



MANAGED IT SUPPORT

Proactive IT support for your business.

Spend your time on your business, not your IT.

UNLIMITED REMOTE SUPPORT · SENTINELONE EDR INCLUDED · 1-HOUR CRITICAL RESPONSE

WHAT YOU GET

Responsive support. Unlimited remote support during business hours for computers, software, printing and email, including account lockouts and vendor coordination on your behalf.

Patch management. Security and application updates, scheduled to avoid disrupting your workday.

Proactive monitoring. We identify issues before they cause downtime, maintain device performance, and manage employee onboarding and offboarding.

Protection on every computer. Next-generation, best-in-class endpoint security by SentinelOne, a Leader in the Gartner® Magic Quadrant™ for Endpoint Protection Platforms six years running.*

HOW FAST WE RESPOND

PRIORITY	FOR EXAMPLE	WE RESPOND IN
Critical	Office-wide outage	1 business hour
High	One user unable to work	4 business hours
Normal	Printer or performance issue	1 business day
Low	New user, general question	2 business days

Support hours Mon–Fri 9–5 Pacific. After-hours emergencies are handled on a best-effort basis.

BUSINESS BENEFITS

A cost you can plan for. A fixed monthly fee in place of unpredictable repair bills.

Consistent protection. Every device secured and current, without added effort from your team.

Less downtime. Issues are resolved before they affect productivity.

A single point of contact. We coordinate with your vendors so your team doesn't have to.

ADD MORE WHEN YOU NEED IT

Device backups: nightly backups for your critical machines.

Email and account monitoring: early detection of compromised accounts.

HIPAA & security monitoring: for healthcare practices.

Managed Website & SEO: website care and monthly SEO.

Graphic and web design: physical and digital marketing materials.

A STRUCTURED ONBOARDING

We secure and update every device, review user access, and document your environment, with minimal disruption to your team.

Hardware, licensing, on-site visits and larger projects are quoted separately.

* Gartner, Magic Quadrant for Endpoint Protection Platforms, 26 May 2026. GARTNER and MAGIC QUADRANT are registered trademarks of Gartner, Inc. Gartner does not endorse any vendor, product or service depicted in its research publications. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact.

NEXT STEP

Request a proposal

A brief consultation to review your environment and needs.

Aaron Dressler Design

aaron@aarondresslerdesign.com · aarondresslerdesign.com

Washington State · Mon–Fri 9–5 Pacific