HEART FELT IT

IT SERVICES CATALOG

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 you will benefit from A La Carte services with Heartfelt IT, paying only for what you really need!

RELIABLE. AFFORDABLE. HUMAN.

SERVICES OVERVIEW

WHAT'S INCLUDED?

Our IT Services are designed for businesses that need targeted, expert support without committing to a full Managed IT Service plan. This flexible approach allows you to choose exactly the IT support, projects, or essential security tools your organization requires, when you require them

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
info@heartfeltit.com

COMPUTER SERVICES
Fast, secure, and hassle-free workstations for your team.

MICROSOFT / GOOGLE SERVICES
Seamless email and cloud environment to keep your team connected.

NETWORK SERVICES
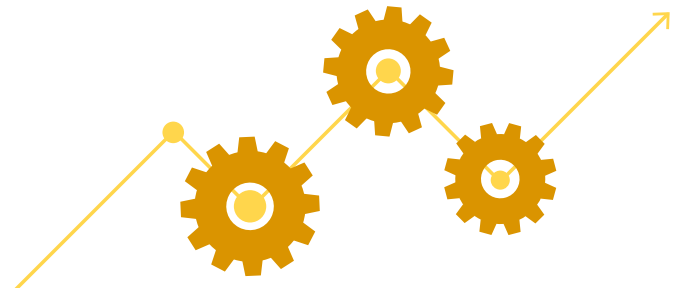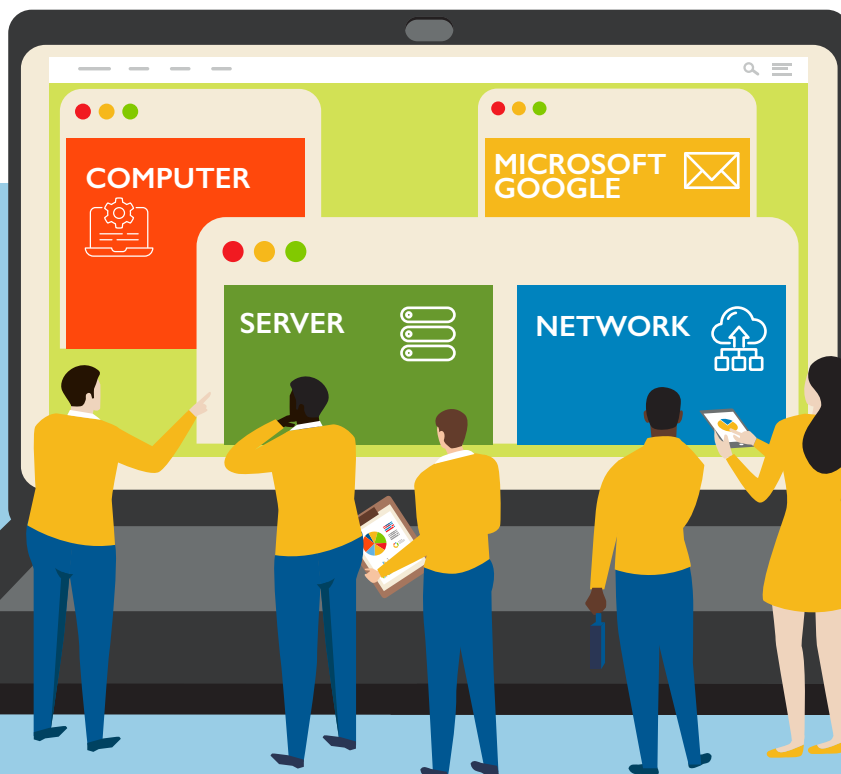Strong, stable connectivity to keep your business moving.

SERVER SERVICES
Reliable central systems to keep your data safe and accessible.

LET'S BREAK IT DOWN.

COMPUTER

MICROSOFT GOOGLE

SERVER

NETWORK

HEART FELT IT

LIST OF SERVICES

COMPUTER SERVICES

FAST, SECURE, AND HASSLE-FREE WORKSTATIONS FOR YOUR TEAM

Our Computer Services ensure that your team has the reliable technology they need to stay productive while keeping your business data safe from local hardware failures and cyber threats.

PC Help Desk

Our direct line for fast, friendly technical support.

PC Maintenance

A proactive "tune-up" service designed to stop technical headaches before they start.

PC Backup

Automated daily cloud syncing to ensure that your work can be rapidly restored.

PC Antivirus

A professionally managed first line of defense that blocks viruses, spyware, and ransomware.

PC Advanced Security

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

PC Replacement

We keep your team on a proactive 4-year refresh cycle to avoid the performance lag

PC HELP DESK

UNLIMITED TECH HELP WHEN YOU NEED IT MOST

Access our IT support team throughout business hours—with options for emergency and after-hours support. Get help from real people who know you and care about your success.
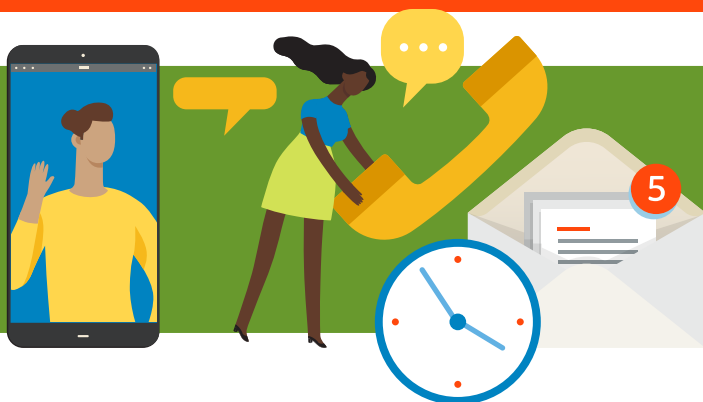
HOURS
Monday - Friday, 7AM - 7PM

How it works
Contact us by email, phone, SMS, live chat, or client portal.

