

TECH IN SF

Repairs - Service - Consulting

Service & Consulting Guide

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What can TechInSF do for my business?

TechInSF is a premier IT organization that offers consulting and service on a wide-range of technical subjects.

We've been in the Bay Area for over 8 years, with deep roots in the San Francisco business community. We remain on the cutting edge of emerging technology and understand the unique challenges facing both our residential and business customers.

Whether you are a newly growing business, or long-standing fixture of San Francisco, we offer innovative approaches to traditional IT support that can strongly benefit your organization on both our range of expertise and our overall cost flexibility.

“Information Technology is no longer just a platform that enables organizations to run their business on. It is becoming the engine that moves the business.”

- John David Lovelock, Research VP, Gartner

For many organizations, managing their IT in a cost-effective way involves contracting with a handful of companies who each handle one component of the overall picture.

TechInSF offers a unique 3-tiered approach that handles all aspects of IT administration, equipment management, and internet/phone-based infrastructure.



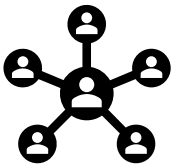
A complete white-glove solution rivaled only by fully-fledged IT departments, all for a fraction of the cost.

Summary of Our Services



IT Services & Consulting

- Day-to-day support and troubleshooting of common IT related issues such as email, office apps, and internet.
- Anti-virus, security, ISO/HIPAA compliance, and consulting on efficient safe data practices.
- File sharing, servers/NAS appliances, cloud storage, and data backups.
- Support for conference equipment, audio/visual, networking equipment and Wi-Fi.



Business Liaisons

- Low voltage wiring, security systems, fiber/internet service, and vendor management.
- Domain/Website management and security with in-house WordPress assistance.
- Point-of-sale assistance for food and retail.
- Office move logistics and new systems integration.



Repairs & Sales

- Same-day repairs on computers, tablets, and phones with in-house technical engineers.
- Competitive pricing on new computers, custom tailored to meet customer needs.
- Sales on network equipment, POS systems, security systems, and more.

Non-Contract Pricing Options

<p>Pay-As-You-Go (PAYG)</p>	<ul style="list-style-type: none"> • Schedule appointments as needed, when you want. • Available for on-site work done in person, or remote-support appointments (internet service required). 	<ul style="list-style-type: none"> • 2-hr Minimum for On-Site Appointment • Tier 3 Scheduling Priority • Same day – 24 hour turnaround possible, 72hrs guaranteed. 	<p>\$135/hr.</p>
<p>Retainer (R)</p>	<ul style="list-style-type: none"> • Pool of hours purchased up front, usable on any service as a subscription. Hours do not expire. • Renewals are discounted. • Card/ACH saved on file for automatic renewal, minimizing invoices for streamlined billing. • Full logs of hours used are provided, auditable at any time. 	<ul style="list-style-type: none"> • Minimums apply (2hr On-Site, .5hr Remote) • Tier 2 Scheduling Priority • Same day – 24 hour turnaround possible, 48hrs guaranteed. 	<p>20hrs @ \$110/hr. on renewal</p>

Managed Service Contract

The complete IT solution for business.

For those who require an all-inclusive option, we offer negotiated contracts which include all or some of our services in a convenient monthly fee.

The contracts are tailor-made, with a rate negotiated to reflect the level of services required.

Average negotiated rate:

\$800-\$1600/month

Most contracts may include but are not limited to:

- Unlimited hours towards IT issues remotely or on-site
- Tier 1 priority options in scheduling with weekend availability (<24hr guaranteed)
- Direct line access options for communication with IT manager
- Full management of all cloud, email, domain, and security systems
- Hardware asset management, storage, refurbishment
- Network management and security
- Pro-active management of your IT with optional quarterly meetings to discuss IT strategy and forward-thinking plans

Our managed service contracts are the highest level of support and service we offer, and as such you can expect the best experience money can buy.

Consider the costs yearly of employing a single low-level IT staff member compared to our full team of IT professionals:

<p>Salary for Entry Level IT Staff \$60,000/yr</p>
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<p>Avg cost of Managed Service Contract: \$20,000/yr</p>
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Managed Service Plans - Security

We proudly use Bitdefender Gravityzone in all of our managed security products.

Their sophisticated endpoint systems use state-of-the-art technologies with the aid of machine learning to identify unknown virus/malware before most providers have official solutions.



All of our contract options include 24/7 monitoring of security events, and monthly reports which keep you informed on problem areas requiring your attention.

