory guidance and other market trends. With Omega as our IT advisor – we don’t have to. They help us stay ahead of the game, most recently guiding us through the SEC’s new cyber expectations and showing us a path to future compliance.”*

**– Partner at Hedge Fund,  
New York City**





## Cloud Services (Smart Host<sup>®</sup>)

Leverage Microsoft Entra (formerly Azure) – or Omega’s privately managed, SOC-2 compliant cloud – to host and secure your corporate infrastructure. Our cloud experts deliver expert monitoring, patch management and governance throughout your engagement to ensure a seamless and powerful cloud experience. We help you leverage the full potential of your Microsoft licensing, 365 applications and overall cloud environment – and offer enhanced security capabilities to shore up your protection against phishing, ransomware and other cybersecurity threats.



## Cloud Backup & Recovery (Smart Stor<sup>®</sup>)

Omega Systems utilizes a hybrid approach to data backup, combining the reliability of a local backup device with the convenience of cloud-based backup to deliver our Smart Stor solution. Data is always available immediately, both on and off-site, for near-instantaneous recovery and virtualization in the event of a system outage, hardware failure, cyber incident or natural disaster.

### Other service offerings you may find beneficial:

- ✔ Managed SIEM & SOC
- ✔ IT Risk Assessments
- ✔ Endpoint Detection & Response (EDR)
- ✔ Employee Cyber Awareness Training
- ✔ Unified Communications (UCaaS)
- ✔ NOC & Escalation Services
- ✔ Co-Managed IT Services
- ✔ IT Consulting & Project Management
- ✔ Operational Due Diligence (DDQ) and Cyber Insurance Policy Review and Support

### Contact Us Today:

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### Turn to a trusted financial services MSP and MSSP.

Connect with the Omega Systems team today to start experiencing IT services designed uniquely for financial services businesses like yours.

GET IN TOUCH