



IT CONCIERGE



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.
AFFORDABLE.
HUMAN.**

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- **Upgrade old computers** – Replace outdated hardware with zero setup fees to boost speed and reliability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.



MY SPEND

Gain control over all recurrent expenses and subscriptions.



BRAIN STATION

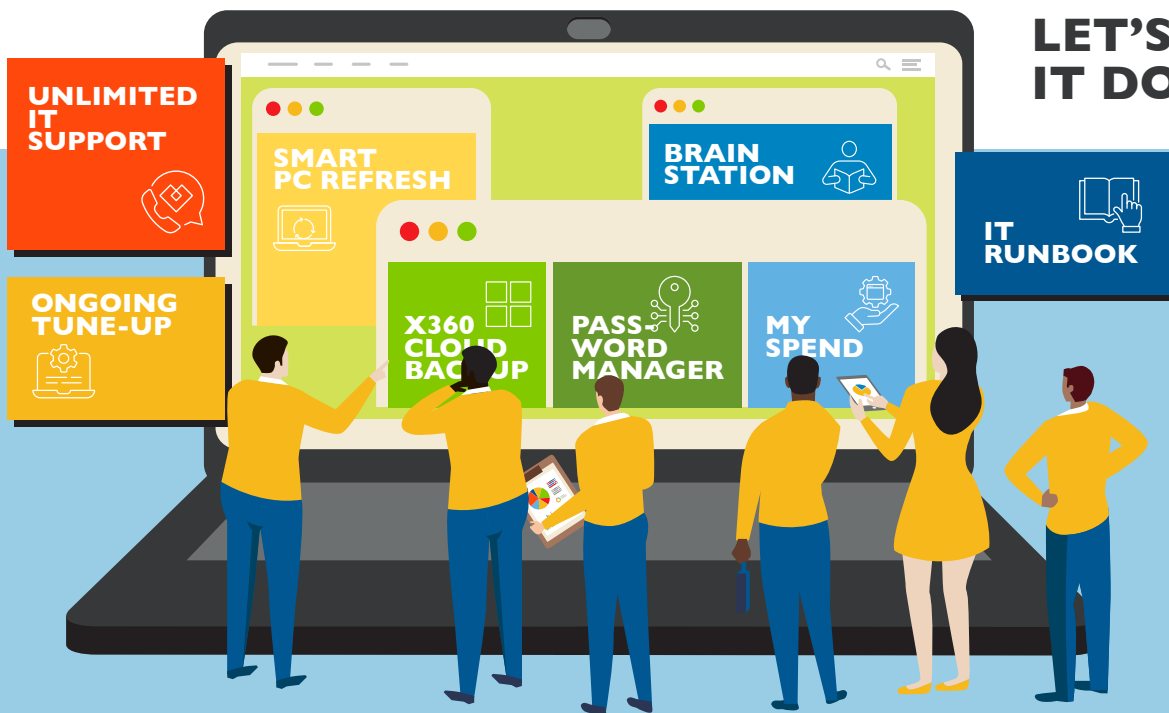
Keep your team trained with expert-led courses.



IT RUNBOOK

All your IT info documented, organized, and secured.

LET'S BREAK IT DOWN.

