



Choose the support you need and we will develop a customized package that meets your budget. We can work with your present IT staff or become ***your IT Department on call.***

We offer the following services:

- › Network installation and support
- › Information security and encryption
- › Ongoing support and help
- › Timely response and communication

“ Among the companies we were looking to hire, IT Support Specialists was the only one willing to share what they know and teach us how to perform certain applications... and that was comforting and helpful. We do not have to call them every time and be charged for every little thing. We can call them or email or go to their website to request service and they respond forthwith. ”

---Robert Bivins, IT Program Administrator,  
Project Learn, adult literacy center

## Contact us if any of these IT issues are affecting your business:

- › Insufficient data storage
- › No plan for back up and disaster recovery
- › Repeated and malicious viruses
- › Outdated and under-performing PCs
- › Outdated network system
- › No blocking from SPAM
- › Unexplained computer downtime
- › Slow server response time



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## IT SUPPORT SPECIALISTS

**On-Call Expertise  
You Can Trust.**

Do you struggle with lost data,  
uncontrollable viruses or an  
outdated network?

Keep your IT systems strong,  
secure and updated with IT  
Support Specialists.



“ We had IT Support Specialists set up a Virtual Private Network in one location. They helped configure it and worked out some kinks in the system. I liked the fact they quoted us by the hour, so we can use them as much or as little as needed. They also provided training on how to administer the new hardware. ”

---James Leetch, IT Department  
Wolff Bros. Supply, Inc., wholesale distributors

IT Support Specialists designs and supports IT solutions for businesses of all sizes. Not only do we have the training and skills needed to solve any information technology problem, we also have the experience to take your existing IT requirements and build a networking system from the ground up.

Customers who turn to IT Support Specialists receive personal attention and 24/7 response time without incurring 'hidden fees' for contracted work.



# Network Installation and Support

From a simple backup system to complicated Virtual Private Networks, IT Support Specialists offers a broad range of capabilities:

- › **Equipment Purchasing and Installation:** We are authorized dealers for many leading computer equipment manufacturers. We install and warranty everything purchased from our company.
- › **Break Fix:** Equipment problems are resolved within 24 hours, either on-site or remotely. You'll have access to a dedicated email and a contact number for a service technician, who knows your business and can react quickly, especially in an emergency.
- › **Software Compliance:** You receive constant updates and changes to software, even if you purchase the program from another source. This way, you are never out of compliance and can be assured that your software will not be pirated.

# Information Security and Encryption

Data security is now a crucial component for every business. The solution could be a firewall protection system or a total virus protection package with data encryption.

- › **SPAM Filtering:** We help you manage white and black lists to eliminate 90% of unwanted and potentially dangerous emails from unknown senders.
- › **Firewall Protection:** Our partnership with Fortinet allows us to block a large amount of external threats to your system and is a consistently higher rated product than other protection packages. However, we will help you install any other firewall protection package.
- › **Anti-Virus Protection:** Every server and workstation, including laptops, are protected against threat of attacks from viruses using authorized AVG products.
- › **Backup and Disaster Recovery (BDR):** Your data is automatically stored off-site every day, eliminating the need to swap tapes or hard drives. Should you need to restore your data because of a hardware malfunction or natural disaster, you will be up and running in anywhere from a few hours to less than two business days.



“ We hired IT Support Specialists to install a new computer, new backup system and security software and now we have them on a quarterly maintenance program. They come out and make sure the computers are up to date and check on any security problems. I'm very satisfied with their work. ”

---Nick Georgopoulos, President  
Amerivest Financial, insurance and investments

# Timely Response and Communication

Our industry-standard automation software allows you access to all your projects and communications with us 24/7 and provides these key services:

- › Integrated time tracking of all jobs
- › Timely and accurate billing
- › Service request dispatching
- › Maintain constant client contact
- › Detailed monthly reports

Not a single job, big or small, slips through the cracks. All hours are recorded properly using this innovative software tool, beautifully streamlining, automating and integrating all facets of our relationship with you.

# Ongoing Support and Help

- › System Audit/Asset Management
- › Customer Portal case management
- › Remote or on-site support for servers and desktop PCs
- › Patch management
- › Monthly, quarterly or annual on-site maintenance
- › Staff training on new equipment
- › Remote Help Desk support
- › Recommendations for IT equipment purchases

“ We were looking for an IT support company in case of a problem that could arise and we could not handle internally. We were also looking to update our backup system to our server. IT Support Specialists fulfilled that need and gave us alternative solutions to improve our backup support. ”

---Gale Flanagan, General Manager,  
4 Walls, custom digital wall coverings

“ They have taken a lot of requirements off my shoulders, like handling controls for backup integrity and support licensing insurance to make sure we are licensed to the fullest. IT Support Specialists is involved with any related purchase or future planning from a network enterprise standpoint. ”

---Paul Dunlavey, Operations Manager,  
Unique Paving Materials, pavement repair materials

