Amazingly Simple IT

niceguytech

Business IT Solutions

What Our Clients Are Saying

The team at Nice Guy Technology listen and offer solutions that are creative and efficient. They've saved me money and time every time we've worked together. Highly recommended by me.

- Bob Rutter, Grandview Insurance

We made the decision to evaluate IT firms after experiencing a decline in service from our vendor of ten years. After reaching out to a number of firms, we selected Nice Guy Technology as our firm of choice. They impressed us from the beginning with a holistic approach to our business and invested the time to learn about us and our needs. The end result is that they have improved our business practices, helped us upgrade our Wifi capability, and strengthened our IT security measures.

Their approach to evaluating our needs and making recommendations proactively was exactly what we needed from a firm and in turn, they have enabled us to increase our client service and productivity. We highly recommend Nice Guys to any business that is looking to partner with a firm that genuinely cares about their performance and success and has your best interest at heart.

- Dan Deffet, Managing Partner Deffet Group, Inc.

About Nice Guy Technology

Nice Guy Technology has been providing information technology solutions to the SMB market in Columbus, Ohio since 2011. With over 30 years of experience in the technology industry, we have provided technical support and consultation services in a wide variety of industries including government, healthcare, finance, non-profit, manufacturing, food service, and more.

We are a Managed Security Services Provider (MSSP). For many IT service providers, security is an afterthought. We have chosen to make security a core part of our business. The security of your business information and your ability to withstand a cyber event are our top priorities. Sixty percent of SMBs are out of business within six months of a cyber attack. We don't want you to be a statistic.

We are big enough to handle any IT job or project, and small enough to still provide you the individual attention you deserve. Whether it's building a new network from the ground up or helping you figure out why you're getting an error message when you open a document, you can count on us to help. As a client, you will have a dedicated team of experts to ensure you get the highest level of support.

We're named Nice Guy Technology for a reason. We won't try to keep you in the dark or dazzle you with acronyms. We'll answer every question you have in plain English and make sure you understand what options you have available so you can make decisions based on your priorities and budget – not just because we say so.

We are your complete business IT services provider. When something goes wrong with your internet service, phone system, printers or other IT services, we've got you covered. Even if it's a service or system provided by another vendor, we'll help manage and resolve the issue so you don't have to.

Nice Guy Technology is uniquely qualified to provide the technical expertise, data security, and unparalleled IT support your business needs and deserves. We are honored to have the opportunity to present this proposal for your consideration.

Sincerely,

Mason Landrum

Owner

Essential IT Services

Provides you with a strategic partner, increased performance, standardized and secure systems, and the information you need to plan for the future.

✦ Monitoring & Maintenance

Increases staff performance with 24/7 remote monitoring of devices health and performance issues.

✦ Proactive Software Updates

Ensures equipment is always up-to-date and protected with the latest security patches and updates.

✦ M365 Services Backup

Protects your Microsoft 365 data stored online like Outlook, Teams, OneDrive, SharePoint, and more.

✦ Complete Documentation

Supplies you with full access to extensive documentation of your network, systems, and credentials.