EMAIL
support@heartfeltit.com

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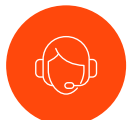
PHONE
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LIVE CHAT
Chat directly from your system tray icon on supported computers. This service is included with PC Maintenance plan.

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

Why it matters
Our PC Help Desk service provides immediate technical assistance, ensuring your team stays productive and focused on their core work.

Pricing

$85 per PC per month,
must purchase PC Maintenance and PC Antivirus.

Or $195 per hour, billed in 30 minutes incriments

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
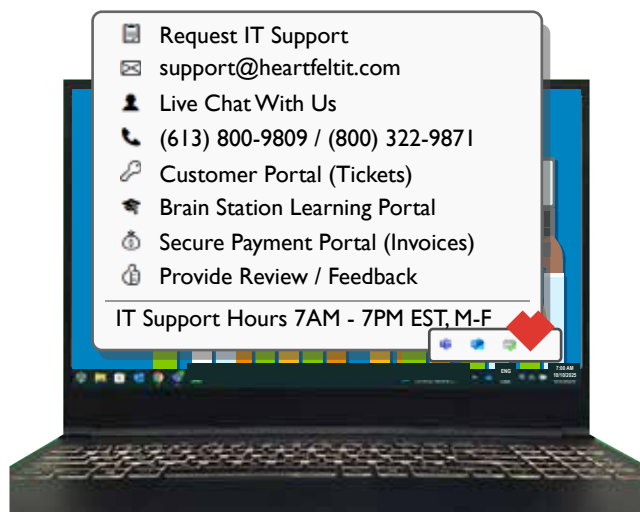
PC MAINTENANCE

PROACTIVE TUNE-UP TO STOP TECHNICAL HEADACKE

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

- **Speed Optimization**
  Clearing out digital clutter and "junk" files that slow down your startup and daily tasks.

- **Security Patching**
  Keeping your Windows or macOS fully updated to protect against the latest cyber threats.

- **Health Monitoring**
  Checking for early warning signs of hardware failure or overheating.

- **Software Updates**
  Ensuring your essential business applications are running the latest, most stable versions.

Why it matters

Unpatched or outdated systems become slow, unreliable, and unsafe. We make sure your team wortks on optimized, secure machines - minimizing downtime and maximizing productivity.

Pricing

$19 per PC per month
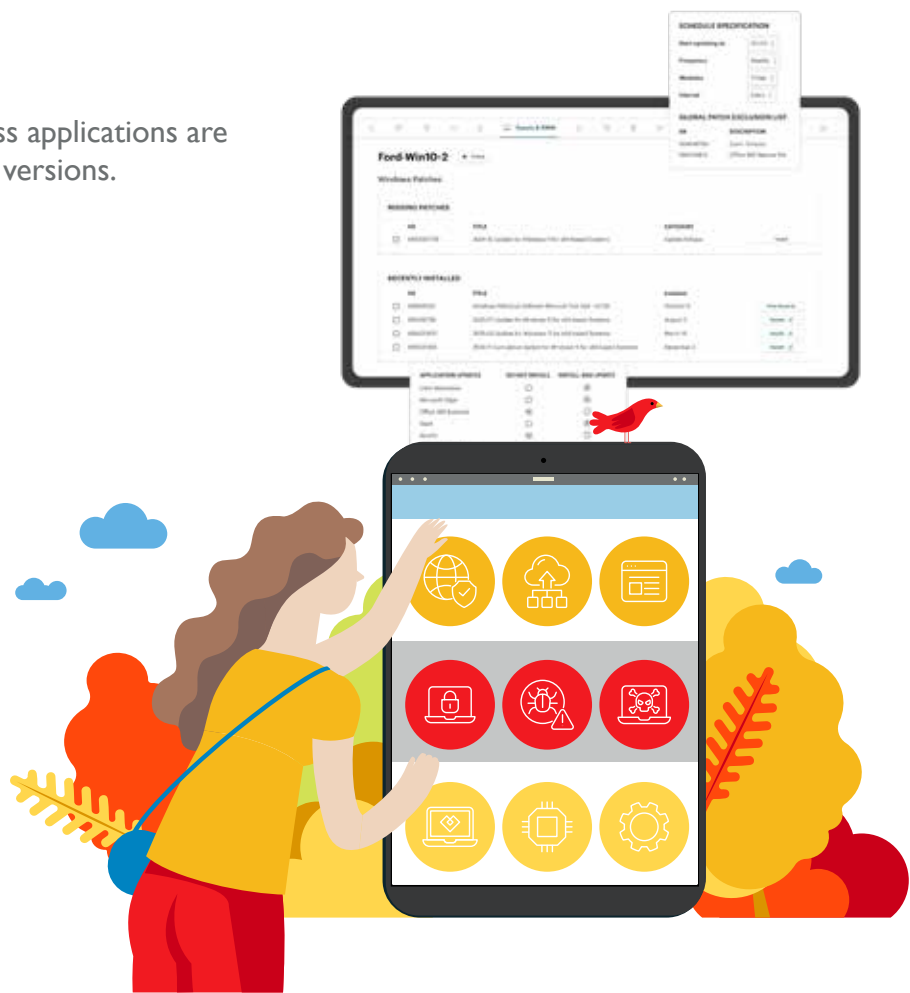
PC BACKUP

YOUR SAFETY NET AGAINST LOCAL DATA LOSS

If your business relies on saving vital data directly to a computer's local hard drive, your work is at high risk. Without a dedicated backup, a single hardware failure or a stolen laptop means that data is gone forever.

How it works

- 3x daily backups
- All files, software, databases, setting and other data on computers
- Full-text 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.

Pricing

$50 per PC per month

PC ANTIVIRUS

FUNDAMENTAL LAYER OF CYBERSECURITY

Unlike standard consumer tools, our solution is fully managed, meaning we handle the heavy lifting to ensure your team stays protected.

Our service includes

- **Real-Time Prevention**
  Continuous scanning to block viruses, spyware, and ransomware before they can infect your computer.

