



# VSquared IT & Design

**When Turning It Off And On Again Doesn't Work.  
Neither Does Your Business.**

## Great news!

We've been hard at work devising new ways to make our service better and would like to announce that VSquared IT & Design is officially launching VSquared's Admin Magic.

Admin Magic is being launched as part of our commitment to continually improve productivity, security, and user experience in partnership with your company.

We of course already provide the 'best of breed' anti-malware, monitoring, updating, backup, firewall, and filtering systems but those are only effective in combination with limiting privileges.

Now with Admin Magic we can fine-tune your computer user privileges so that what you're able to do yourself isn't an "all or nothing" prospect.

## THE PROBLEM

Until now, you have had Admin privileges on your local machine which although convenient is risky for both you and your Company since most malware is designed to trick you into making a mistake. You have been left to make decisions as to whether something is safe or dangerous with little to no information as to what it really is or does available to you.

Even more dangerous, because you login and operate as an Administrator on your machine each application that is running (with or without your knowledge) also runs with the authority of that privilege making you especially vulnerable to being exploited. This includes web browsers, email, or other common office applications which themselves could potentially be exploited and are out of your control.

60% of small businesses that have a significant breach go out of business within 6 months which no doubt would prove to be painful personally and professionally.

Now with Admin Magic you can still have the convenience and freedom to run applications that require admin privileges while having the protection and security of being a standard user.

## WHAT'S CHANGING AND HOW DOES IT WORK?

Going forward you'll have a standard user account but without the hassle because we have made significant investments into automating and accelerating the elevation process so that:

- There is no more waiting for elevation of Pre-Approved Applications!
- Applications you need which we haven't 'Pre-Approved' will be evaluated for approval within 60 seconds of your requests!

We can accomplish this because our new state-of-the-art patent pending technology allows us to build lists of applications that will be pre-approved to run so that when you need to run them the password dialog box will be automatically dismissed, and the application will automatically run with Admin privileges. No fuss no muss!

When you run something that we haven't already pre-approved, you will be presented with a notification from us giving you the ability to proceed by automatically with 1 click without having to email or call.



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You will then see a countdown timer start counting down while we spring into action to respond to your request in Real-Time within 60 seconds!

Your request will go directly in front of all available technicians (in multiple ways) who are now equipped with new tools which enable them to:

- Respond quickly
- Ensure the security of your machine
- 'finger-print' what's being requested
- Evaluated associated risks
- Elevate your requested application directly without having to remote in
- Build additional rules to further streamline your Company's user experience
- Track all requests for needed privileges

Once your request has been evaluated a notification will be sent back directly to your desktop instantly allowing you to continue with what you were working on.

If the timer expires because additional research is required or because of other circumstances know that:

- A ticket will have been opened
- Technicians have been notified using multiple methods
- Your wait time will be reduced

When the evaluation of your request has been completed notification will be sent directly to your desktop, which assuming it is approved, will allow you to re-launch what you requested and pick-up right where you left off with 1 click.

## **WHEN WILL THIS START?**

Admin Magic will be implemented by 01/31/2021 and will be automatically included in the services you are already receiving at no additional charge.

## **BETTER SECURITY! BETTER USER EXPERIENCE!**

Admin Magic is an example of how VSquared is working hard to continually innovate and take your computer support experience to the next level by keeping your company and data safe while also providing the best user experience possible.

If you have any questions or concerns regarding this new functionality, please email [Help@VSquared.Support](mailto:Help@VSquared.Support). As always, we thank you for your business and partnership and look forward to further serving you.

Thanks,