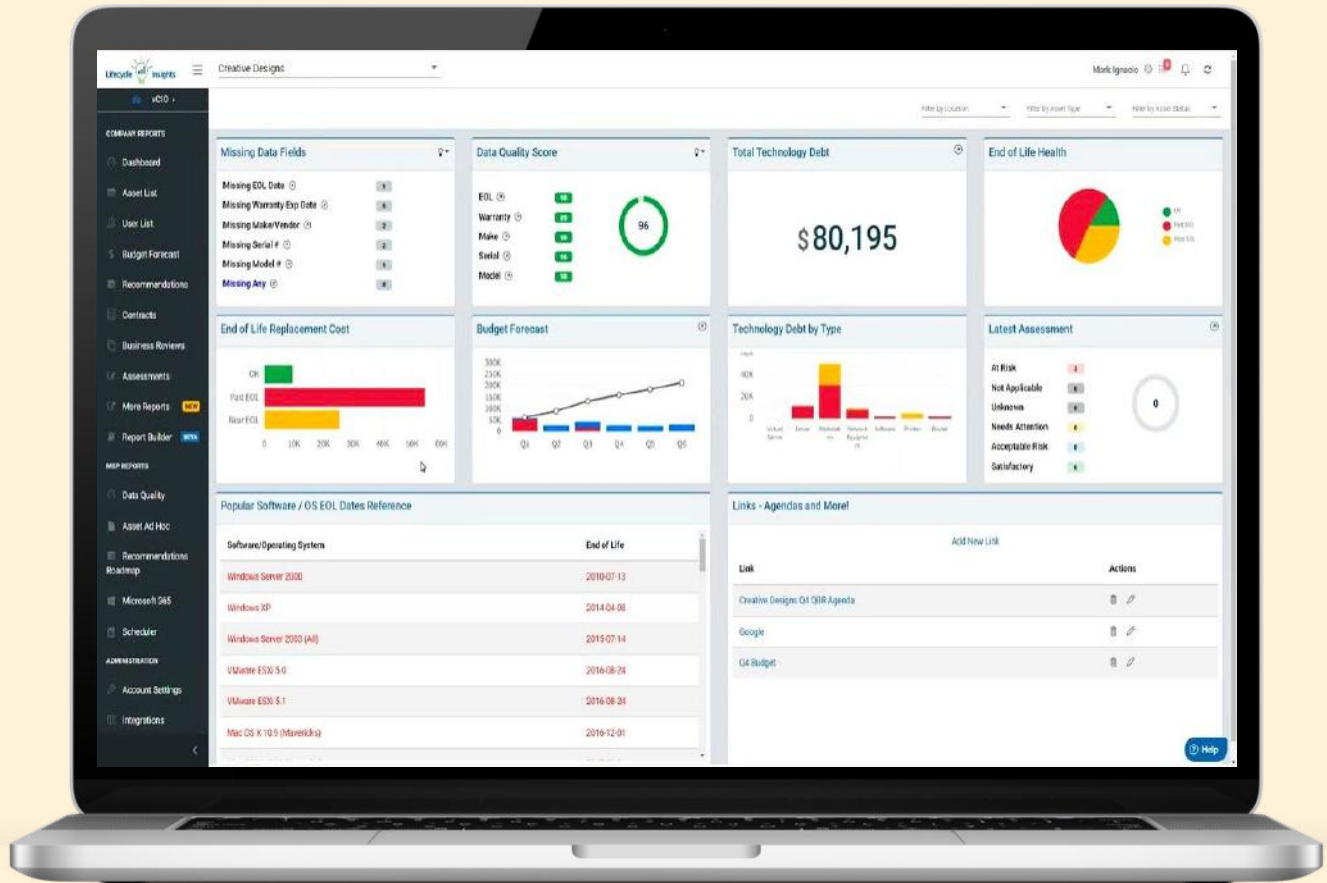### ✦ Advanced Antivirus

Provides protection with artificial intelligence to anticipate and identify threats in real-time.

✦ Web Security & Content Filtering

Protects your users from malicious, illegal, and productivity-wasting content while browsing the web.

✦ Offsite Backup of User Data

Makes sure that you never lose important data due to hardware failure, virus, accident, or theft.

✦ Asset Management

Gives you the tools and information you need to maintain a clear IT roadmap and budget for the future.

Five-Star Helpdesk

Provides you with responsive, local, friendly, and experienced support that is only an email or phone call away. All of the technical support your business needs and deserves.

✦ Local Helpdesk

Local, experienced support is only an email or phone call away when you need it.

✦ Unlimited Support

Full and unlimited access to our team of experts for whatever technical support you require.

✦ Fast Response Times

All Helpdesk requests receive a response in less than one business hour.