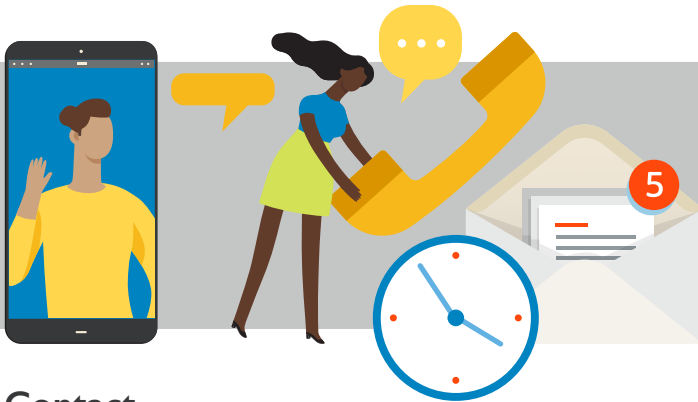


UNLIMITED IT SUPPORT



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 computers



ONLINE PORTAL

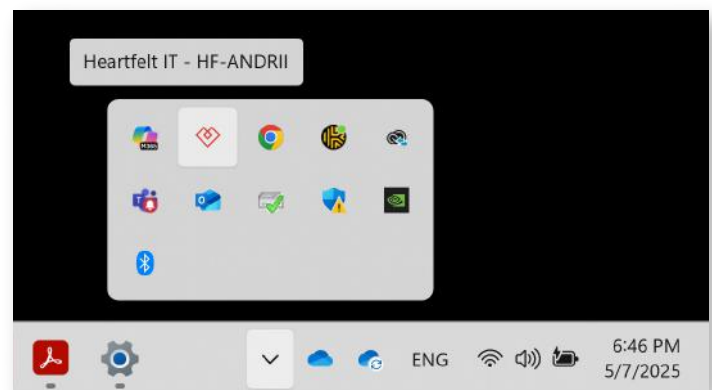
Login to our customer portal for ticket and invoice tracking

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.



ONGOING TUNE-UP



YOUR COMPUTERS STAY FAST, HEALTHY, AND SECURE

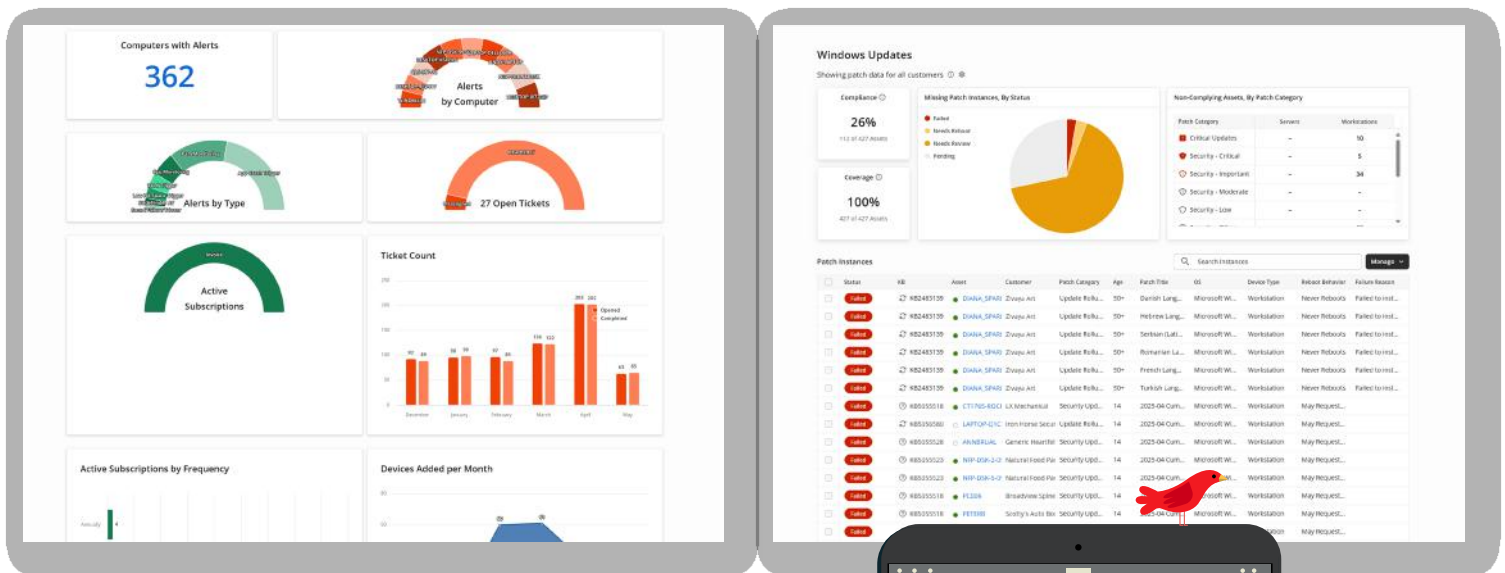
Just like your car needs regular maintenance, your business computers need ongoing care. We monitor, update, and tune up your systems daily to keep them in top shape.

