HEART FELT IT

IT CONCIERGE 2026

YOUR ALL-IN-ONE IT SUPPORT SOLUTION

Tired of overpaying for unreliable IT? Welcome to stress-free technology support, designed specifically for small businesses that want big-business service—without the big-business price.

Discover how our all-in-one Concierge Plan can simplify your tech, secure your data, and help you grow with confidence.

RELIABLE.

OUR PROCESS —
SIMPLIFY. SECURE. SCALE.

SIMPLIFY

We start by organizing your people, systems, and tools to build a clean foundation.

- Map your people & vendors – Who uses what, and which tools and vendors your business relies on
- Optimize Microsoft 365 – Right licenses and streamline user access
- Inventory your tech – Get a full list of all devices, software, and warranties
- Upgrade old computers – Replace outdated hardware with zero setup fees to boost speed and reliability

2

SECURE

Next, we protect your data and train your team to stay secure.

- Daily cloud backups – 3x/day for Microsoft & Google data
- Password manager – Secure vaults, sharing controls, and dark web monitoring
- Patching & tuneup – Keep systems up-to-date and threat-free
- Cybersecurity training – Ongoing lessons tracked for compliance

3

SCALE

Now you're ready to grow—smoothly and stress-free.

- Easy onboarding – Add new users with zero setup fees Unlimited tech support – Help when you need it, no limits
- IT Runbook – All IT info documented and accessible
- My Spend – Track costs, renewals, and reduce waste

IT CONCIERGE OVERVIEW

WHAT'S INCLUDED?

Our IT Concierge is a complete solution that supports your business, improves performance, and protects your data. Every component is designed to give you peace of mind while making tech easy and affordable.

HERE'S WHAT YOU GET:

FIND OUT MORE

Schedule a quick call with our team to discuss your needs and discover how we can help you save time and money and improve your effectiveness using better technology.

+1 (800) 322-9871
help@heartfeltit.com

UNLIMITED IT SUPPORT
Get help when you need it, no limits.

ONGOING TUNE-UP
Keep your devices running fast and secure.

SMART PC REFRESH
Hassle-free computer upgrades and replacements.

X360 CLOUD BACKUP
Secure daily cloud backups for Microsoft & Google.

PASSWORD MANAGER
Enterprise-level password protection made simple.

ADVANCED PC SECURITY
An advanced security layer that acts as a 24/7 "security guard" for your systems.

CLOUD PROTECTION
An advanced security layer that filters your incoming and outgoing email.
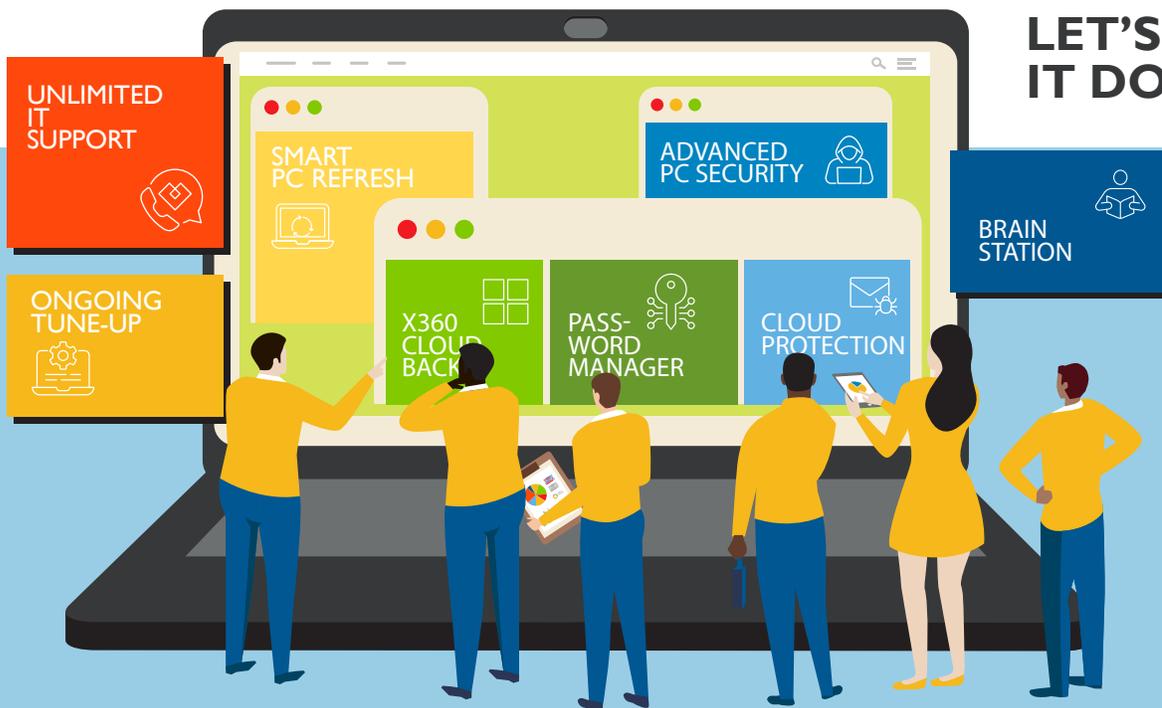
BRAIN STATION
Keep your team trained with expert-led courses.