✦ Friendly Support

There is no such thing as a silly question. We're here for you for even the simplest of issues.

✦ Dedicated Support Team

Our team gets to know your staff and business so that we understand how you use technology every day.

✦ Support Wherever You Work

With our remote support, we can help you wherever you may be working; office, home, or traveling.

✦ No Hidden Fees

Our unlimited Helpdesk means just that - unlimited! No extra fees for emergency or escalated support.

The staff at Nice Guy Technology are always professional and prompt to answer all our technology and website questions and issues. They go beyond expectations!

Bob Longenbaker
Longenbaker Custom Framing

Advanced Cybersecurity

Secures your business even further through staff training, advanced email protection, zero-trust endpoint security, and 24/7 monitoring of your Microsoft services, network, and endpoints.

✦ **24/7 Cybersecurity Protection**

Protects your systems with continuous monitoring, detection and response by a 24/7/365 security operations team.

✦ **M365 Security Monitoring**

Monitors all M365 services for compromised accounts, stray login attempts, and unauthorized changes.

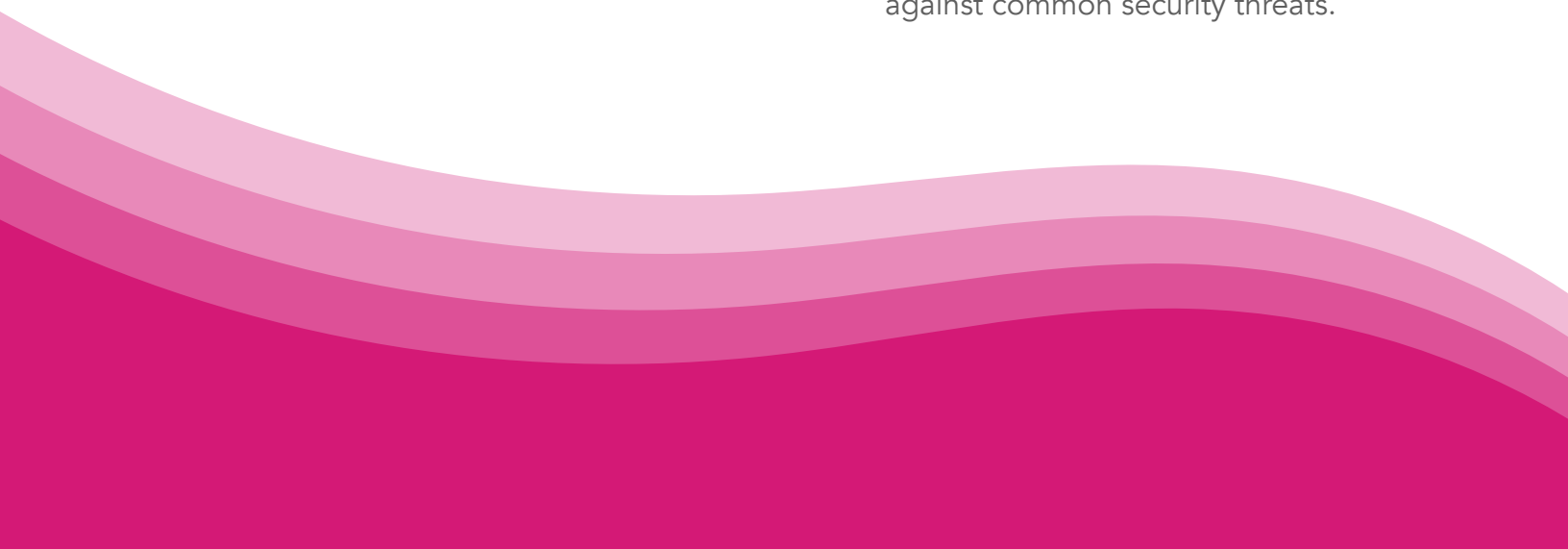✦ **Password & MFA Management**

Provides each user with a personal and company password and multi-factor authentication vault that you can access by remembering just a single password.