How it works

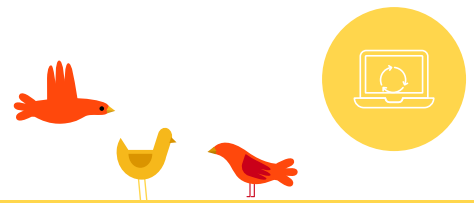
- Daily system health checks
- Regular OS and software updates
- Antivirus scans and protection
- Cybersecurity policy configuration
- Monitoring for hardware/software issues

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

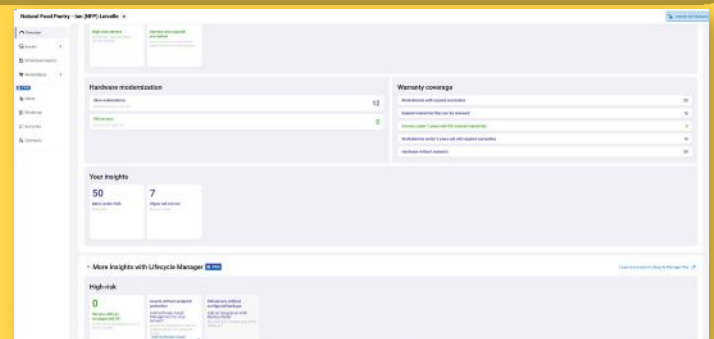
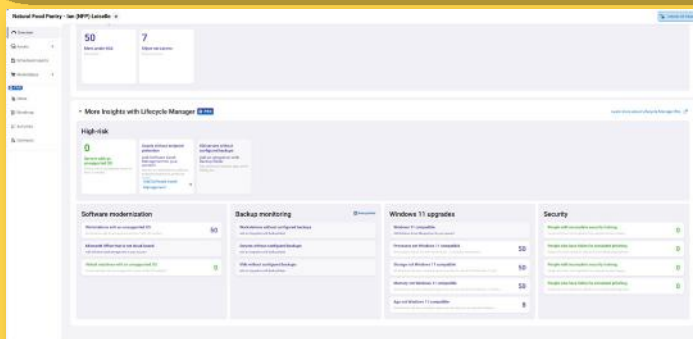
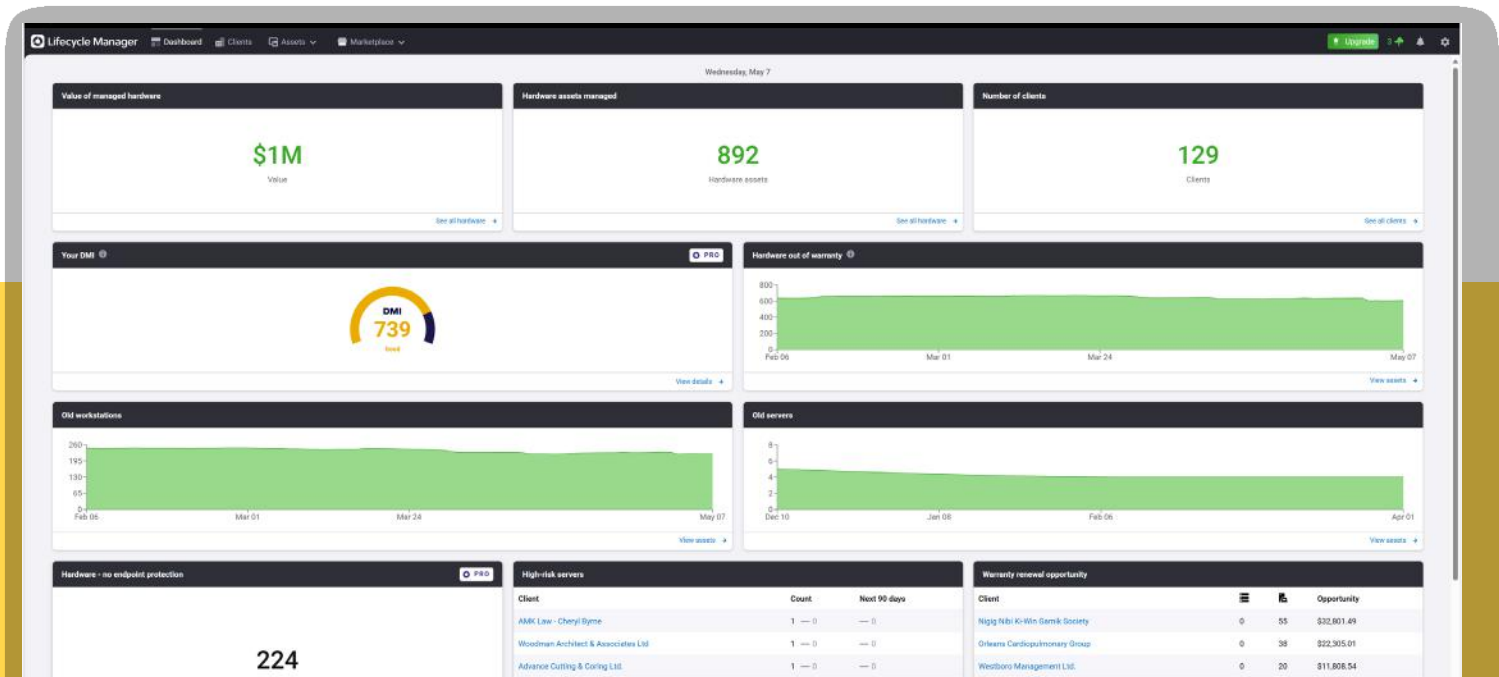
Managing computer upgrades can be overwhelming. That's why we take care of the entire lifecycle: from tracking device age and warranty to replacing and donating old equipment.

