



*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 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.

**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 installation/integration.

**Security**

Apply updates/hotfixes as they are released. Audit user login passwords and password change/complexity policy. Install spyware/malware blocking software.

**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**

\$90/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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