LET'S BREAK IT DOWN.

UNLIMITED IT SUPPORT

ONGOING TUNE-UP

SMART PC REFRESH

ADVANCED PC SECURITY

X360 CLOUD BACKUP

PASS-WORD MANAGER

CLOUD PROTECTION

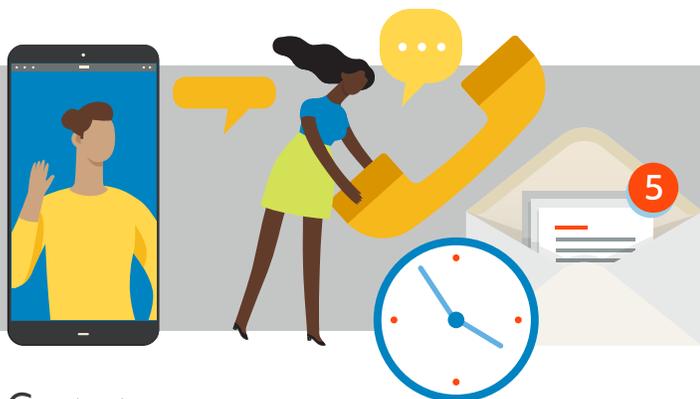BRAIN STATION

HEART FELT IT

UNLIMITED IT SUPPORT

UNLIMITED TECH HELP WHEN YOU NEED IT MOST

Access our IT support team throughout business hours—with options for emergency and after-hours support, too. Get help from real people who know you and care about your success.

HOURS

Monday–Friday, 7AM–7PM

Contact

Contact us by email, phone, SMS, live chat, or client portal. After-hours & onsite support also available!

EMAIL
support@heartfeltit.com

SMS
+1(800) 322-9871 or our local number (613) 800-9809

PHONE
+1(800) 322-9871 or our local number (613) 800-9809

LIVE CHAT
Chat from the system tray icon on supported computeres

ONLINE PORTAL
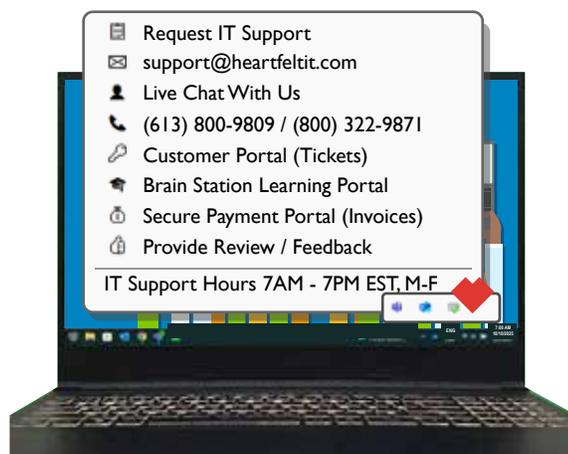Login to our customer portal for ticket and invoice tracking

We support

- Microsoft 365: users, passwords, licenses, files
- Windows 11 and approved apps
- Printer setups, device issues, scanners
- Internet and Wi-Fi problems
- Password manager setup and training
- 3rd party business software

Why it matters

You don't need to waste time Googling solutions or calling generic hotlines. With Heartfelt, you have a dedicated team that knows your setup and solves your problems fast—so you can focus on growing your business.