How it works

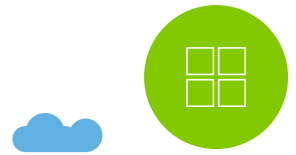
- Full computer inventory tracking
- Quarterly reports on age, specs, and replacement suggestions
- Free labor on replacements—you only pay for hardware
- Software and data transfers
- Secure data wipe and donation of old devices

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.



X360 CLOUD BACKUP



PROTECT YOUR CLOUD DATA WITH ROCK-SOLID BACKUP

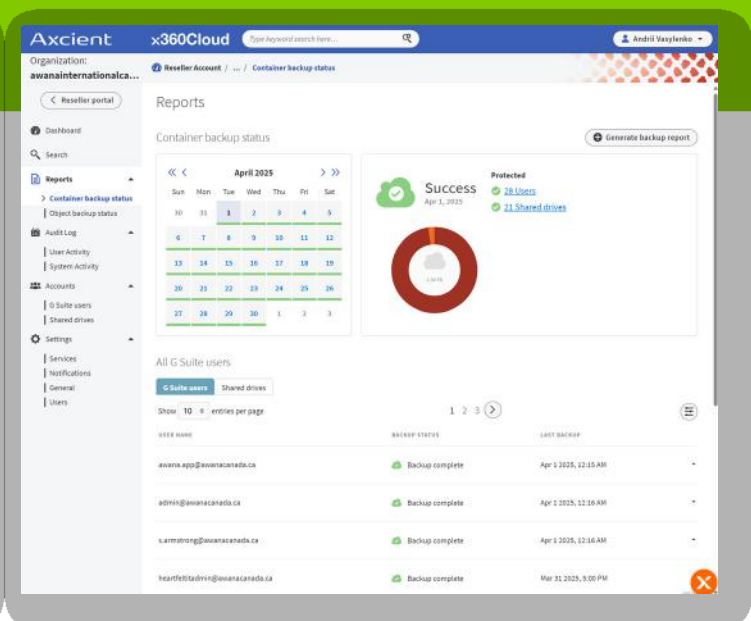
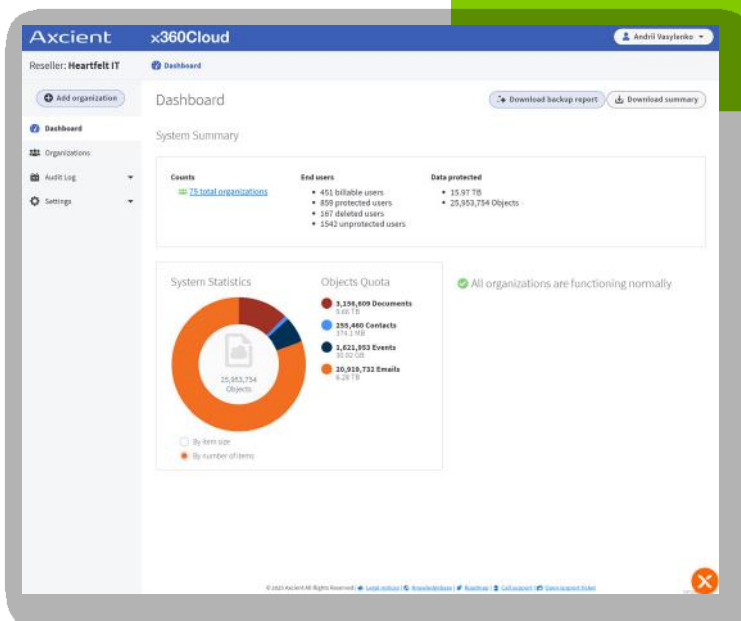
Most people don't realize: Google and Microsoft don't automatically back up your data. We do—multiple times per day—with long-term retention and ransomware protection built in.