✦ **Zero-Trust Endpoint Security**

Virtually eliminates security issues by tracking all system processes and allowing only known programs to run.

✦ **Advanced Email Protection**

Increases your protection against malware, spam, phishing, and other threats that come through email.

✦ **Simulated Phish Testing**

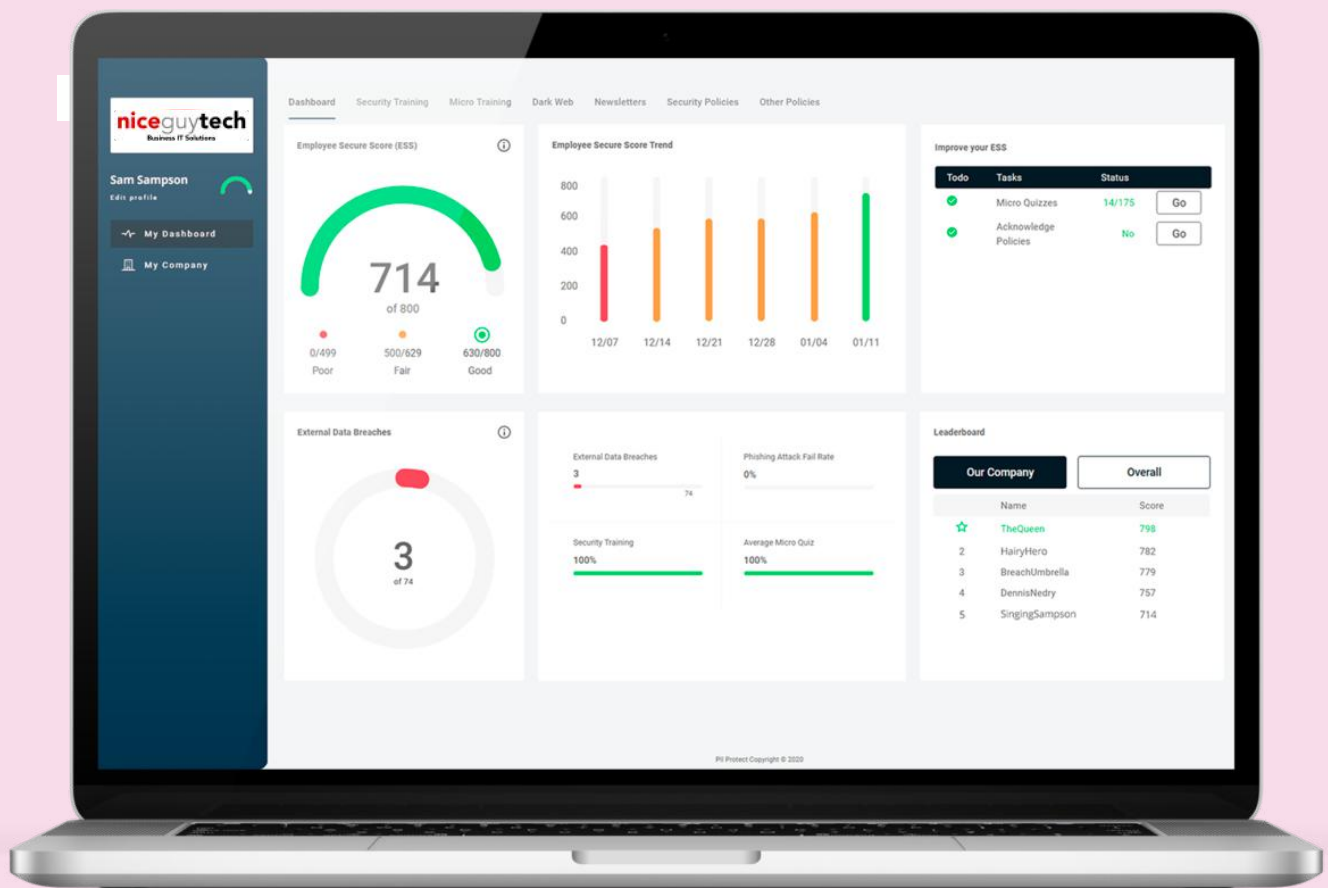Presents your staff with simulated phishing emails to give you insights on your team's ability to catch them.

