

ENUCLEA



IT System Health Checkup & Operational Maturity Score

For Business Owners (Plain-English Summary + Maturity Score)

Business/Site: <Redacted>

Date: October 19, 2025

Performed by: Enuclea

1. Executive Summary: What We Found

Your technology setup is functional, but it is operating at a high level of avoidable risk — both in terms of security and day-to-day usability.

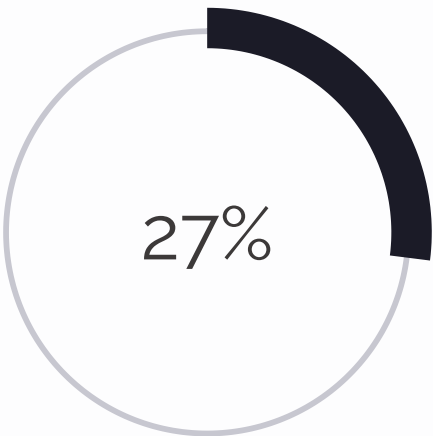
Think of your IT environment like a house:

- The Foundation (Computers): Mostly strong, but a couple of "doors" are unlocked (out-of-date updates/AV).
- The Roof (Wi-Fi): Leaks, weak coverage, and old materials stapled together (extenders).
- The Front Door (Security): Wide open — and currently inviting anyone on the internet to walk in.

Our #1 priority: Close that front door immediately.

2. Operational Maturity Score (OMS)

This is your business's "technology health grade" – scored across four major areas.

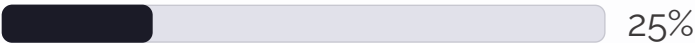


Overall OMS Score

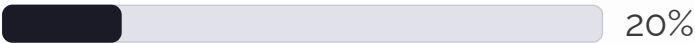
AT RISK

Your environment is functional but exposed, with urgent security issues that need immediate attention.

Category Breakdown:



Security
10/40 points



Network Stability
5/25 points



Endpoint Health
5/20 points



Operational Hygiene
7/15 points

In plain English:

- Critical – Your network is exposed to the public internet.
- Critical – Router placement + extenders = daily headaches.
- Vulnerable – A few machines are behind on updates.
- Moderate – Nothing breaking, but not clean or managed.

3. The Three Most Important Issues



1. An Open Backdoor Into Your Business (Critical Security Flaw)

Your modem/router is forwarding public internet traffic directly into one or more computers in your office.

Tech Term: Exposed RDP (Remote Desktop Protocol).

Why it's dangerous: Hackers scan the internet 24/7 looking for this exact issue.

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If they find it, they can:

- Install ransomware
- Lock your entire business down
- Steal sensitive information
- Access financial systems

This is the single most urgent problem.



2. Wi-Fi That Causes More Problems Than It Solves

Your Wi-Fi is unreliable because:

- The router is hidden low to the ground.
- Two consumer extenders are broadcasting competing signals.

This causes:

- Dropped connections
- Failed logins
- Video call issues
- Staff frustration
- Reduced productivity

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3. Outdated Computers (Security + Performance Issues)

Two laptops are behind on Windows security updates and antivirus definitions.

This leads to:

- Higher malware risk
- Slower performance
- Increased support issues

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4. Our Plan: How to Fix It

We've broken everything into three practical phases.

Phase 1: Immediate Emergency Fix (Do This Now)

These actions close the dangerous security gap and stabilize the Wi-Fi TODAY.

- Close the RDP "backdoor" by removing the exposed port-forwarding rules.
- Reposition the modem/router to a high, open location for better Wi-Fi.
- Turn off the Wi-Fi extenders to eliminate the conflicting signals.

These three actions alone eliminate the largest risks and will noticeably improve day-to-day stability.

Phase 2: Short-Term Upgrades & Protection (1–3 Weeks)

These keep the problems from returning.

- Install managed business-grade Wi-Fi (two APs for full coverage).
- Deploy RMM/EDR so updates, antivirus, and monitoring happen automatically.
- Replace the ISP router, if it cannot be properly updated or secured.

This phase raises your Operational Maturity Score dramatically.

Phase 3: Long-Term Security & Convenience (3+ Weeks)

- Implement VPN-based remote access, replacing risky public RDP.
- Organize cabling for easier future troubleshooting and service.
- Centralize management of your entire IT stack to keep things running quietly.

5. Next Steps

The exposed RDP service is a critical security emergency and should be closed immediately.



Would you like us to:

- Schedule Phase 1 (Emergency Fix) — On us [FREE] if done today.
- Phase 2 Quote (Attached)

Enuclea

 Email: info@enuclea.com

 Phone: 970 ENUCLEA

 Website: <https://www.enuclea.com>