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

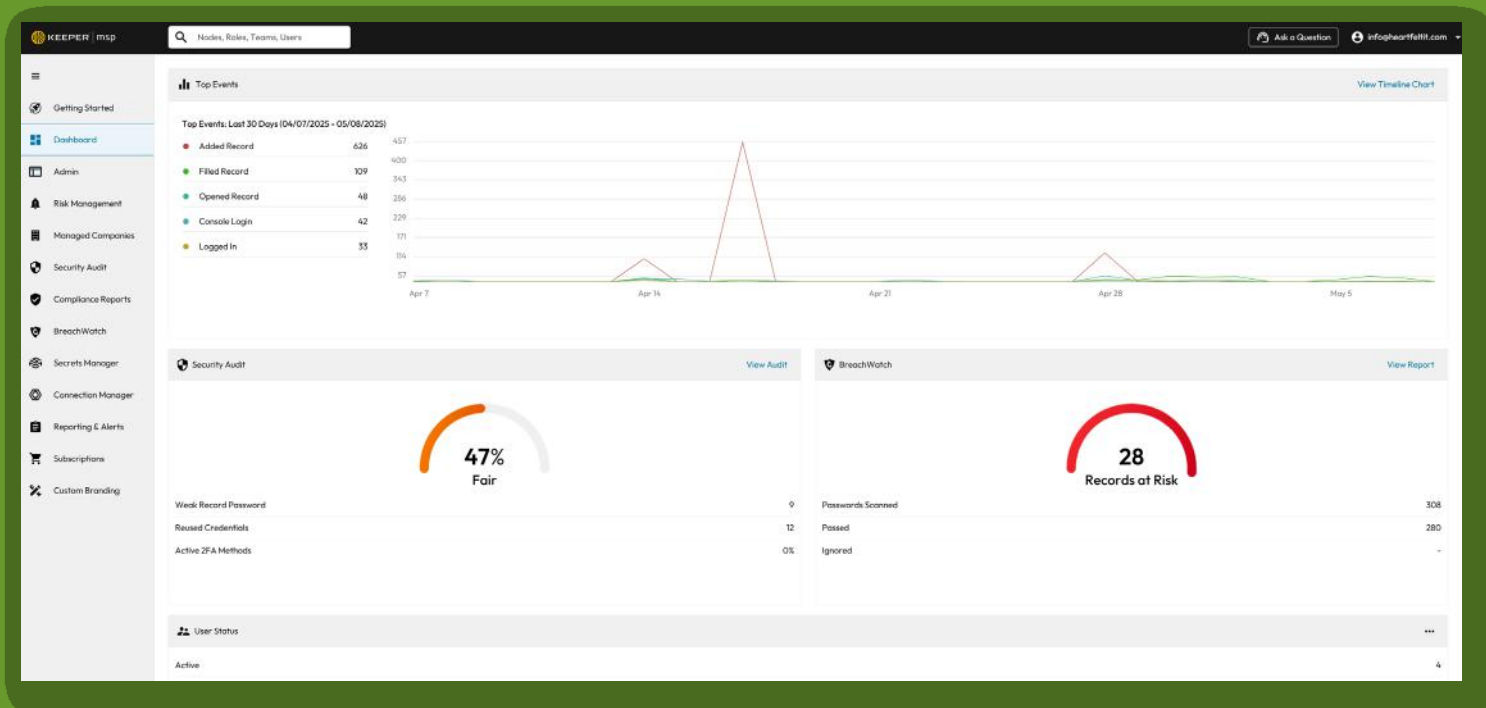
Say goodbye to sticky notes and browser-saved passwords. Our password manager gives your team a secure vault to store and share login credentials—without revealing actual passwords.

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.