- **Next-Generation Protection**
  Deployment of advanced endpoint software designed to catch both known threats and emerging malicious code.

- **Fully Managed Updates**:
  We ensure your antivirus definitions are always up to date without interrupting your team's workflow.

- **Fundamental Security**
  A critical first line of defense that ensures every device in your business is hardened against digital attacks.

Why it matters

Antivirus is a fundamental requirement to block viruses and ransomware before they can infect your computer. However, Managed Antivirus is especially critical because it moves your security from unmonitored software to a professionally supervised defense.

Pricing

$9 per PC per month,
must purchase PC Maintenance
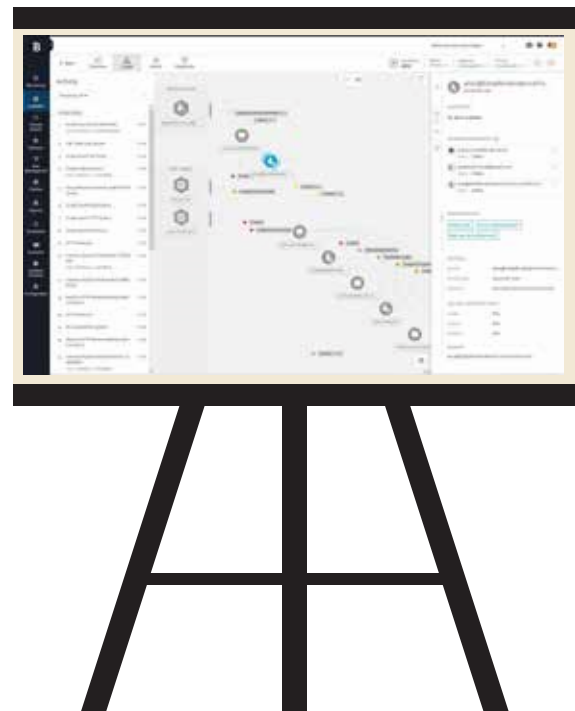
PC ADVANCED SECURITY

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.

Pricing

$19 per PC per month

PC REPLACEMENT

MANAGE YOUR HARDWARE UPGRADES

Our PC Replacement service ensures your team always has reliable technology by managing hardware on a proactive 4-year refresh cycle. This strategy prevents the performance lag and high failure rates typical of aging equipment.

How it works

- **Quarterly Health Audits**
  We review the age and condition of your computers every three months to spot aging hardware before it fails.

- **Strategic Upgrade Planning**
  We help you budget and plan upgrades months in advance to avoid sudden, large expenses.

- **Full IT Replacement Service**
  We handle everything from selecting the right new specs to the final physical setup of your machines

- **Data Sanitization & Donation**
  We securely wipe all data from old computers and donate the hardware to local charities.

Why it matters

This service ensures your team stays productive by eliminating the slowdowns and stress of aging hardware through planned, strategic upgrades. By professionally sanitizing your data and donating old devices, you protect your privacy while making a positive impact on local charities and reducing environmental waste

Pricing options

- **Subscription**
  $16 per PC per month with 3-year commitment

- **One time Labour Project**
  Labour project: 3 hours x $195/hr

MICROSOFT / GOOGLE SERVICES

Our Microsoft and Google services provide the expert oversight, licensing, and security layers needed to keep your digital workspace running smoothly.

Cloud Help Desk

Direct technical support for your cloud productivity suite.

Managed Licensing

Expert license management tailored to your specific business and users.

Cloud Backup

Cloud-to-cloud backup service that protects your data within Microsoft 365 or Google Workspace

Cloud Protection

An advanced security layer that filters your incoming and outgoing email.

Password Manager

Enterprise-grade security for your business credentials

Cybersecurity & Technology Training

Empower your staff to be your strongest line of
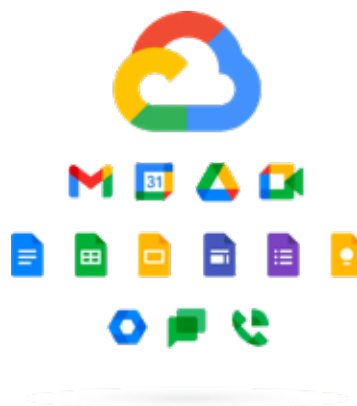
CLOUD HELP DESK

DIRECT TECHNICAL SUPPORT FOR YOUR CLOUD PRODUCTIVITY SUITE

We focus on keeping your communication channels open and your team collaborative by resolving the technical hurdles that occur within the Microsoft or Google ecosystems.
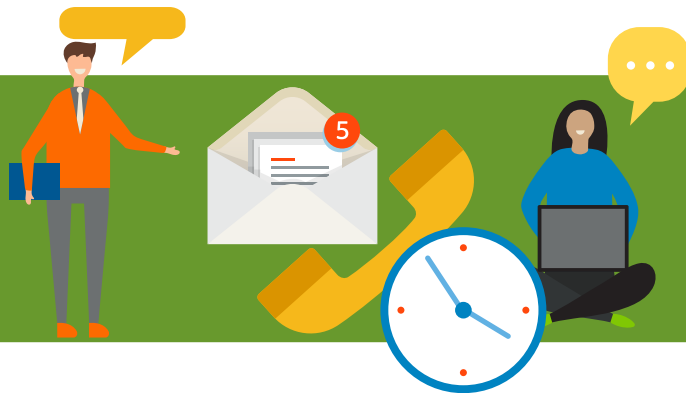
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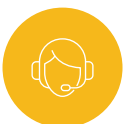
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ONLINE PORTAL
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Why it matters
Our service provides immediate, expert assistance to ensure your team remains productive and connected across all cloud-based platforms. By resolving access issues and synchronization errors quickly, we minimize downtime and allow your organization to focus on its core goals without being slowed down by technical barriers.

Pricing
$19 per user per month

MANAGED LICENSING

EXPERT LICENSE MANAGEMENT TAILORED TO YOUR SPECIFIC BUSINESS AND USERS

Our service simplifies the complex world of software subscriptions by providing expert procurement, optimization, and ongoing management.

