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, when you have needed to install an application Windows would pop-up a screen asking for an admin username and password. UGH! You then would have to call, email, or visit our portal to open a service request and then wait for an available moment for us to respond. Frustrating!

While admittedly this wasn't convenient for you, it was unfortunately a necessary pre-caution and industry best practice designed to help keep you safe.

The vast majority of malware is designed to fool you as an end user and is specifically looking for someone that has Admin privileges to exploit. This pre-caution on limiting privileges is an accepted best practice because if users have Admin privileges all it takes is one false step to open the door to a wide range of scary, time-consuming, reputation damaging, and potentially expensive problems.

Now with Admin Magic, that whole scenario is a thing of the past! We're changing the game and can now fine-tune your privileges to both keep you safe and productive!

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.

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. As always, we thank you for your business and partnership and look forward to further serving you.

Thanks,