Request IT Support
support@heartfeltit.com
Live Chat With Us
(613) 800-9809 / (800) 322-9871
Customer Portal (Tickets)
Brain Station Learning Portal
Secure Payment Portal (Invoices)
Provide Review / Feedback
IT Support Hours 7AM - 7PM EST, M-F

ONGOING TUNE-UP

YOUR COMPUTERS STAY FAST, HEALTHY, AND SECURE

Just like your car needs regular maintenance, your business computers need ongoing care. We monitor, update, and tune up your systems daily to keep them in top shape.
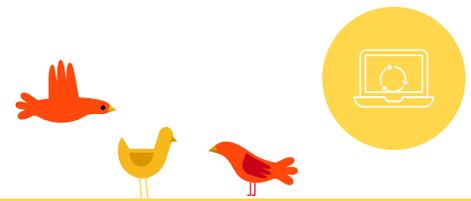
How it works

- Daily system health checks
- Regular OS and software updates
- Antivirus scans and protection
- Cybersecurity policy configuration
- Monitoring for hardware/software issues

Why it matters

Unpatched or outdated systems become slow, unreliable, and unsafe. We make sure your team works on optimized, secure machines—minimizing downtime and maximizing productivity.
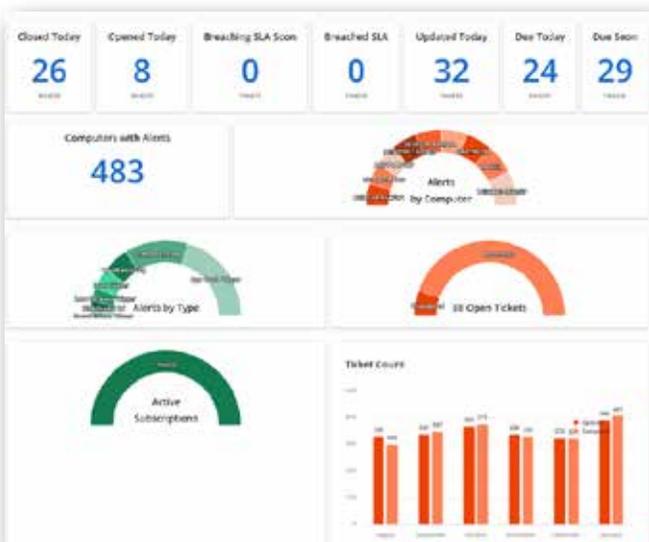
SMART PC REFRESH

