

TECHNOLOGY SUPPORT SERVICES

Our primary goal is to save UMC money on Technology. We aim to break even on our pricing models, which save your church and conference money, compared to dealing with for-profit IT service companies.



LAPTOP,
DESKTOP,
& SERVER
SUPPORT



WIRED &
WIRELESS
NETWORK
SUPPORT



LOW-COST
ONLINE
PHONE
SYSTEM



SECURITY &
COMPLIANCE
SOLUTIONS



HARDWARE
& SOFTWARE
SALES

VENDOR-NEUTRAL, CLIENT-FOCUSED - GCFA supports a wide variety of networking products from different vendors. This allows us to be agile and effectively support customer services as technology evolves.

INCREASED AVAILABILITY - Enjoy greater network availability through 24/7 proactive monitoring and on-call technical support.

ENTERPRISE GRADE EQUIPMENT - GCFA utilizes enterprise-grade networking equipment, reducing downtime and network congestion and increasing availability.

DEDICATED HELP DESK

- 24/7 Support Availability
- Only Pay for What You Use

DEVICE MONITORING & MAINTENANCE

- Regular Maintenance
- Security Enhancement

HARDWARE & SOFTWARE SOLUTIONS

- Automatic Software Updates
- Ministry Modernization

CYBERSECURITY & COMPLIANCE

- Vulnerability Assessment
- Malware & Anti-Virus Software Protection

HELP DESK SERVICES THAT WE OFFER:



SUPPORT DESK SERVICES - GCFA operates a professional, fully staffed service desk to respond to your service requests and trouble tickets. Our administrators are trained and capable of working on many different technologies, and we employ an industry-leading ticketing system.

- » **Support for All Windows and Apple-Based Products**
- » **User Setup and Terminations:** Includes documentation for auditing purposes.
- » **Toll-Free Phone Number:** For ticket submission and support.
- » **Email Submission and Support:** Available for your convenience.
- » **Equipment Sales and Configuration:** Save money by leveraging our discounts on computer equipment, benefiting from economies of scale.
- » **Service Desk Hours:** 7:00 AM - 5:00 PM CST, Monday to Friday. 24/7 on-call support is available.

COST: \$114 PER HOUR IN 15-MINUTE INCREMENTS.

ENTERPRISE IT SERVICES THAT WE OFFER:



MANAGED WORKSTATIONS - Provides a streamlined system for remote management of hardware and software across your organization. This ensures consistency in software updates and security patches. Comes with Trend Vison One Security. All computers can be remotely managed by GCFA technical specialists. Backups are also available.

- » Automated configuration management ensures consistency across all managed servers. Remote control allows IT support to quickly and easily troubleshoot issues.

COST: \$4.75 PER COMPUTER / MONTH



CLOUD DELIVERED NETWORK SECURITY SERVICES - Our cloud-delivered security service provides an additional line of defense against malicious software and threats on the internet by using threat intelligence. That intelligence helps prevent adware, malware, botnets, phishing attacks, and other known bad Websites from being accessed using Cisco Umbrella Services.

COST: \$4.49 PER COMPUTER / MONTH



WI-FI NETWORK - Setup, including access points and guest networks.

COST: VARIES BASED ON NEED AND DEVICES



EMAIL FILTERING AND SECURITY - Set up to scan incoming and outgoing emails for threats using industry-leading software called Proofpoint. We utilize AI to detect and block threats like phishing, BEC attacks, and other advanced threats.

COST: \$7.46 PER USER / MONTH



ADVANCED MONITORING - Cisco Umbrella Web Monitoring is set up to block malicious content and inappropriate web traffic. We also monitor your network for outages, uptime of servers and services, including nightly backups and critical applications.

COST: \$6.89 PER DEVICE / MONTH



NIGHTLY BACKUPS - Backup of all your M365 files and G- Suite with alerts should a backup fail.

COST: \$1.93 PER USER / MONTH



CYBERSECURITY AWARENESS CAMPAIGNS - We can regularly test your staff on their cybersecurity knowledge and readiness, sending phishing emails and reporting the results of staff clicking on nefarious links. Reports are provided.

COST: \$1.93 PER USER / MONTH



CYBERSECURITY ASSESSMENT AND PENETRATION TESTING - We can regularly test your staff on their cybersecurity knowledge and readiness, sending phishing emails and reporting the results of staff clicking on nefarious links. Reports are provided.

COST: VARIABLE - ASK ABOUT THIS



IT POLICY MANUAL - Creation and updating. An IT policy manual is crucial for businesses as it ensures data security, compliance with regulations, and efficient IT operations. It provides clear guidelines for employees, streamline processes, and mitigates risks associated with technology use.

UMC INFORMATION
TECHNOLOGY
SUPPORT

TECH DISCOUNTS

AT YOUR FINGERTIPS

Did you know that GCFA works to create bulk buying discounts for the United Methodist Connection?
This extends to technology - we work on your behalf to save valuable ministry dollars.

ADOBE DISCOUNTS

FOR YOUR MINISTRY

GCFA is able to provide discounts for all your graphic and technology needs through Adobe.



Need the full Creative Cloud Suite?
GCFA offers a discount at nearly 50% off.

MICROSOFT OFFICE 365

FOR YOUR MINISTRY

Need access to Outlook, Word, Excel, Powerpoint, or other Microsoft applications?



GCFA, using Microsoft 365, is also able to set up file sharing, backup, and recovery for all your Microsoft files.



Need Tech Discounts?

Contact us today to learn more.