Tim's IT
SERVICE
IF YOU'VE GOT COMPUTER PROBLEMS "Tim's IT"

Efficiency & High-level Support

Data Security

Device Maintenance

Cloud Backups

Software Updates

Everything we can do for your business with our managed services package

Read on to see why managed services can help you keep your business and IT infrastructure running the way you want it to, all the time.

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

When you sign up for our managed services package, we work as an extension of your business so you can fully offload your IT needs to our team. We'll manage your needs for all of your office technology so you can gain peace of mind and so you can stay focused on growing your business.

What our team can do for you:

Keep your computer protected from malware, ransomware, phishing and more

We'll set your devices up with the most secure and efficient antivirus solutions, so you can browse the web and do your work without needing to worry about data risks or getting malware.

Ensure your employees never fall behind on updates or put your network at risk

We proactively patch, update, and manage your applications and network so you can have

peace of mind knowing that your whole team will always have their apps up to date.

Help you lock in more affordable and predictable pricing for your IT costs

One key benefit of using managed services is you'll stop experiencing surprise IT costs, and be able to more regularly manage your technology expense. Also, our main goal is to *prevent* problems from ever happening, saving you money over time.

Help your approach to IT be proactive and preventative, not reactive

Maintaining technology in the workplace has become far more dynamic and complex. We will actively monitor your machines for errors, updates, hardware failure, security issues, and much more. We solve problems before you ever notice them.

Respond to requests and issues remotely

One of the major benefits of working with a Managed Services Provider like us, is that we can handle a majority of your requests and issues remotely. We use software programs to regularly update and maintain your devices and can launch remote sessions to help your team in real-time.

Improve your overall IT security

We'll audit your network and device security, prevent breaches or vulnerabilities, data loss, and ensure your team is employing industry best practices in their daily operations.

Set up and onboard new employees

We make it easy to onboard new employees from a tech perspective. We'll ensure they have all the necessary programs, credentials, and access to important accounts and networks.

Free up your IT staff to work on more strategic projects

If you have staff that helps you manage your IT, one great benefit of working for us is essentially unlocking a new employee at no extra cost. We can handle the heavy lifting and allow your team members to focus on new projects.

Three Simple Tiers;

1. Ad Hoc Support

- **Cost:** $30 per machine per month
- **Includes:** Antivirus, intrusion prevention, continuous monitoring, and detailed reporting.
- **Service:** We'll notify you of any required work and proceed upon your approval.
- **Access:** Full access to our customer portal for logging support requests.

2. Standard Managed Services

- **Cost:** $199 per machine per month
- **Priority:** Receive **priority service** for all your IT needs.
- **Banked Hours:** Each subscribed machine gets **1.5 hours of monthly support** (bankable for up to 6 months), usable across any covered device.
- **Proactive Management:** We'll proactively manage updates and patches.
- **Flexible Repairs:** Repairs are performed outside business hours whenever possible to minimize disruption.
- **Discount:** Get a **discount on machines beyond three** when all your business machines are subscribed.
- **Comprehensive Coverage:** Includes support for all networking equipment and peripherals when all machines are covered under this tier.
- **Ideal For:** Businesses seeking a complete, hassle-free IT solution.

3. Large Client Managed Services

- **Cost:** $129 per machine per month
- **Eligibility:** For clients with **15 or more machines**.
- **Benefits:** Enjoy **all the comprehensive features of the Standard Tier** at a significantly discounted rate.