How it works

- **Authorized License Reselling**
  We provide a full range of subscriptions, tailored to your specific user needs.

- **Eliminate Waste**
  We proactively identify and remove "ghost" licenses from former employees or unused features, ensuring you never pay for software that isn't being used.

- **Cost Optimization**
  By matching the specific needs of each staff member to the correct tier we significantly reduce your monthly overhead.

- **Security & Compliance**
  We ensure every user has the necessary security features for their role, protecting your company data.

- **Simplified Accounting**
  Instead of managing multiple credit card charges and confusing portals, you receive one clear, consolidated invoice for all IT Services.

Why it matters

Managing cloud licenses can quickly become a significant and disorganized expense for growing businesses. Our service ensures you maintain the perfect balance between team productivity and cost-efficiency.

Pricing

We price Microsoft and Google licenses the same as it comes from Microsoft and Google

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CLOUD BACKUP

CLOUD-TO-CLOUD BACKUP SERVICE THAT PROTECTS YOUR DATA

Our service simplifies the complex world of software subscriptions by providing expert procurement, optimization, and ongoing management. As an authorized reseller, we ensure your business has the right tools for every user.

How it works

- **Automated Daily Backups**
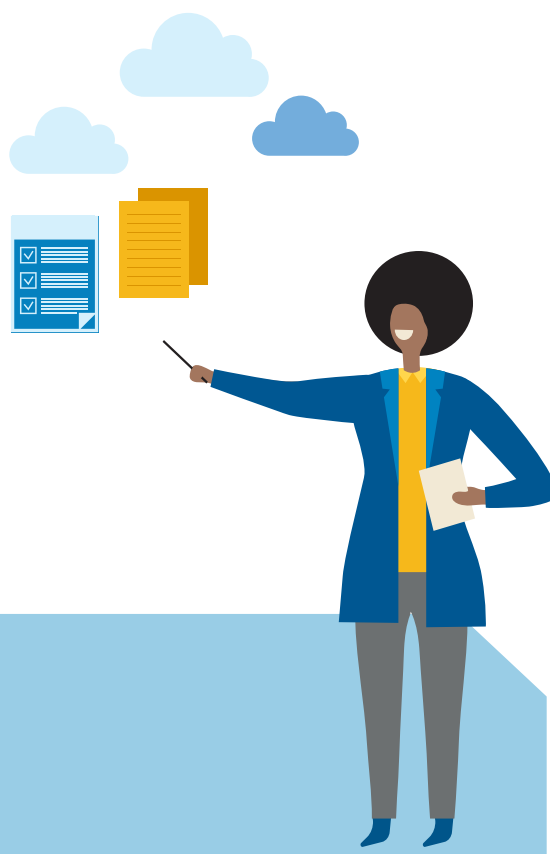 We configure the system to automatically capture your emails, contacts, calendars, and files from Microsoft 365 or Google Workspace three times every day to ensure your most recent work is always protected.

- **Independent Storage**
  Your data is encrypted and stored in a secure, independent cloud repository, ensuring it remains safe even if your primary Microsoft or Google account is compromised.

- **Unlimited Retention Period**
  Enjoy total peace of mind with an unlimited retention period, allowing you to recover any file or email from any point in time, regardless of how long ago it was backed up.

- **Centralized Monitoring**
  Our team monitors the backup status daily to ensure every user's data is being successfully captured and to resolve any sync issues immediately.

Why it matters

Many businesses mistakenly assume that because their data is in the cloud, it is automatically backed up; however, Microsoft and Google primarily protect the infrastructure, not your specific data.

Pricing

$19 per user per month
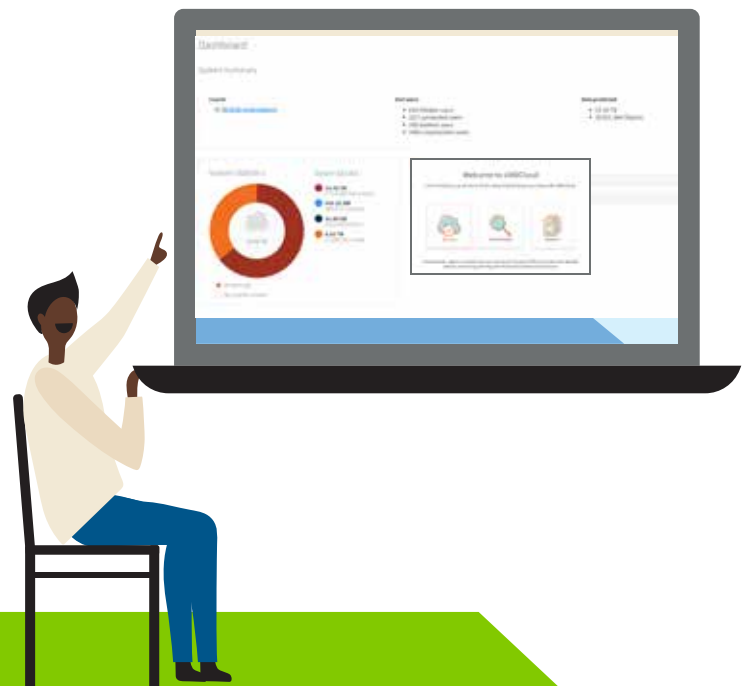
CLOUD PROTECTION

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.