<p>Managed Security Plan (Plan 1)</p>	<ul style="list-style-type: none"> • Award winning anti-virus <i>Bitdefender Gravityzone</i>, using machine learning algorithms for industry leading protection & device management. • Basic Security package and configuration. • 24/7 monitoring of security events. Tier 1 scheduling for virus removal. Monthly reports on security events and virus activity. 	<p>\$10/user/mo</p>
<p>Managed Security Plan (Plan 2)</p>	<ul style="list-style-type: none"> • Award winning anti-virus <i>Bitdefender Gravityzone</i>, using machine learning algorithms for industry leading protection & device management. • Intermediate Security package and configuration. • 24/7 monitoring of security events. Tier 1 scheduling for virus removal. Monthly reports on security events and virus activity. 	<p>\$20/user/mo</p> <p><i>Recommended For most users</i></p>
<p>Managed Security Plan (Plan 3)</p>	<ul style="list-style-type: none"> • Award winning anti-virus <i>Bitdefender Gravityzone</i>, using machine learning algorithms for industry leading protection & device management. • Advanced Security Package and configuration. • 24/7 monitoring of security events. Tier 1 scheduling for virus removal. Monthly reports on security events and virus activity. • Complimentary yearly 1-hr security seminar for employees. (in-person or remote learning) • (Optional) Web filters for authorized employee website use. 	<p>\$30/user/mo</p>

Managed Service Plans

Services and Maintenance

<p>Managed Maintenance Plan (MMP)</p>	<p>Discounted appointments that focus on preventative maintenance including but not limited to:</p> <ul style="list-style-type: none"> • Windows and software updates • Hardware maintenance • Backup reliability checks • Network stability • Computer cleaning 	<ul style="list-style-type: none"> • Scheduled and paid for in advance • Non-interactive appointments 	<p>\$110/hr</p>
<p>Managed 365 (M365)</p>	<ul style="list-style-type: none"> • Full management of your Microsoft 365 platform, ensuring proper configuration of email, security, user settings. • Easy to use onboarding/offboarding forms, with archival of former employee emails included. 	<ul style="list-style-type: none"> • Full License Included • Monthly Flexibility • Setup labor not included 	<p>\$10/person + license cost</p>
<p>Managed Google Workspace (MGW)</p>	<ul style="list-style-type: none"> • Full management of your Google Workspace platform, ensuring proper configuration of email, security, user settings. • Easy to use onboarding/offboarding forms, with archival of former employee emails included. 	<ul style="list-style-type: none"> • Full License Included • Monthly Flexibility • Setup labor not included 	<p>\$10/person + license cost</p>

Service Descriptions

Desktop Support

Windows and Mac Support

We offer Level 1-3 support in all Windows/Mac environments, including Windows/macOS Server. We support a wide range of issues including but not limited to corrupt operating systems, boot problems, AD environments, and software support. For more complicated issues, we have access to a range of specialists that can be called in when the situation calls for it.

Email and Domain

We support all email providers on the market today and can assist with most problems related to email delivery, spam/anti-phishing, and program issues (Outlook, Thunderbird, Apple Mail).

We can assist in improving overall email security and functionality by migrating you to a new provider along with all historical emails. eDiscovery and archival of emails are fully supported and encouraged.

Cloud Services and Websites

We support every cloud storage provider available today from companies like Amazon, Dropbox, Box, Google, and more. Let us consult with you on how cloud-based storage and services can enhance your productivity, lower costs, and keep your data safe.

We also support websites built with technologies like Wordpress and can manage any web designers you are currently working with to ensure your website is functional and safe. We can also work with you to build new websites with practical services like Squarespace/Wix that are easy to update without technical support.

Backups and Restores

We offer backup systems for any environment, leveraging on-premise equipment or cloud services. Ask us about image-based backups, which take complete snapshots of your computer that can be used to restore in the event of catastrophic failures, or for easy migrations to new computers that retain all apps and settings for the user.

Antivirus and Computer-Based Security

Our qualified technicians are trained in the removal of all types of malicious programs and spyware. We can clean your PC's, repair the damage, and direct you in proactive approaches to defend against further risk.

Service Descriptions

Equipment Support

Printers, Scanners, and Fax Support

We support the installation and troubleshooting of all makes and models of printers, scanners, copiers and fax machines. Furthermore, we can work with your printer lease vendor to oversee and handle all repairs and maintenance.

Telecommunications and VOIP

We support phone systems and VOIP systems from all major providers such as AT&T, Comcast, RingCentral, Vonage, Ooma, Unifi Talk, and more. We are well versed in migrations from traditional phone systems to VOIP and can enable a smooth transition to better call quality and lower costs.

Building Security and Fire Alarms

We offer expertise in physical security systems like card/key door access, security cameras, electric strikers, automatic gates, rolling steel and more. We also offer expertise in anti-burglary systems with connections at all the major alarm companies, so you can make an educated decision on the security of your premises.