MY SPEND



SEE WHERE EVERY TECH DOLLAR GOES

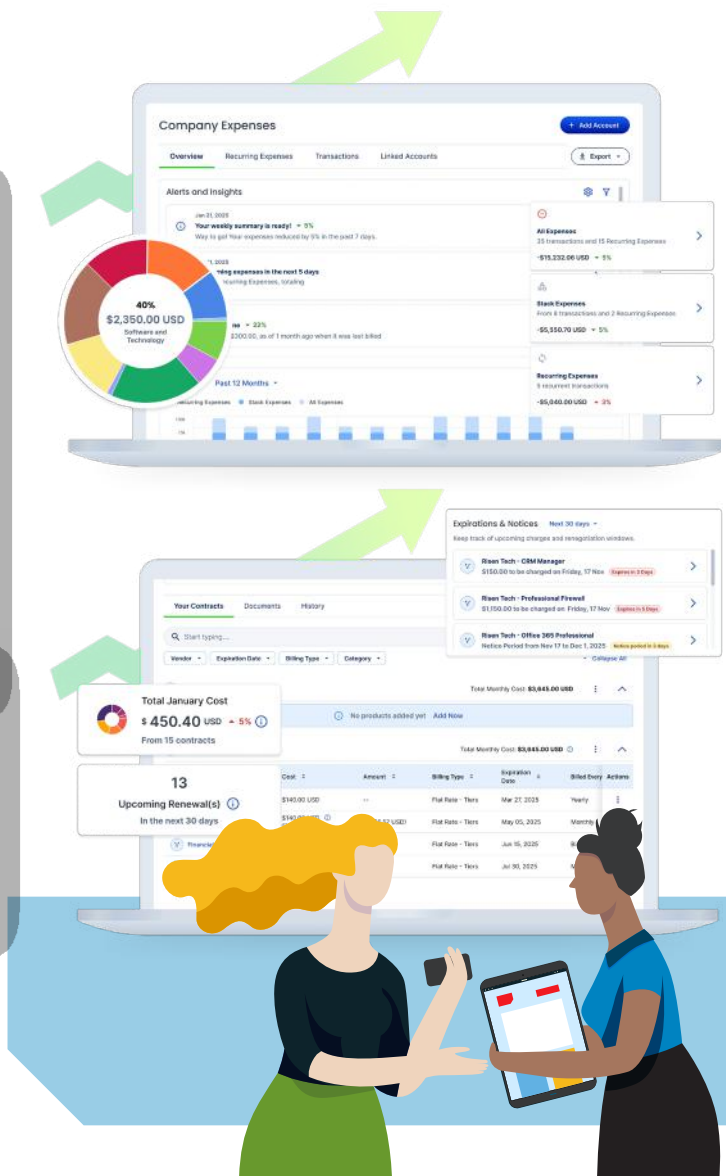
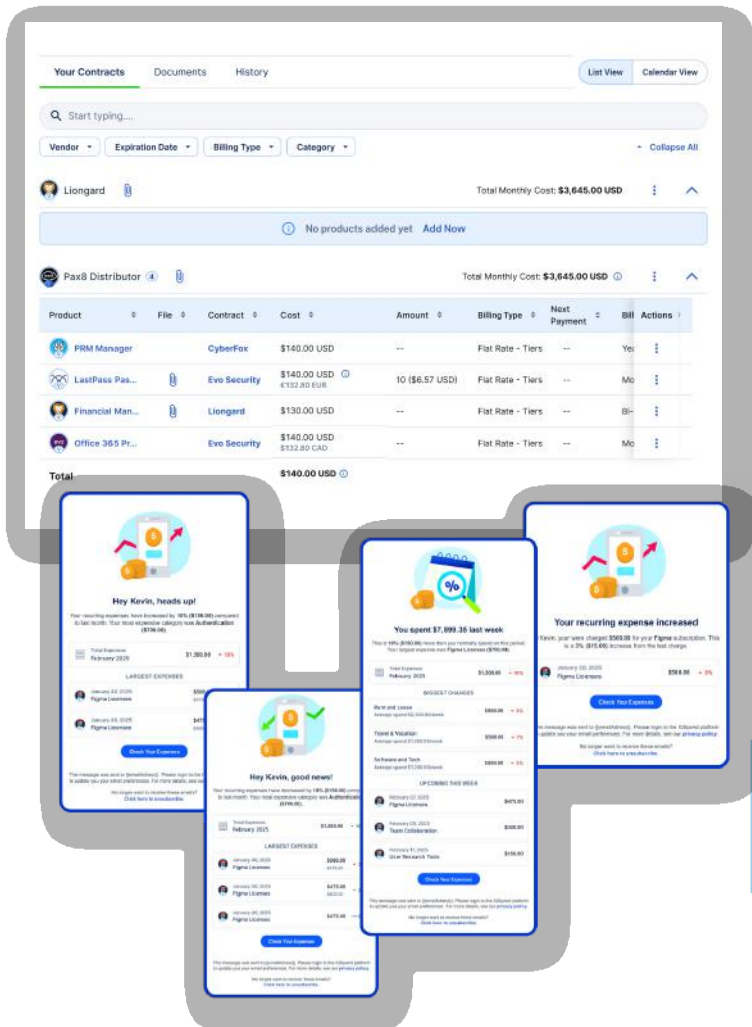
Get total control over your IT subscriptions, contracts, and renewals. No more missed cancellations, duplicated tools, or overcharges.

