



# **Blue Sphere Technologies**

we do tech, so you don't have to

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Founder + CEO  
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## Blue Sphere Technologies

WE DO TECH, SO YOU DON'T HAVE TO!

Hello!

My name is Robert Herbaugh, and I am the founder of Blue Sphere Technologies: where we do tech, so you don't have to. We are a new IT company serving Valdosta, GA and the surrounding locations.

We are pleased to announce our full line up of managed service products, to help you get back to what you do best: growing and operating your business. We would be thrilled to have you as a client and ensure that you are protected in today's ever increasing technologically driven world.

We are a drop-in replacement for IT management, and a great addition to any small business that just doesn't quite know where to start when it comes to procurement, setup, employee onboarding and termination, cloud configurations, license management, and so much more.

Our main mission is to provide IT solutions as a service, eliminating extraneous costs due to misconfiguration, hardware troubles, and the potential for cyber security vulnerabilities. With our state of the art, modern solutions, we can ensure that your organization is properly secured and has a lower threat surface for cyber-attacks.

We understand that technology can be frustrating and sometimes overly complex, and many try to provide a one-size fits all approach. But as a business, you have needs that change over time, and adapting to a new environment is crucial. Simply put, you depend on technology to do what you do best: serving your clients and growing your business. Spending time worrying about and fixing IT related problems takes you away from this, and can sometimes cause issues with your day-to-day operations.

We look forward to working with you and can't wait to show you the support we can provide!

Robert Herbaugh  
Founder + CEO

[robert@bluespheretechnologies.com](mailto:robert@bluespheretechnologies.com)



## ABOUT THE COMPANY

Blue Sphere Technologies was founded by Robert Herbaugh. After spending 15 years in the Information Technology sector serving clients in the residential, military, and business sectors, Robert found that he could provide these services to clients in a more wholistic manner. By arming organizations and individuals with the latest technology and security solutions, the overall mission is to help increasing revenue and decreasing critical downtime for clients.

## ABOUT MEMBERS

### **Robert Herbaugh**

Chief Executive Officer

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With four industry certifications, 15 years in the industry, and working for various types of clients, I know how critical IT is to getting the things you need completed, accomplished.

With a firm grasp on the latest security and hardware implementations, my goal is to take your IT from good to great!



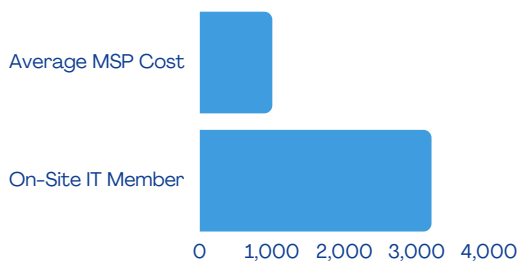


# Blue Sphere Technologies

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## Why do you need Blue Sphere Technologies?

We work as an extension of your business so you can fully offload your IT needs to our team. We manage all your needs for your office technology so you can gain peace of mind and so you can stay focused on growing your business.



*On-site IT can be costly, even with just a singular member.*

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- Keep your devices **protected**
  - Ensure you're always **updated**
  - **Affordable & predictable** costs
  - Keep your important **data safe**
  - Provide IT Support **remotely**
  - **Proactive & preventative** IT
  - Improve overall **IT security**



Believe their company is safe from cyber related attacks



360-degree coverage: Hardware, Software, License Management, Networking, and more!



Do not have a contingency plan for responding to outages or breaches.



43% of cyber attacks are launched against small businesses.



Have a policy for employees on use and/or security training of end-devices



27% of small businesses do not have IT Support



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### **Implementation of Best Practices**

Since we specialize in IT processes, we understand the need to stay current on trends, technology solutions, and how they fit within your organization. It is our responsibility to implement and explain this to your organization for a competitive cost.

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### **Reduction in Risk**

In order for optimal cyber security, your protocols and the layers of your control environment need to comply with the latest standards. We will design and operate your network in accordance to the latest standards. This method of operation utilizes the latest measures against the threats of the day. This results in better cyber security and less risk for your business.

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### **Savings to Your Bottom Line**

We provide a single cost solution to your IT needs, so you don't have to reserve budget for the salary of an entire IT Team. Also, our main goal is to prevent problems from ever happening, saving you money over time. Further, Blue Sphere Technologies can lower your IT-related spending by minimizing infrastructure, resources, and maintenance costs.

**We'll be your tech team, so you can  
focus on what you do best & stop  
worrying about IT headaches!**



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### Our Industry Partners

We leverage the latest technology partners to ensure that your networks and devices are secured, managed, and operate in peak conditions. Because of these partnerships, we are able to pass additional savings to you for all your IT needs!

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## **Identity Management**

One of the first steps to securing your network and business technology is to centralize user management. By utilizing an industry standard, we are able to implement Single Sign On, Multi-Factor Authentication, deploy scripts, control device management, and provision accounts for the applications that you use, all while ensuring employees only have the permissions they require.

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## **Network Monitoring & Security**

We work to view your network, create a network map, and secure your network using industry standards. This allows for quick troubleshooting and visibility of the traffic reaching your endpoints and users, thereby increasing your security. By monitoring your network, we ensure that you limited in downtime and are notified so that we can get to work right away! Further, we can see unauthorized devices that attempt to connect or traverse your network in ways that they should not have access to.