WE HANDLE YOUR TECH UPGRADES—SO YOU DON'T HAVE TO

Managing computer upgrades can be overwhelming. That's why we take care of the entire lifecycle: from tracking device age and warranty to replacing and donating old equipment.
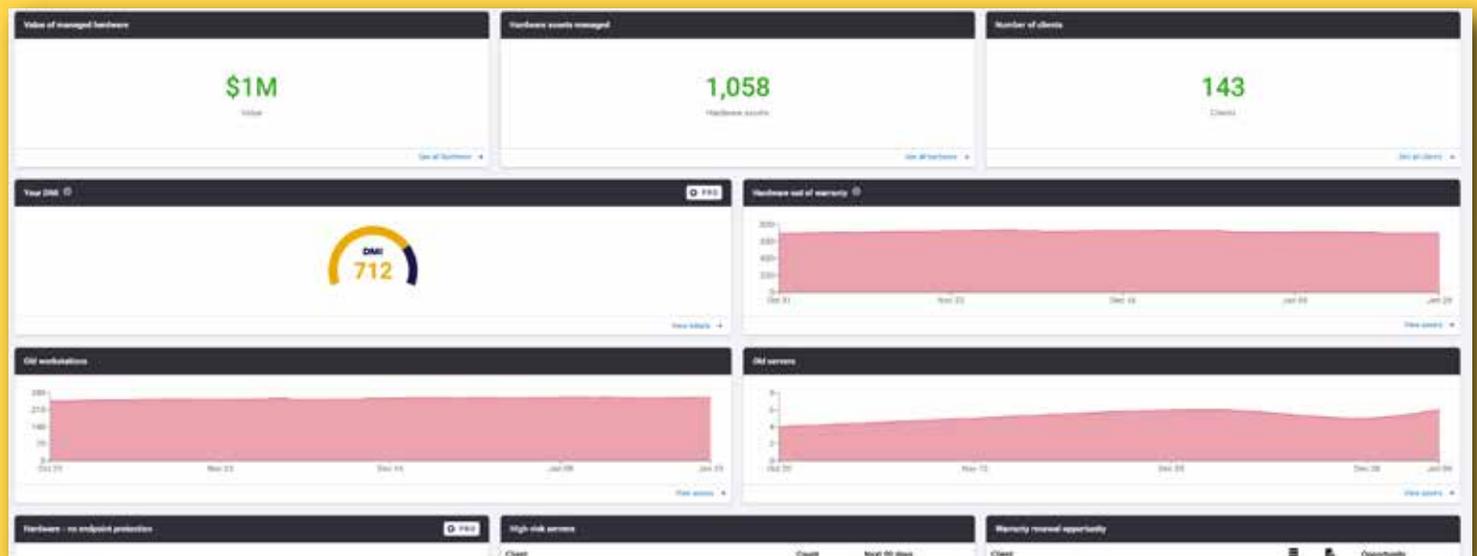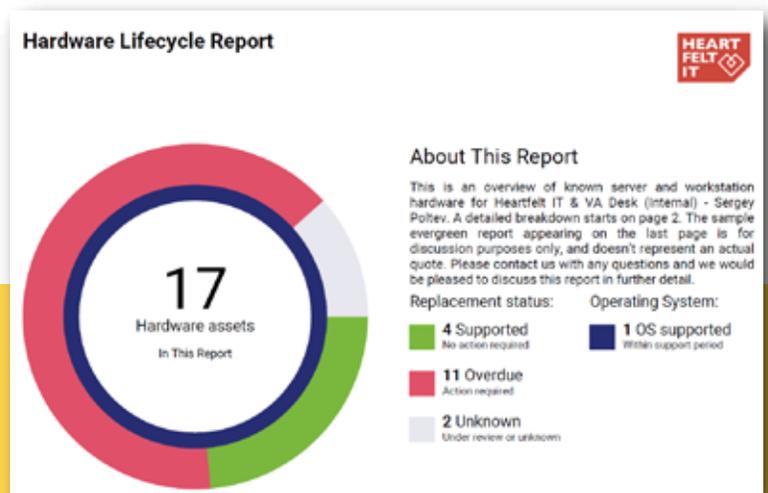
How it works

- Full computer inventory tracking
- Quarterly reports on age, specs, and replacement suggestions
- Free labor on replacements—you only pay for hardware
- Software and data transfers
- Secure data wipe and donation of old devices

Why it matters

Slow, outdated computers cost you time and money. A modern device can save up to 30 minutes per day per employee. We make it easy to stay current, organized, and eco-friendly with every upgrade.

Hardware Lifecycle Report

HEART FELT IT

17 Hardware assets In This Report

About This Report

This is an overview of known server and workstation hardware for Heartfelt IT & VA Desk (Internal) - Sergey Poltev. A detailed breakdown starts on page 2. The sample evergreen report appearing on the last page is for discussion purposes only, and doesn't represent an actual quote. Please contact us with any questions and we would be pleased to discuss this report in further detail.

Replacement status:
- **4** Supported — No action required
- **11** Overdue — Action required
- **2** Unknown — Under review or unknown

Operating System:
- **1** OS supported — Within support period

Value of managed hardware	Hardware assets managed	Number of clients
$1M	1,058	143
Value	Hardware assets	Clients

X360 CLOUD BACKUP

PROTECT YOUR CLOUD DATA WITH ROCK-SOLID BACKUP

Most people don't realize: Google and Microsoft don't automatically back up your data. We do—multiple times per day—with long-term retention and ransomware protection built in.

How it works

- 3x daily backups for Microsoft 365 & Google Workspace
- Emails, Drive files, SharePoint, Teams
- Full-text email search
- Long-term retention & SOC 2 certification
- DNS & policy management for spoofing protection
- AirGap anti-ransomware technology

Why it matters

Losing critical files to accidents, breaches, or ransomware can cripple your business. Our backup system ensures your data is protected and recoverable at all times.

PASSWORD MANAGER

ENTERPRISE-GRADE SECURITY FOR YOUR BUSINESS CREDENTIALS

Say goodbye to sticky notes and browser-saved passwords. Our password manager gives your team a secure vault to store and share login credentials—without revealing actual passwords.