How it works

- Track renewals and cancel before they auto-renew
- Set alerts for price increases or duplicate expenses
- Visualize your full tech stack and spending by category
- Identify underused tools and unnecessary spend
- Save thousands annually on unused services

Why it matters

Most businesses overpay for software and services they don't need or use. My Spend helps you stay lean and focused—freeing up your budget for growth.



BRAIN STATION



IT LEARNING FOR YOUR TEAM, BUILT-IN

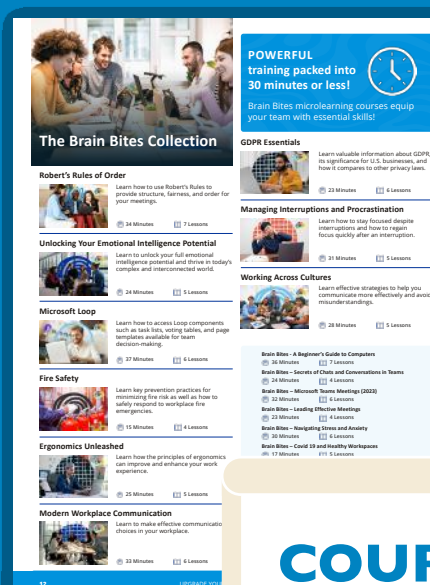
Cybersecurity threats change constantly. So does technology. With Brain Station, your team gets access to online training that keeps them sharp, secure, and up to date.

How it works

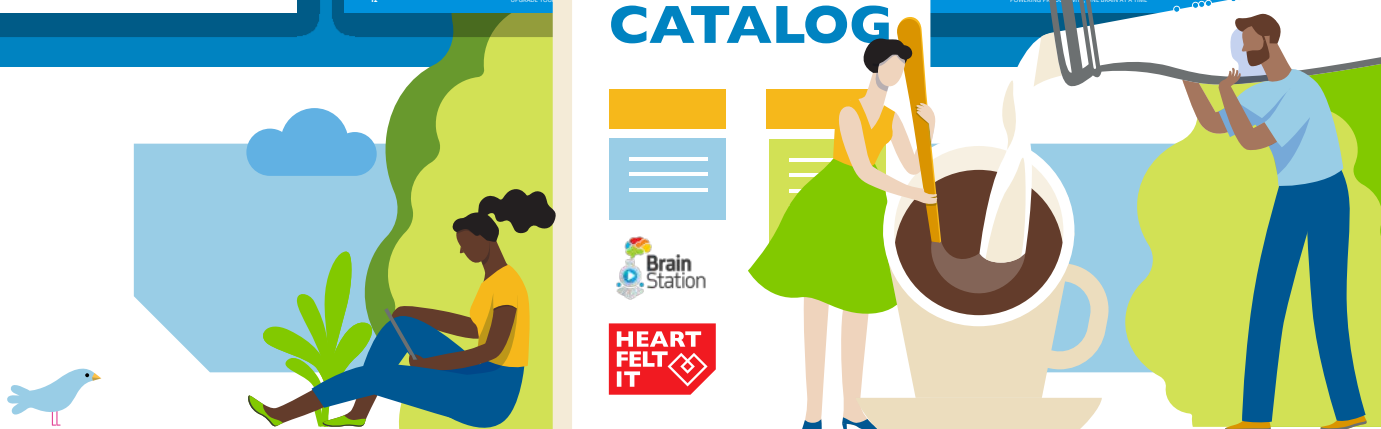
- Cybersecurity training (with tracking for compliance)
- Microsoft 365 training
- Soft skills and IT how-tos
- Assignable courses with progress tracking

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.



