



*Providing IT Support Services to
the Charlotte Metro area*

Summary: techIT provides hourly technical support to small/medium businesses who have no need for a full-time technology department.

Areas of Expertise:

Network Administration
Windows 95/98/xp/Vista/2000/2003/2008/Win7 workgroup/domain setup and maintenance. Remote user access through vpn(client and site-site) and remote desktop. Wifi setup and security, hotspot setup. New pc setup and configuration on existing workgroup/domain.

Hardware
Fully capable of upgrading workstation or server hardware. Will assist user in purchasing adequate hardware for computing needs. Server consolidation with Vmware, Citrix virtualization technology.

Email
Exchange 2000/2003/2007 server, Small Business Server 2003/2008. POP/SMTP server. Spam reduction software, virus screening software. Integration with cell phone, smart phones. Blackberry Enterprise Server/PRO/SBS installation/integration. Gmail migrations.

Security
Apply updates/hotfixes as they are released. Audit user login passwords and password change/complexity policy. Install spyware/malware blocking software, install centralized anti-virus. Install traffic-monitoring software/devices.

Backup
Configure backup software, select critical files for backup using Backup Exec or native ntbackup, verify functional backup system.

Training
Will train users on software functionality as needed. Will train users on routine system maintenance such as backup media archiving.

Business Software
Typical office software expertise includes Quickbooks pro multi-user setups, database maintenance. MRI Real Estate solution, Microsoft Office (all versions), ACT (2007,2006,2005,6,5)

Rates
\$80/hr, 1 hour minimum for on-site visits, 1/4 hour billing thereafter; 1/4 hour billing increments for remote-assistance support. Special project pricing can be negotiated.

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