Pricing

$19 per user per month
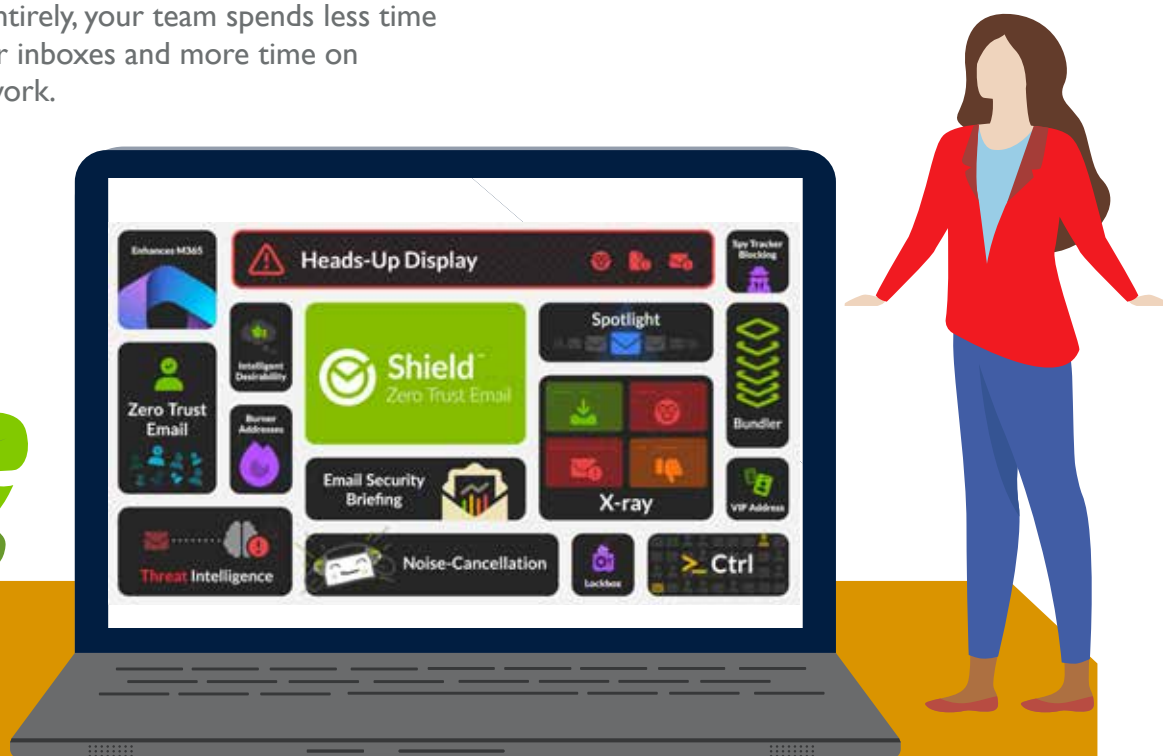
PASSWORD MANAGER

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.

Pricing

$9 per user per month

CYBESECURITY & TECHNOLOGY TRAINING

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.

Pricing

$9 per user per month
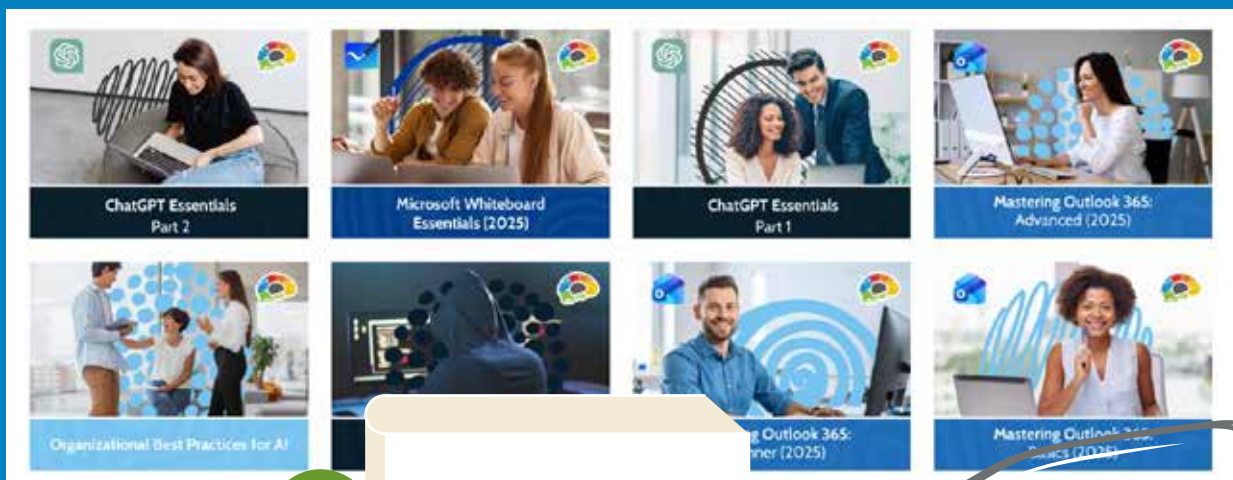
NETWORK SERVICES

STRONG, STABLE CONNECTIVITY TO KEEP YOUR BUSINESS MOVING

Heartfelt IT provides expert network management to ensure your team stays connected, your data remains secure, and your operations run without interruption.

Network Maintenance
Proactive monitoring and management of your network infrastructure to ensure stability, security, and peak performance

Remote Network Support
Expert technical assistance delivered remotely to resolve connectivity issues, manage configurations, and provide rapid troubleshooting without the need for a site visit.

Onsite Network Support
Hands-on technical expertise for hardware installations, physical repairs, and complex infrastructure projects.

NETWORK MAINTENANCE

PROACTIVE RELIABILITY FOR EVERY LOCATION

Service provides ongoing oversight and organization of your connectivity infrastructure to ensure your business remains stable and efficient. This service moves beyond reactive fixes to keep your hardware optimized and your network layout clearly defined.

How it works

- **Automated Updates**
  Our team remotely pushes critical network software updates, firmware patches, and security fixes to your devices.

- **Network Documentation**
  We maintain an up-to-date map and inventory of your network hardware, IP addresses, and configuration settings for faster troubleshooting and future planning.

- **Security Management**
  We provide ongoing maintenance of firewalls and network protocols to protect your sensitive data.