COURSE CATALOG



IT RUNBOOK



**EVERYTHING
DOCUMENTED. ALL IN
ONE PLACE.**

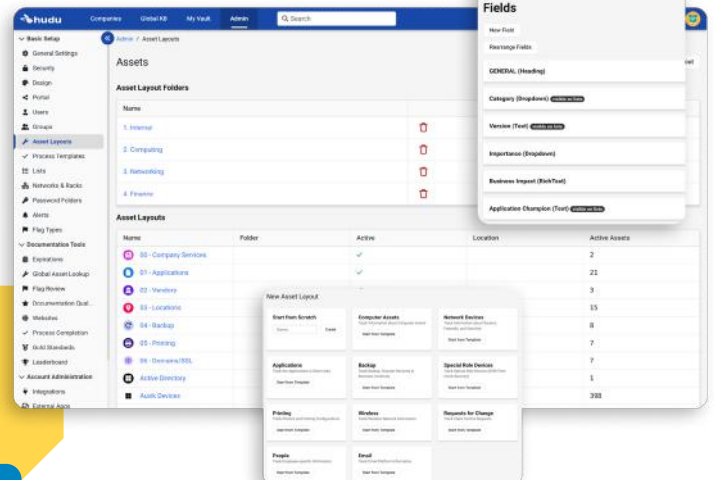
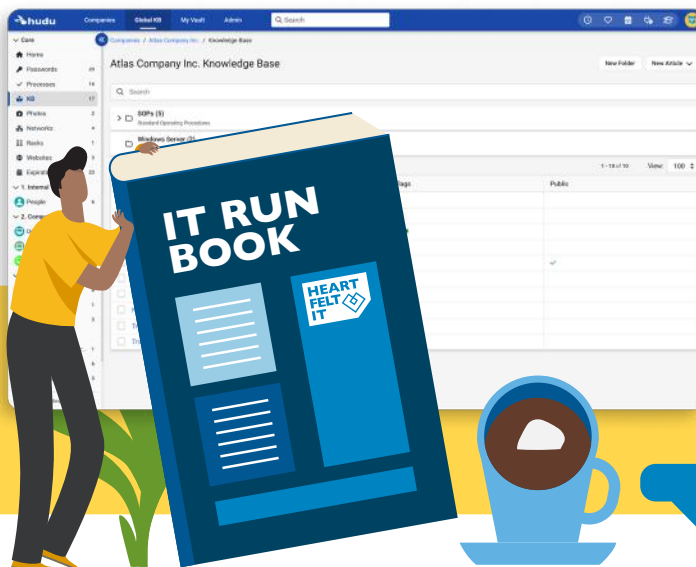
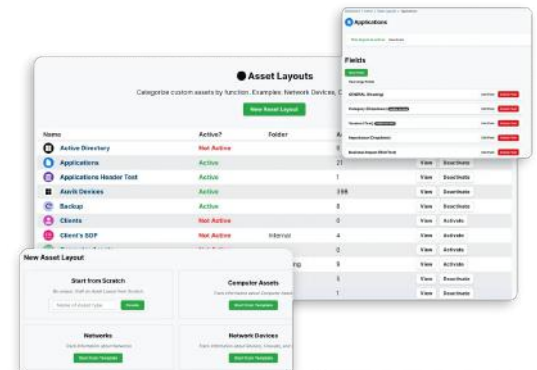
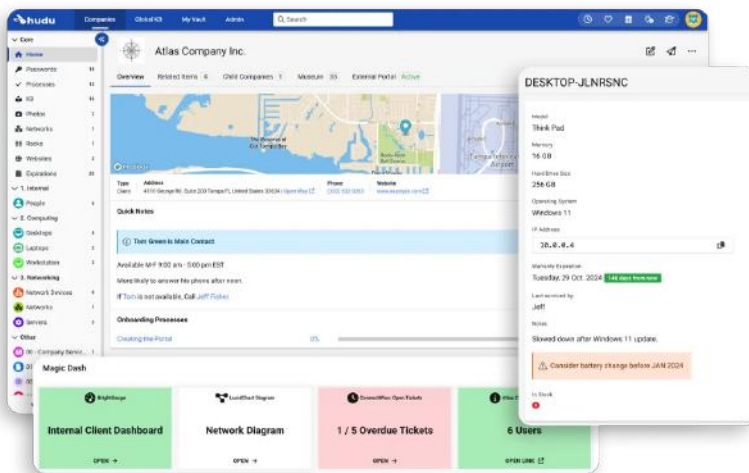
Your business has dozens of tech components: passwords, vendors, software, domains, devices, and more. We organize it all into your custom IT Runbook.

How it works

- Centralized documentation for all IT systems
- Passwords, vendor contacts, license info
- Network diagrams and setup photos
- Shared with your key staff

Why it matters

When something breaks, having your IT documentation ready saves time, frustration, and money. Whether it's your team or ours doing the work, the Runbook gives everyone the information they need—fast.



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.



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