We have extensive expertise in Unifi Protect and Unifi Access systems which offer a low-cost and convenient solution that pairs well with their state-of-the-art wifi.

Audio/Visual Equipment and Conference Rooms

We have experienced A/V staff, who can assist with smart speakers from brands such as Sonos, Google, Amazon, and more. Home theater equipment, televisions, and other video equipment are also supported on a limited basis.

We are also well versed in the implementation of conference systems from brands such as Google Enterprise, Logitech, Neat and Zoom.

Virtual Reality, Custom Equipment and Emerging Tech

We stay on top of the latest technologies in the market, so you don't have to. We have unparalleled experience with technologies such as AI-assistance, virtual reality (HTC, Oculus), 3D printers, drones, and biometric-based security.

Service Descriptions

Networking Support

Wiring Infrastructure

Our wiring team can install any type of ethernet, phone, coax or video-based wiring within office and home environments. We can also test speeds on your existing equipment to determine issues with ISPs and faulty hardware.

For buildings requiring special permits, we have partnered with all major designated vendors across San Francisco to get you exclusive negotiating power on prices.

Network Equipment and Firewalls

Supporting all makes and models of network equipment from major manufacturers like TP-Link, Cisco Meraki, Ubiquity Networks, and more. We can assist you in rack-mounted or non-mounted solutions. We also provide consulting on hardware-based security such as Firewalls and Web-Filters, which can limit or analyze web traffic coming from employees for proper use.

Wireless Solutions

We have market leading experience providing bleeding-edge wireless solutions for any environment, large or small, indoors or outdoors. Ask us about new Mesh wireless systems, which can be utilized to provide excellent wireless coverage without the costly investment in wiring throughout the space.

File Sharing, Servers, and NAS Devices

Our technicians are well-versed in the deployment of complex sharing environments involving both servers and computers.

Let us consult with you on how replacing costly servers with more modern equipment such as Network-Storage Devices (NAS) can vastly cut maintenance costs and streamline local access to data. These devices perform the same tasks as formal servers but are more specifically designed for use with File Storage, and File Sharing.

Service Descriptions

Compliance and Business Liaisons

Compliance and Best Practice Consulting

We have valuable experience with advising companies requiring compliance with HIPAA, ISO, PCI-DSS, FISMA, and more. We can work alongside you to train staff on implementing best practices as well as create proper IT documentation and disaster recovery plans for company records.

Vendor Management

We can serve as your IT manager for things like printer leases, security systems, internet service providers, and phone companies. Our oversight can yield better organization, plans tailored to suit your needs, and exclusive pricing through our network of partners.

SEO and Marketing

We can assist you in basic advertising methods through services like Google Adwords, Yelp, Facebook, and more. For more extensive campaigns, we can bring in outside consultants with marketing specialties to ensure you are getting cost effective support to bring in more leads and hits to your website/phones.

Food and Retail Consulting

We have unique experience consulting for environments that require customer service technology, such as public wifi hotspots, point-of-sale, and digital signage. We have extensive POS experience with vendors like Toast, TouchBistro, and more.

If you are looking for a new system, our network of partners enables us to get you exclusive pricing on the systems of your choice, and we can help you decide which one is best for you.

Office Moves

From start to finish, we can guide you in migrating all your technical systems to a new location, facilitating the installation of all phone and internet for seamless transitions, and doing full disconnect/reconnects of all pertinent hardware.

Service Descriptions

Repairs and Sales

Computer Diagnostic and Repairs

Our physical location houses an advanced diagnostic center that can analyze Mac/PCs, every brand, make, and model. For issues requiring replacement parts, we source from OEM and reputable 3rd parties to ensure quality. Rush service available upon request.

Mobile Device Repairs

Alongside our computer repairs, our highly skilled device technicians can repair issues on a limited range of phones and tablets, including but not limited to broken screen, batteries, speakers, charging ports, and much more. We use premium grade parts with lifetime warranties, to ensure your 100% customer satisfaction.

Data Recovery and Forensics

Regardless of a computer being broken or unbootable, we can assist you in retrieving data previously thought lost. Using specialized software, we can uncover files in bulk that are inaccessible through conventional means.

For rare cases that require special techniques, we have partnered with DriveSavers, a premier data recovery company used by government agencies and businesses alike. We offer a special discounted code on their procedures, that can otherwise be expensive due to the requirements of a clean-room environment.

Computer and Equipment Sales

Whether it is a ready-made computer or a custom-tailored workstation, we can work within any budget to produce a machine that does exactly what you need. Let us assist you in making purchases for groups of individuals that can enhance productivity and last the test of time.

We are a Dell-authorized seller providing unique pricing and support on their wide range of business laptops and desktop computers.