How it works

- Encrypted vault for every user
- Share passwords securely with team members
- Browser, desktop, and mobile access
- Dark web monitoring for breaches
- One-time share for new hires
- Biometric logins and passwordless options

Why it matters

Weak, reused, or stolen passwords are a top cause of breaches. One bad click on a phishing link can leak every saved password in Chrome. Our password manager keeps your credentials safe, simple, and compliant.
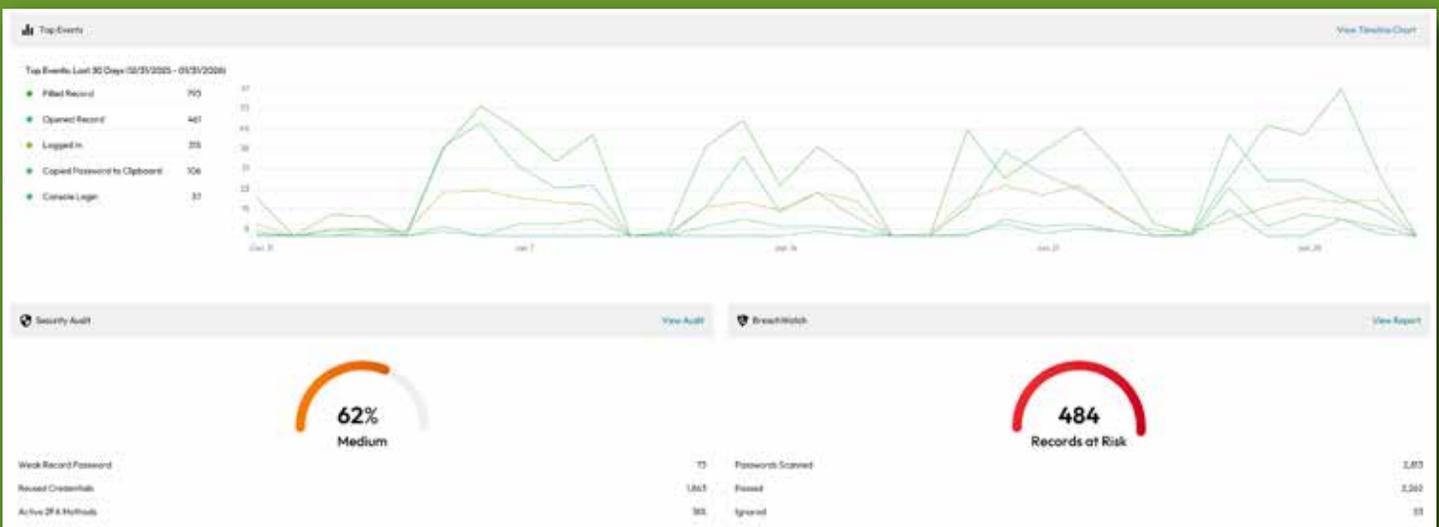
ADVANCED PC SECURITY

ADVANCED SECURITY SENSOR ON YOUR WORKSTATIONS

While standard antivirus blocks known viruses, our MDR service provides a deeper layer of protection by identifying the subtle, "silent" behaviors of sophisticated cyberattacks that traditional software often misses.

How it works

- **Continuous Monitoring**
  We keep a constant eye on your devices and network traffic to catch abnormal activity in real-time.

- **Proactive Threat Hunting**
  Instead of just reacting to a virus, this service hunts for signs of a breach before it can spread.

- **Rapid Remediation**
  If a threat is detected, we can immediately execute protocols to isolate the device and neutralize the danger.

- **Complete Visibility**
  We maintain a single, clear view of your entire environment to ensure no suspicious movement goes unnoticed.

Why it matters

Managed Threat Detection & Response (MDR) represents a critical shift from reactive to proactive security. While traditional antivirus acts like a locked door, MDR functions like a 24/7 security guard that monitors everything happening inside your systems.

CLOUD PROTECTION

AN ADVANCED SECURITY LAYER THAT FILTERS YOUR INCOMING AND OUTGOING EMAIL

The service operates as a Cloud Gateway, meaning it intercepts and sanitizes email traffic in real-time before it ever touches your network. When an email is sent to your business, it first passes through our secure filters where its reputation, attachments, and links are analyzed for hidden dangers.

How it works

- **Stops Ransomware at the Source**
  Since email is a primary way ransomware enters an organization, blocking malicious links and attachments early prevents devastating data loss and downtime.