✦ **Online Cybersecurity Training**

Trains your staff with videos and activities to create a human firewall against common security threats.

Server Protection & Backup

Our team will proactively monitor your server to ensure the best performance, mitigate potential problems, and keep data secure with advanced protection and onsite and offsite backups.

✦ Advanced Antivirus

Provides artificially intelligent protection to anticipate and identify threats in real-time

✦ Proactive Software Updates

Ensures your server is always up-to-date and protected with the latest security patches and updates.

✦ Onsite Full Image Backup

Provides a full local backup of your server data to quickly restore missing files and folders in minutes.

✦ Monitoring & Maintenance

Increases the uptime of your server with 24/7 remote monitoring of server health and performance issues.

✦ Hybrid Backup Solution

Makes sure that you never lose important data due to hardware failure, virus, accident, or theft.

✦ Offsite Cloud Retention

Duplicates all local backups to the cloud so that you never lose data due to a local disaster.

✦ Advanced Business Continuity

Gets you back up and running in minutes instead of hours or days with instant virtualization of your server.

NGT Command Center

Allows you to keep an eye on all of your business IT services including service requests, asset management, software license information, performance metrics, reports, and more.

✦ Review Service Requests

Manage and comment on all services requests in one place and in real-time.

✦ Asset Management

Provides you with details like system specs, serial numbers, and purchase and warranty information.

✦ Manage Your Team

Easily manage the addition or removal of staff and/or computers from your service plan.

✦ Employee Training

Improve employee performance with training on commonly used software programs and services.

✦ Instant Access to Reporting

View key information like managed computers, alerts, service requests, software license usage, and budgets.

✦ Review Service Satisfaction

Ensures your team is happy with our work with real-time satisfaction and performance metrics.

✦ No Additional Cost
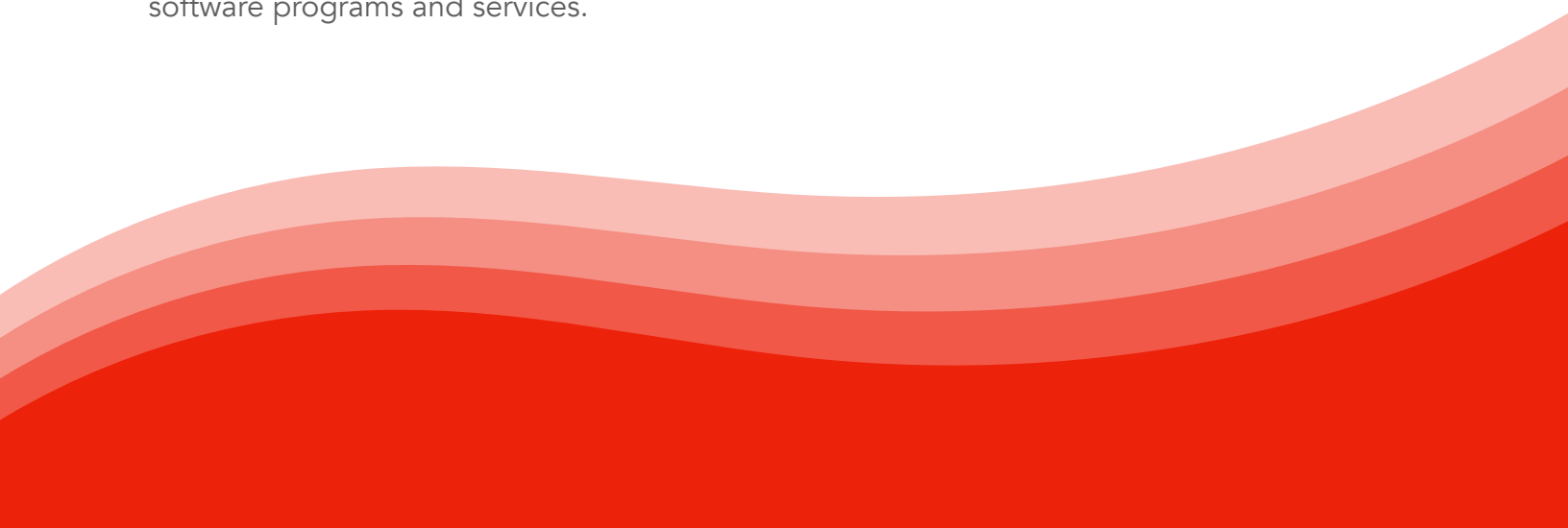
Our Command Center portal is included with all of our support plans at no additional cost.

