

ISSS

Simplify · Secure · Scale

Premier IT support & consultancy

Mission: simplify & secure technology for SMEs

Hong Kong Headquartered

30+

Years combined experience

100%

Fixed-fee, no surprises

∞

Unlimited support included

THE CHALLENGE

SME's IT Pain Points We Solve

Every SME faces these challenges.
We eliminate them.

Cybersecurity Risks

Phishing, ransomware & unpatched systems threatening your data

Downtime & Recovery

No tested backup or DR plan — one outage can cost days of work

Budget Pressure

Delayed upgrades and reactive spend with no cost predictability

Limited IT Resources

Internal staff diverted from core work to fix IT problems

Access & Compliance

Misconfigured accounts, no governance, growing audit risk

Our Role as Your CTO

Your in-house IT department

Act as In-House IT

We become your technology team — onsite, remote or phone, unlimited support

Fixed-Fee Managed IT

Predictable monthly cost. No hourly surprises. Full scope included

Strategic IT Planning

Roadmap, budgeting and vendor decisions aligned to your business goals

Scale With You

Services adapt as your headcount, offices and complexity grow

ISSS Services Overview

Managed IT Services

Help desk · Monitoring
Onboarding · Asset Management

Cybersecurity

Email security · Firewall
Access control · Compliance

Cloud & Infrastructure

Cloud architecture · DR
Backup · Network design

Vendor Management

Vendor liaison · Reviews
Contract & SLA oversight

IT Governance

Policy · Documentation
Risk & Audit readiness

Consulting & Strategy

IT roadmaps · Budgeting
Tech alignment to goals

Help Desk Users & Network

- | Structured onboarding & offboarding processes
- | Team of Professionals with Multiple Certifications
- | Always Speak to Someone
- | Quick resolution & Proactive Support

Centralized Help Desk

Priority support for time-critical functions

Unlimited Support

Multi-channel support (phone, remote, Onsite)

HK-Based Team

Local engineers, local hours, Multi-Lingual — always responsive

Email, Data & Backup

Secure, Managed cloud platforms

Business email, file sharing & collaboration

Cloud data storage with access controls

Backup, retention and rapid recovery options

Email Platforms

Microsoft 365 or Google Workspace setup, migration, security baseline and user support

Cloud Data

Shared drives, permissions, document access, auditability and collaboration controls

Backup & Continuity

Endpoint backup, Protect critical business data, reduce downtime and restore operations quickly after incidents

Cybersecurity & Cloud

Security built into every service —
not bolted on after the fact....

Cloud architecture: email, data & collaboration

Cloud Backup and Recovery

Software and Application hosting in the cloud



CYBERSECURITY SERVICES

Proactive protection across all layers

Email Security

Anti-phishing, spam filtering, DLP protection

Server & Data Protection

AV, EDR and patch management for all devices

Access Management

MFA, SSO, privileged access & identity governance

Incident Response

Rapid containment, forensics and post-incident review

Our Partnership Approach

We don't just fix issues — we become a long-term strategic partner that understands your business.

1

Discover

Understand your business model, critical systems, client data and regulatory footprint

2

Assess

Review current IT controls against industry best-practice frameworks and identify gaps

3

Design

Propose pragmatic, risk-based improvements tailored to your size and complexity

4

Operate

Provide ongoing managed services, monitoring and day-to-day IT operations support



Outcomes for SMEs

Real, measurable results for growing businesses



80%

Reduction in IT Downtime

Proactive monitoring catches issues before they impact productivity.

10 X

Faster Incident Resolution

Dedicated team vs. waiting days for a freelance contractor.

100%

Budget Predictability

Fixed-fee model eliminates surprise repair and emergency IT spend.

Ø

Zero Compliance Surprises

Policy frameworks and audit trails kept current and defensible.

24/7

Around-the-Clock Monitoring

After-hours monitoring ensures issues are caught while you sleep.

1

Point of Contact

One team manages vendors, projects and day-to-day IT seamlessly.

Let's Talk

Get in touch for a free chat about your IT needs



Scan to reach us