

WHEN YOUR IT PERSON LEAVES



WHAT NOW?

SH*T HAPPENS. That's why we've written an entire document about it. Whether your IT person walked out the door, passed away, or departed for reasons that can't be shared, we've got your back. With JMARK, you can rest assured we will do everything we can to maintain stability. Our experience in troubleshooting emergency situations and proven processes have taught us that every situation must be handled with care, flexibility, and trust.

We want you to win. Plain and simple. That instability that comes when your trusted IT person leaves is a headache we wouldn't wish on our worst enemy. But we're here. We've done this before. From working around the clock to jumping into the fire with just a laptop and determination, we've seen businesses at their lowest. And we've brought them back. JMARK is committed to working with you to take back control of your situation, but time is of the essence, and we have to act immediately.

If you're ready to wake up from this nightmare and regain your peace of mind, then let's jump in together.

QUESTIONS TO CONSIDER

1

Are my passwords secure?

2

Who are my vendors?

3

Are there backdoors in my network?

4

What data is private?



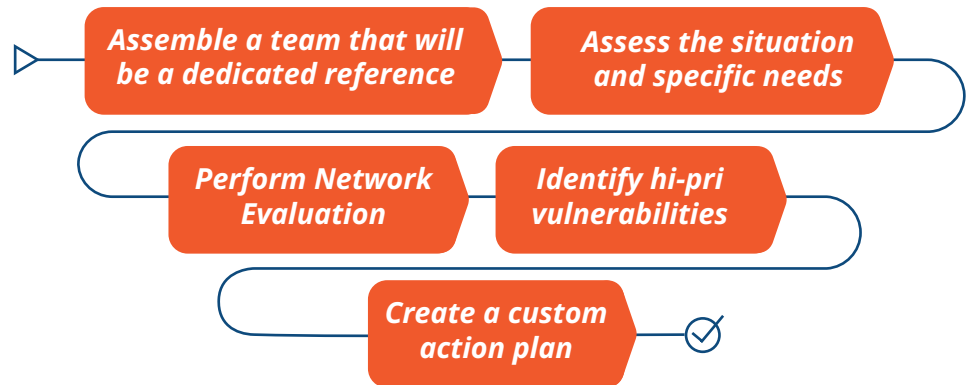
THE GAME PLAN

It's easy to get turned around and headed in the wrong direction without a roadmap, resulting in wasted time and resources. That's where JMARK comes in. We've dealt with these situations before, and our experience allows us to be as efficient as possible when diving headfirst into the chaos. Whether you need advice on how to navigate your former employee's hostility, consider a security audit, or involve insurance, we're here to help you eliminate guesswork and navigate challenges with confidence.

Here's a list of what you'll need to have ready to ensure this process goes as smoothly as possible:

- ▶ Network Topology
- ▶ Domain Credentials
- ▶ Firewall Credentials
- ▶ Emergency Evaluation

OUR PROCESS



The JMARK Difference

For over 35 years, JMARK has been providing innovative managed IT services to organizations of all sizes. With that experience, we've learned a few things. Most importantly: people come first. Always. Whether we're fortifying your network security or taking the stress of extinguishing fires out of your hands, JMARK is committed to giving people the peace of mind and time back to focus on the things that matter most.