

IT Service Offerings

Consulting and Solutions

- Inspect network security and supply disaster recovery solutions
- Advise on PC, servers, and network equipment choices and purchases
- Consult on software needs and options (finance, workflow, process, productivity, etc.)
- Advise on data and telecom provider (Comcast, Verizon, etc.) choices and service options

PCs and Network

- Data (LAN/WAN) and telephone network creation and support
- Install and host off-site backup of PC and server data (to the cloud)
- Remote and on-site helpdesk service
- Anti-virus and malware removal and prevention
- Inspect PC software/hardware to determine causes of problems
- Upgrade operating systems and various software (Windows, Office, Adobe, etc.)
- Windows Active Directory domain (file/directory security and permissions) creation and management
- Exchange (email), SharePoint (Intranet) and SQL (database) creation and management
- Messaging systems (email, instant messaging) installation and management
- Network device installation and integration (routers, switches, MFPs, etc.)
- Email management and archiving training
- Documentation of network information
- VPN creation and management (access to PCs and servers from off-site)
- Wireless network implementation
- Facilitation of Internet and telecom provider installations
- Overall Performance & Trend Monitoring Reporting
- CPU/Memory History Monitoring & Reporting
- Server health monitoring
- Firewall Support & Traffic/Bandwidth Monitoring

Telecom

- Smartphone configurations and network integration
- Telecom system troubleshooting
- Telecom bill analysis
- Voice over IP telecom system facilitation