- **Counteracts Human Error**
  Even well-trained employees can be fooled by sophisticated AI-generated phishing; this service provides a technical safety net that catches threats before a staff member has the chance to click.

- **Boosts Productivity**
  By sinking spam to the bottom of the list or blocking it entirely, your team spends less time cleaning their inboxes and more time on meaningful work.

Why it matters

Email remains the primary attack vector for ransomware and phishing. We deploy specialized protection services to fortify your inboxes against sophisticated, deceptive threats.

BRAIN STATION

IT LEARNING FOR YOUR TEAM, BUILT-IN

Cybersecurity threats change constantly. So does technology. With Brain Station, your team gets access to online training that keeps them sharp, secure, and up to date.

How it works

- Cybersecurity training (with tracking for compliance)
- Microsoft 365 training
- Soft skills and IT how-tos
- Assignable courses with progress tracking

Why it matters

Trained employees make fewer mistakes and feel more confident using technology. Plus, tracking who completed what helps with insurance and compliance documentation.
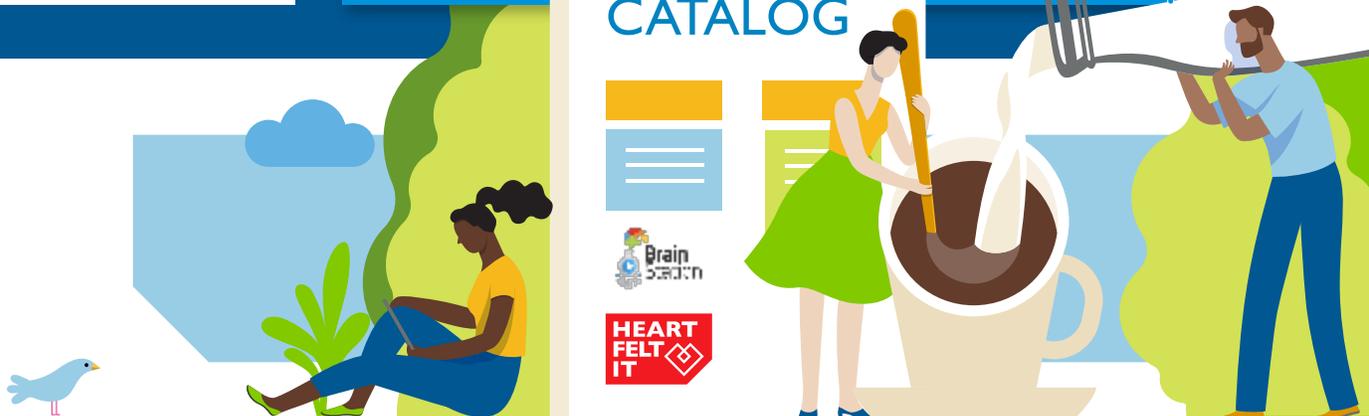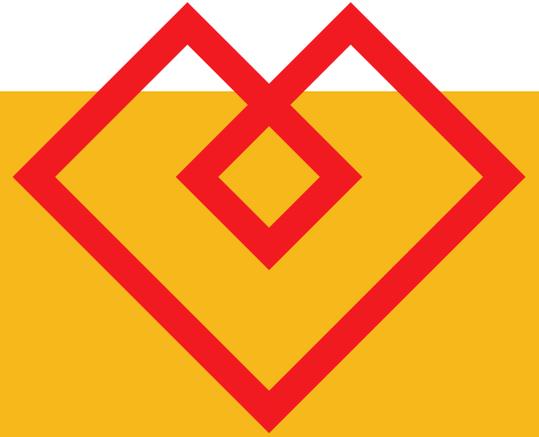
TALK TO A TECH TEAM THAT CARES

Technology should empower, not hinder. Nonprofits face resource challenges that limit their ability to leverage technology effectively. We bridge the digital divide, ensuring nonprofits have the tools they need to maximize their impact.

Schedule a quick call with our team to discuss your needs and discover how we can help you save time and money and improve your effectiveness using better technology.

HEART FELT IT

Accessible technology solutions, assessments, planning, and cloud computing for nonprofits in Ottawa, Canada, and across North America. We understand limited budgets and IT expertise, and offer help through grant writing, consulting, and tech support.

Contact

+1 (800) 322-9871
help@heartfeltit.com