- **Performance Optimization**
  We identify and resolve potential bottlenecks through regular configuration tuning to maintain high-speed connectivity.
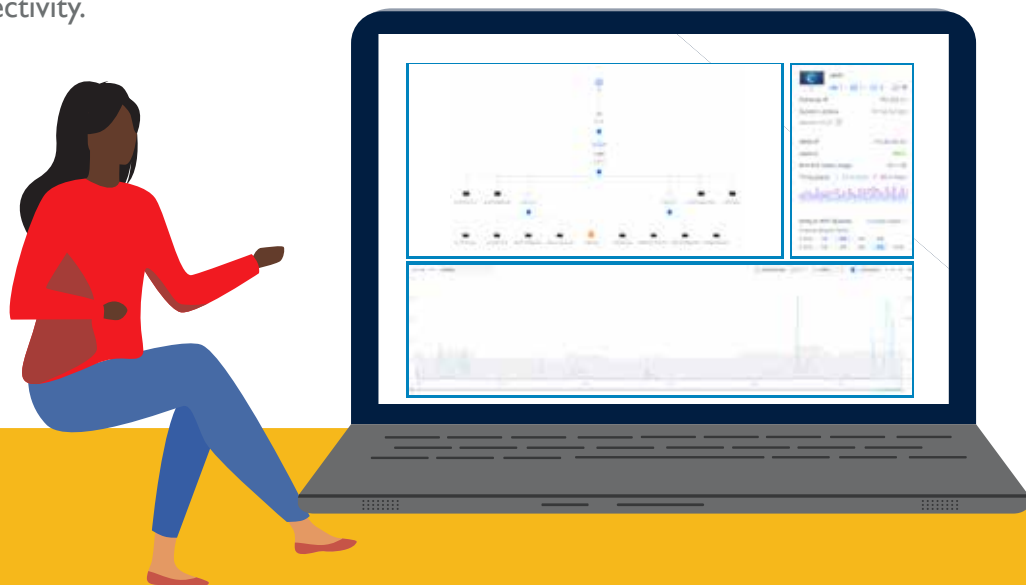
Why it matters

Proactive network maintenance keeps your internet and office connections stable by fixing small glitches before they cause a total shutdown.
By keeping your hardware updated and maintaining clear documentation, we protect your data from hackers and ensure your infrastructure is always ready for growth.

Pricing

$99 per location per month

REMOTE NETWORK SUPPORT

EXPERT TECHNICAL ASSISTANCE DELIVERED REMOTELY

This is our reactive service designed to resolve network issues quickly without the need for a technician to travel to your office. Using secure, specialized tools, we access your network environment virtually to fix problems as they arise.

How it works

- **Virtual Troubleshooting**
  We remotely log into your network devices to diagnose and fix connection drops, slow speeds, or Wi-Fi interference.

- **Remote Configuration**
  Our team can update your network settings, such as changing Wi-Fi passwords, setting up guest networks, or managing VPN access for remote employees.

- **Security Adjustments**
  We remotely modify firewall rules and security protocols to block suspicious activity or grant access to new applications.

- **Software Support**
  We assist with the setup and management of network-related software and cloud-based connectivity tools.

Why it matters

Remote Network Support ensures your business stays productive by providing instant, expert technical assistance to fix connectivity issues the moment they arise, saving you the cost and downtime of waiting for a technician to arrive on-site.

Pricing

$99 per locaion per month,
must purchase Network Maintenance.

Or $195/hr, minimum 1 hr

ONSITE NETWORK SUPPORT

PROJECT-BASED SERVICE SCHEDULED AS NEEDED

Our service provides the technical "boots on the ground" needed to handle complex installations, physical repairs, and infrastructure changes that remote tools cannot reach.

How it works

- **Physical Hardware Installation**
  Our technicians handle the mounting and physical configuration of routers, switches, and wireless access points to ensure they are placed for optimal signal strength and airflow.

- **Troubleshooting**
  We diagnose physical connectivity issues, such as damaged ethernet cabling, faulty ports, or power supply failures that cause network dropouts.

- **Infrastructure Refreshes**
  When it is time to upgrade your hardware, we manage the entire onsite transition, from de-installing old equipment to testing the new environment for full connectivity.

- **Site Surveys and Audits**
  We perform physical walkthroughs to map out Wi-Fi "dead zones," assess the condition of server closets, and identify environmental risks like improper cooling or disorganized cabling.

Why it matters

Having access to onsite expertise ensures that your physical network environment is as professional and stable as your digital one.

Pricing

$195 per hour, 2 hrs minimum

SERVER SERVICES

RELIABLE CENTRAL SYSTEMS TO KEEP YOUR DATA SAFE AND ACCESSIBLE

Our server services provide the technical backbone for your organization, ensuring that your data and applications are always available and protected.

Server Help Desk

Your Direct Line to Expert Server Assistance.

Server Antivirus

A professionally managed first line of defense that blocks viruses, spyware, and ransomware.

