



*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 workgroup/domain setup and maintenance. Remote user access through vpn and remote desktop. Wifi setup and security. 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 server, Small Business Server. 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.

1800 Camden Rd Suite 107-112 Charlotte,NC 28203
(704) 965-7294 info@techITinc.com