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## **Microsoft 365**

We all have come to know and utilize the Microsoft Office Suite on a near daily basis. With a managed account, you not only get access to the most popular office suite today, but it also for powers your email. Additionally, with the power of Teams, you gain incredible collaboration tools for all your business needs. In addition to your office and email, this service powers additional authentication for other applications around the web, so there are no additional passwords required. Further, it comes with critical security and compliance features (depending on the plan) so that any regulatory needs are met. At a price-point that suits all business sizes, there is a plan that includes the features you need, and best of all, everything is centrally billed, so you have one monthly IT bill.



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### **Managed Security Suite (AV, MDR, & DNS Protection)**

As technology has increased in our daily lives, so have the ways that attackers find reasons and ways to infiltrate. With our security suite, we implement industry standards to secure your endpoints, regardless of operating system or platform used. With Antivirus (AV) powered by Webroot, Managed Detection & Response (MDR) powered by SentinelOne, we provide 360 coverage of your devices, and keep threats at bay. Further, with managed Domain Name System (DNS) powered by Webroot, we help prevent attacks before they even get to your network and endpoints by validating destination traffic.

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### **Backup and Disaster Recovery (BDR)**

Ease your worries about losing critical business data or systems. With the advanced BDR solution, your data is safe. Providing backups at regular intervals, including both files and system images, your systems are backed up safely and securely to your selection of a on-premises or cloud based solution. This allows for restore of files or systems, decreasing downtime and minimizing business disruptions.

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### **Security Training**

Many attacks on small and medium businesses come from employees lacking the necessary training to ensure they know how to respond to cyber threats and information collection attempts. With our state-of-the-art, industry training, powered by Webroot, we help ensure that your employees receive this necessary training and are equipped with the knowhow to prevent and respond to phishing attempts and cyber attack attempts.





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## **Procurement & Device Management**

Technology can present problems in a multitude of ways. While we will do our best to proactively monitor and prevent any disruptions, should you need additional endpoints or are seeking to replace aging devices, we have you covered! Simply reach out to order new devices and we will work to build them to your specific configuration and load them to the specific employee that will be receiving them.

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## **Projects**

We understand that as your business grows or changes over time, that your needs will as well! That is where our project team comes in to help guide you, as well as, design and develop solutions that suit your expanding business needs! Our team will ensure compatibility with existing infrastructure and configurations minimize downtime and help to get your new systems running optimally.

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## **Virtual Chief Information Officer/Chief Technology Officer**

Not everyone's forte is Technology. This is truly where we step in and help your business. As your virtual CIO or CTO, we use industry standard solutions that follow the framework of Information Technology planning and deployments. We produce a roadmap of your tech to provide cost benefits and predictable replenishment costs to help you achieve your business goals and at a rate that does not hinder business income.

Through dedicated meetings, we discuss the current state, the desired future state, and the process that is required to get your business there. Rather than us set these meeting dates, we leave that up to you to decide the frequency, with our recommended timeframe being quarterly in the early stages, and migrating to semi-annually--but the choice is yours!



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## **Remote Monitoring and Management (RMM)**

Every endpoint (desktops, laptops, tablets, etc.,) need a way to quickly raise a request and ensure that the policies that your organization requires are implemented. Additionally, in order to provide support, we need a connection. With our RMM solution, we check those items off the list and ensure that your critical operating system updates are installed on schedule and without an issue. Further, with each device reporting in, we provide proactive monitoring of system events and alert you to any problems, while also establishing system optimization on a routine cadence. This critical piece of software, ensures that your endpoints are optimized for peak performance, and provides the critical connection for your employees to reach our dedicated team, to promote the success of your business, 24/7.

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## **Advanced Features**

We understand that every business has specific needs, and as such, we offer additional services to secure your network, endpoints, email, and more. These additional services are covered in-depth in our service agreement as additional services. These extra services are great ways to improve your overall security posture, ensure redundancy, and promote a healthy cyber hygiene for everyone within your organization, help meet industry regulations, and can even help to lower cyber insurance costs. These savings not only help streamline your IT bill, but help to reduce costs and increase your business productivity and bottom line.

Advanced Features include: Advanced Email Protection, Advanced MDR Protection, Advanced Network Monitoring, Advanced Backup Solutions Virtual Chief Information Officer, and more!



## **Blue Sphere Technologies**

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### **How to reach our team:**

Support is available to your organization in a multitude of ways, each with varying response times based on the severity. We handle requests as they are received, and will make our best effort to respond in a timely manner that meets your business needs:

By Phone: +1 229-270-1980, Option 8

By Chat: Initiated with the Blue Shield in your menu or task bar

By Email: [helpdesk@bluespheretechnologies.com](mailto:helpdesk@bluespheretechnologies.com) or [helpdesk@tibs.tech](mailto:helpdesk@tibs.tech)

By Online Portal: <https://www.tibs.tech/clientportal>

Our typical response time is as follows:

Phone: Immediate

Chat: Within 15 minutes

Email: Within 1 Business Day

Online Portal: Within 1 Business Day

For critical or urgent requests, please raise those by phone ASAP.

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### **Hours of Operation**

Our Hours of Operation for support requests are as follows:

Monday - Friday, 8:00 AM - 5:00 PM EST, excluding holidays

After Hours/Holidays - Billed separately or included with Unlimited.

Please ensure to make employees aware.