Server Maintenance

Proactive Health & Stability service designed to stop technical headaches before they start.
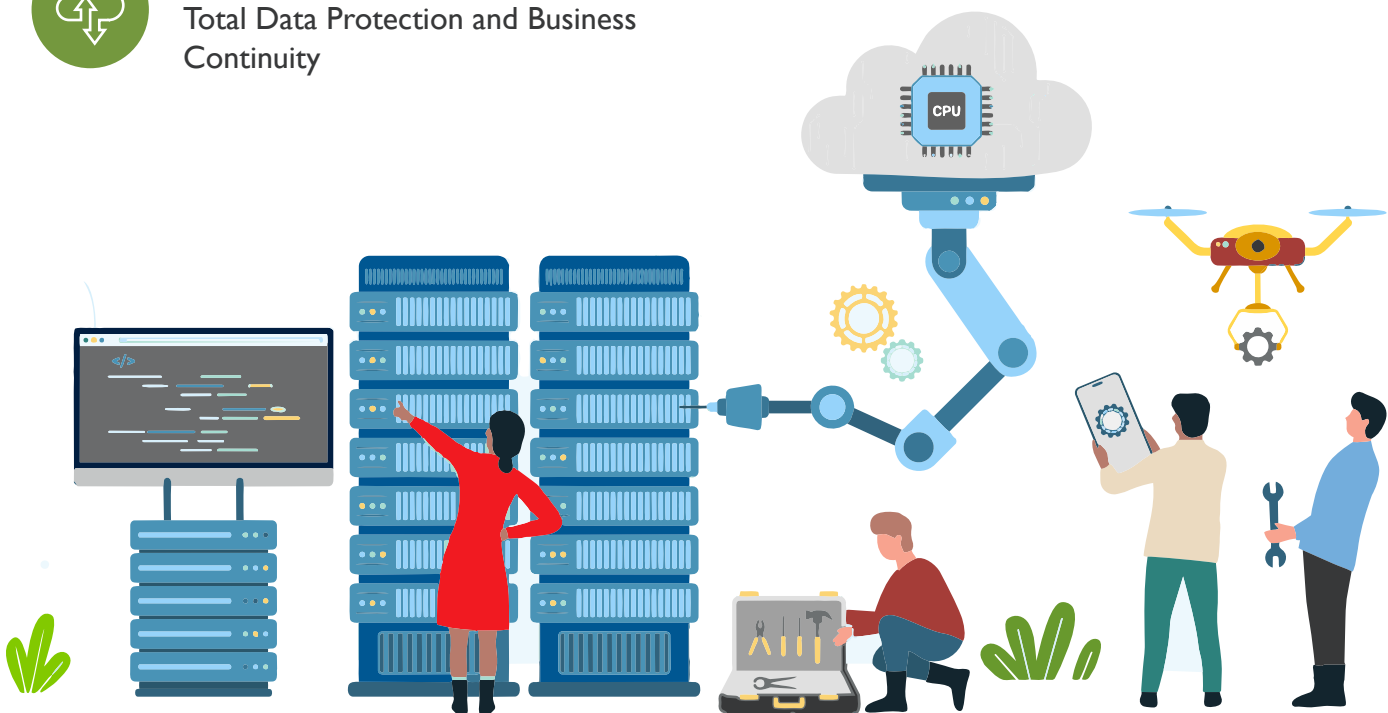
Server Advanced Security

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

Server Backup

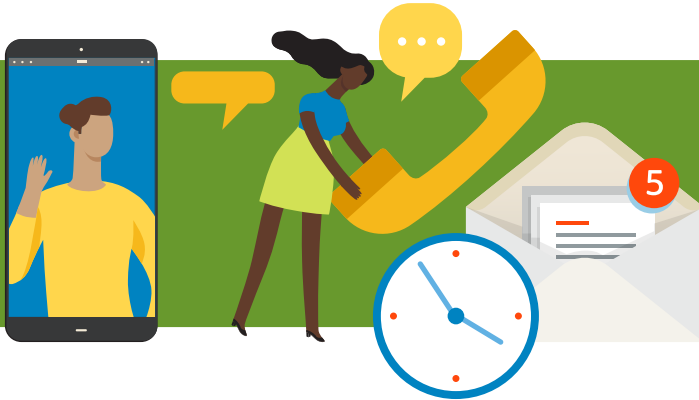Total Data Protection and Business Continuity

SERVER HELP DESK

YOUR DIRECT LINE TO EXPERT SERVER ASSISTANCE

We offer a direct connection to experienced technicians who can rapidly diagnose and resolve performance lags, connectivity errors, and configuration challenges to keep your business operations running smoothly.

HOURS
Monday - Friday, 7AM - 7PM

Contact us by email, phone, SMS, live chat, or client portal.

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support@heartfeltit.com

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PHONE
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LIVE CHAT
Chat directly from your system tray icon on supported computers. This service is included with Server Maintenance plan.

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

Why it matters
Our Server Support ensures your business stays operational by providing immediate expert assistance to resolve technical issues and prevent data loss. We keep your critical applications running smoothly and securely, giving you the peace of mind to focus on your goals while we manage your technical needs.

Pricing

$195 per Server per month, must purchase Server Maintenance and Server Antivirus.
Or $195 per hour, 2 hour minimum

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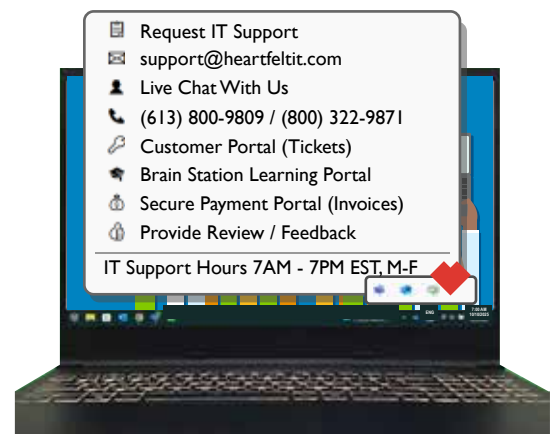
SERVER MAINTENANCE

PROACTIVE STABILITY AND PERFORMANCE MANAGEMENT

Server Maintenance is the foundation of a reliable IT environment. By identifying potential issues before they cause disruptions, we help you maintain maximum uptime and hardware longevity.

## How it works

- **Performance Monitoring**
  We continuously track server health to identify and resolve potential hardware or software bottlenecks before they impact your team.

- **Updates and Patching**
  Our technicians manage the regular installation of Operating System updates and critical firmware patches to ensure system stability and security.

- **System Optimization**
  We perform routine "clean-ups" and configuration tuning to ensure your server resources are being used efficiently.

- **Hardware Health Checks**
  We monitor physical components, such as disk space and CPU usage, to predict and prevent hardware failures.

Why it matters

Proactive server maintenance prevents costly downtime by resolving minor issues before they escalate, while consistent patching protects your hardware investment and strengthens your defense against cyber threats.

