

About Progent



Progent: IT Consulting for the Progressive Enterprise



Progent's Silicon Valley Headquarters

For more than 20 years, Progent's IT experts have been a premier source of affordable IT planning, integration, security services, troubleshooting and development for business networks of all sizes. Progent is unique in offering fast online access to top-tier consultants and has delivered remote help to clients in every state in the U.S. Headquartered in San Jose in the heart of California's Silicon Valley, Progent also offers onsite expertise in dozens of metropolitan areas across North America including New York City, Dallas, Atlanta, Pittsburgh, Seattle, Los Angeles, San Francisco, Vancouver and Toronto.

Whether your business needs occasional assistance to fix a stubborn technical problem, 24x7 remote monitoring and management (RMM) services, or a team of cybersecurity experts for fast recovery from a ransomware attack, Progent is the smart choice for supplementing your in-house IT staff with world-class talent.

24x7 Ransomware Hotline: Call 800-462-8800

Ransomware attacks are typically launched on weekends and at night, when IT personnel are least able to mount a quick and coordinated response. The more lateral progress ransomware can achieve within a victim's network, the longer it will take to restore core IT services and files and the more information can be exfiltrated to the dark web. Progent's Ransomware Hot Line lets you quickly carry out the urgent first steps in mitigating a ransomware attack by putting out the fire. Progent's online ransomware experts can rapidly identify and isolate infected devices and keep clean assets from being contaminated. Progent also offers a full set of ransomware recovery services to get you back in business with minimal delay. If your system has been breached by any strain of ransomware, don't panic. Get help quickly by calling Progent's 24-hour Ransomware Hot Line at **800-462-8800**.

Progent also offers specially priced packages of one-time or as-needed services such as ransomware vulnerability assessment or network penetration testing. Progent's expertise in online support and troubleshooting and Progent's investment in the industry's most advanced remote monitoring and management (RMM) tools allow smaller organizations with little if any fulltime IT staff to benefit from the same level of support as major enterprises with large IT service organizations.

The ProSight Suite of Managed Services

Progent has partnered with leading network management technology companies to create the *ProSight* suite of managed IT services. These subscription-based service packages make it affordable for small and mid-size businesses to outsource enterprise-class solutions for all major aspects of network monitoring and management. *ProSight* service packages include:

- *ProSight Email Guard* inbound and outbound spam filtering, data leakage protection, and email content filtering
- *ProSight Active Security Monitoring* endpoint protection and ransomware defense powered by SentinelOne AI
- *ProSight Enhanced Security Protection* cloud and hybrid network protection for virtual and physical endpoints
- *ProSight Data Protection Services* fully managed cloud backup and disaster recovery services
- *ProSight WAN Watch* network infrastructure monitoring and management
- *ProSight LAN Watch* server and desktop monitoring and management
- *ProSight IT Asset Management* centrally documented resources, expirations, passwords, configurations, and procedures
- *ProSight Patch Management* for tracking, testing, scheduling and installing patches for critical software and firmware

Key Facts About Progent

- Progent is based in Silicon Valley, CA, the home of information technology giants like Adobe, Alphabet, Apple, Cisco, HP, Intel, Meta, and Nvidia. This creative, fast-paced environment attracts and nurtures experts who are among the best in the business, enabling Progent to provide clients access to consultants with world-class skills in developing, deploying and managing cutting-edge IT solutions.
- Progent's founder and chief technologist, Les Kent, was the architect for a Windows network application that won Microsoft's "Best Application of the Year Award." Mr. Kent, a 35-year IT industry veteran and a former contributing editor of *Infoworld* magazine, has designed and implemented hundreds of innovative business solutions.

- Progent is a Microsoft AI Cloud Partner and can give your business fast access to consultants with expertise in all Microsoft platforms including Windows Server, Hyper-V, Exchange and Outlook, SQL Server, Microsoft Teams, SharePoint, Dynamics, Microsoft Office, Microsoft 365, and Azure Entra ID. Progent can help you maintain legacy versions of Microsoft software, even products no longer supported by Microsoft like Windows Server 2008. Progent can also help you evaluate the business value of new product releases and assist you to plan and carry out efficient migrations to the latest Microsoft technology.
- Progent can provide quick online access to a Cisco-certified CCIE engineer so you can get immediate help for urgent network problems beyond the scope of your regular IT support team. Progent's CCIE consultants can establish secure remote connections to your system and use advanced network monitoring, analysis and troubleshooting tools to provide quick and affordable fixes to infrastructure problems.
- Progent can help you integrate and manage your on-premises facilities, branch offices, telecommuters, and mobile workers with public cloud resources like Microsoft 365, Microsoft Azure, Amazon AWS and Google Cloud. By creating a hybrid network ecosystem that seamlessly incorporates cross-platform resources including local and cloud-based assets, Progent can help you optimize productivity and minimize cost for your information network.
- Progent's security services include comprehensive security audits, disaster recovery and business continuity planning, ransomware defense and recovery, virus protection and mitigation, spam filtering, data leakage protection, firewall configuration, automatic fault isolation and forensics, and email encryption. Advanced certifications earned by Progent's security team include CISA, CISM, CISSP, GIAC, and ISSAP.
- Progent offers expertise in all aspects of building and managing a high-performing work-from-home environment by providing network infrastructure design and configuration services, VoIP PBX expertise, video conferencing integration, collaboration solutions with Microsoft Teams, cloud integration, Call Desk services for telecommuters, endpoint security, and backup/restore support for data protection.
- Progent has the tools to conduct a predictive wireless site survey remotely, making it affordable for you to optimize your Wi-Fi environment with precise placement and proper configuration of access points and other Wi-Fi infrastructure.
- Progent can help you plan and manage an efficient move of your IT infrastructure to a new facility, including data center design and setup, project management, ISP and telecommunications carrier selection and coordination, cloud integration, and coordinated system upgrades – all with comprehensive support as well as thorough testing and documentation.

Firewall Consulting

Progent offers consulting services for products from major firewall vendors including Cisco, Palo Alto Networks, Check Point Software, Fortinet, WatchGuard, Barracuda, Juniper, SonicWall, and Symantec. Progent's firewall experts can help you design and manage a modern, scalable firewall solution that protects on-premises, remote, and cloud resources. Progent can also help you implement firewall policies based on leading practices. In addition, Progent can help debug, patch, and validate your firewall deployment. Firewall technologies supported by Progent include:

- Cisco Firepower, ASA and PIX Firewalls
- Palo Alto Networks PA-Series Firewalls
- Check Point Software Firewalls
- Barracuda CloudGen Firewalls
- WatchGuard Firewalls
- Juniper Networks NetScreen Firewalls
- SonicWall Firewalls
- Fortinet FortiGate Firewalls
- Symantec Raptor and VelociRaptor Firewalls

If your business needs computer consulting services or urgent technical support:

Call 800-993-9400 or send email to information@progent.com