Surprisingly Simple Pricing

Essential IT Services

Provides you with a strategic partner, increased performance, standardized and secure systems, and the information you need to plan for the future.

$49 / computer

- IT Success Manager for accountability and access to a dedicated expert
- Artificially intelligent antivirus to anticipate and identify threats in real-time
- Increase staff performance with 24/7 remote monitoring of system health
- Web security & content filtering to protect your users from malicious web content
- Keep you software up to date and secure with regular patching and updates
- Make sure that you never lose important data with automated offsite backup
- Protect your Microsoft 365 Services data with automated cloud backups
- Shared access to your complete network and system documentation
- Maintain a clear IT roadmap with asset management and budget forecasts
- Maintain control of your IT services with our Command Center online platform

Five-Star Helpdesk

Unlimited Remote

$ **29** / user

- or -

Unlimited Remote & Onsite

$ **49** / user

Provides you with fast, local, friendly, and experienced support that is only an email, text, or phone call away. All of the technical support your business needs and deserves.

Advanced Cybersecurity

$ **39** / user

Protects your business 24/7 from cybersecurity threats and trains your staff to be a secure, human firewall.

Server Protection & Disaster Recovery

$ **149** / server

Protects your server and critical data from viruses, corruption, hardware failure, natural disasters and accidents.

Simple Pricing

		Service	Quantity	Price	Amount
Base Package	**Base**	**Essential IT Services**		**$ 49** / computer	
	(choose one)	**Five-Star Helpdesk** (Unlimited Remote)		**$ 29** / user	
		Five-Star Helpdesk+ (Unlimited Remote/Onsite)		**$ 49** / user	
Cybersecurity	**Add-on**	**Advanced Cybersecurity**		**$ 39** / user	
	Discount	**Bundle Discount** (Essential IT, Helpdesk, Cybersecurity)		**-$ 10** / user	
				Total	
Server Add-ons	**Option A**	**Server Protection & Disaster Recovery**		**$ 149** / server	
	Option B	**Server Protection & Disaster Recovery+** *with* **Advanced Business Continuity**		**$ 249** / server	
				Total	

NOTES

_____

_____

_____

_____

_____

What Our Clients Are Saying

Mason and Mary provide us with lighting fast equipment and service. We are contractors, not a tech business, knowing that Nice Guy Tech is there when we need them allows us to focus on what we do well. They are a great business partner to have!

- Doug Purdy, Midwest Contractor

Mason, Mary and the entire Nice Guy Technology team are super knowledgeable, incredibly responsive, and truly the nicest people you'd ever want to meet. They have helped us resolve numerous IT mysteries and make things work when no one else could! Accessible, affordable, and reliable -- Nice Guy Technology is our go-to when exploring new systems or existing technology isn't being so nice!

- Karen Chestray, 1400 Food Lab

niceguytech

Business IT Solutions