

01 / MANAGED IT

Technology support, with a clear cost.

Choose the level of support your business needs. We define the systems, responsibilities and service terms before work begins.

Essential IT

\$125

per user / month

\$1,250 monthly minimum

Dependable support for everyday operations.

Core support includes:

- Remote help desk during business hours
- Microsoft 365 and Google Workspace administration
- User onboarding, offboarding and MFA
- Basic endpoint-security management and patch oversight
- Printer, software and connectivity support
- Basic network monitoring, vendor coordination and IT documentation

Managed Business IT

\$165

per user / month

\$1,650 monthly minimum

Connected oversight for a growing business.

Everything in Essential, plus:

- Firewall, VPN and network/Wi-Fi management
- Device management and Microsoft Defender administration
- Backup monitoring
- Asset inventory and software/license tracking
- Phone/VoIP administration and vendor management
- Monthly IT health review and technology planning
- Priority response within the agreed service terms

Complete IT Department

\$225

per user / month

\$2,500 monthly minimum

Operational support with technology leadership.

Everything in Managed, plus:

- IT, infrastructure and cybersecurity planning
- Quarterly technology roadmap
- Procurement management and advanced Microsoft 365 administration
- Security-policy oversight and recovery planning
- Multi-site support
- Camera and physical-technology coordination
- Executive consulting and scheduled onsite time defined in your agreement

Monthly fee = users x plan rate, subject to the plan minimum. A 20-user business on Managed Business IT starts at **\$3,300 per month**. Licenses, equipment and project work are quoted separately unless expressly included.

02 / PROJECTS & ADVISORY

Defined work. Agreed fees.

A focused review, a new office or a network that needs attention. Start with the service below; we will confirm the deliverables and fee in writing.

SERVICE	STARTING RATE
IT assessment	\$495
Cybersecurity assessment	From \$750
Network / Wi-Fi deployment	From \$2,500
Firewall / VPN deployment	From \$1,500
Microsoft 365 migration	From \$2,500
New office IT setup	From \$3,500
Camera or VoIP deployment	Custom quote
Onsite IT	\$175 / hour
Remote project work	\$150 / hour
Emergency / after-hours	\$250 / hour

Onsite visits: two-hour minimum. Emergency / after-hours work is subject to availability. Prices are in USD; hardware, licenses and applicable taxes are additional.

03 / THE SCOPE

What the monthly price covers

Management and support of the users, devices, systems and locations listed in your service agreement. Business hours: Monday to Friday, 9:00am to 6:00pm Eastern.

What is quoted separately

Hardware, software subscriptions, cloud consumption, backup storage and other third-party charges, unless expressly included. Migrations, installations, cabling and major remediation are separate projects.

What we agree before work starts

Final scope, user count, onboarding work, response targets, onsite allowance, contract term and any travel costs. Applicable taxes are additional. Starting prices are a guide; your written proposal controls.

Start with a 20-minute conversation.

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