Pricing

$75 per Server per month
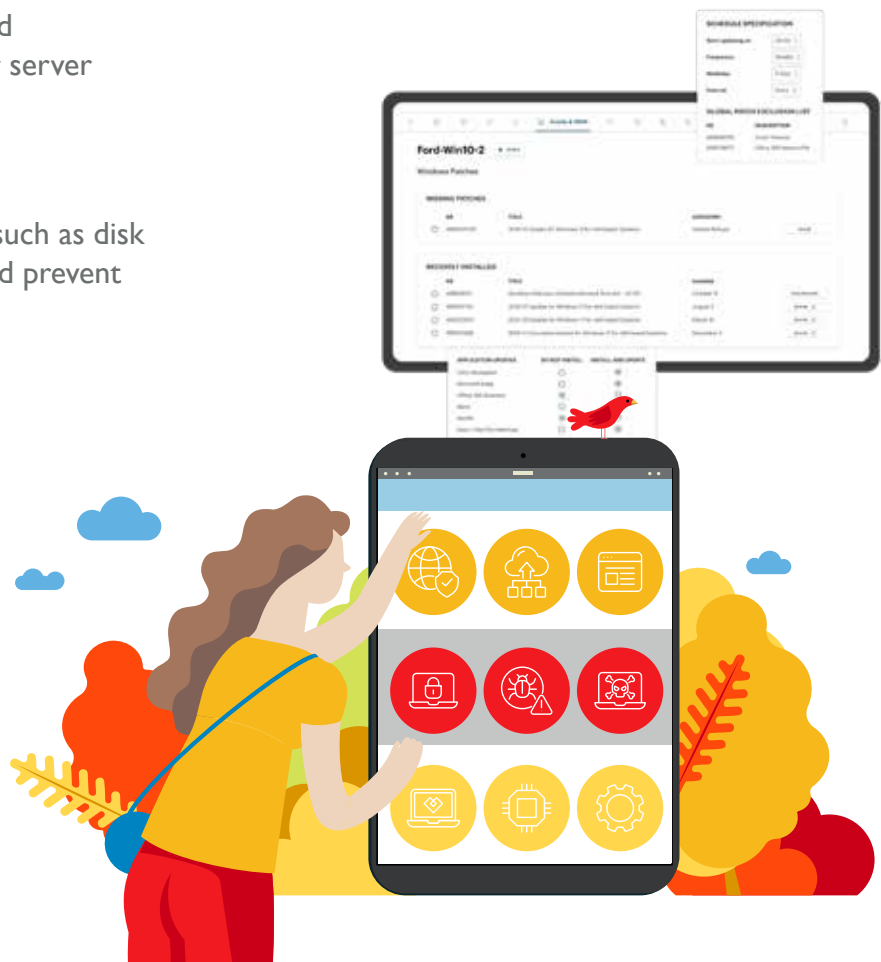
SERVER BACKUP

TOTAL DATA PROTECTION AND BUSINESS CONTINUITY

Our Server Backup service provides a "set it and forget it" safety net, ensuring your critical business data is always recoverable, regardless of hardware failure or cyber threats.

Our service includes

- **Automated Redundancy**
  We configure your system to automatically capture and encrypt your server data multiple times a day.

- **Independent Cloud Storage**
  Your backups are stored in a secure, independent cloud repository, keeping them safe even if your primary server environment is compromised.

- **Long term retention**
  We offer 3 years retention period, allowing you to recover files or entire server states from any point in time.

- **Proactive Monitoring**
  Our team monitors backup status daily to ensure every data point is successfully captured and to resolve sync issues immediately.

Why it matters

This service ensures your organization can recover quickly from data loss or ransomware, protecting your operational continuity and historical records indefinitely.

Pricing

$150 per Server per month for up to 2TB of data

SERVER ANTIVIRUS

FUNDAMENTAL LAYER OF CYBERSECURITY

Unlike standard consumer tools, our solution is fully managed, meaning we handle the heavy lifting to ensure your team stays protected.

Our service includes

- **Real-Time Prevention**
  Continuous scanning to block viruses, spyware, and ransomware before they can infect your computer.

- **Next-Generation Protection**
  Deployment of advanced endpoint software designed to catch both known threats and emerging malicious code.

- **Fully Managed Updates**:
  We ensure your antivirus definitions are always up to date without interrupting your team's workflow.

- **Fundamental Security**
  A critical first line of defense that ensures every device in your business is hardened against digital attacks.

Why it matters

In today's landscape, Antivirus is a fundamental requirement to block viruses and ransomware before they can infect your computer. However, Managed Antivirus is especially critical because it moves your security from unmonitored software to a professionally supervised defense.

Pricing

$9 per Server per month
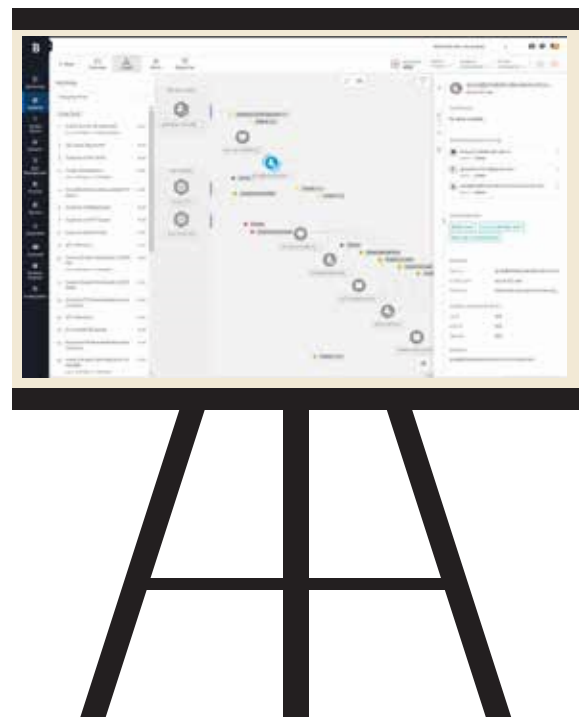
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ADVANCED SECURITY SENSOR ON YOUR SERVERS

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How it works

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

- **Rapid Remediation**
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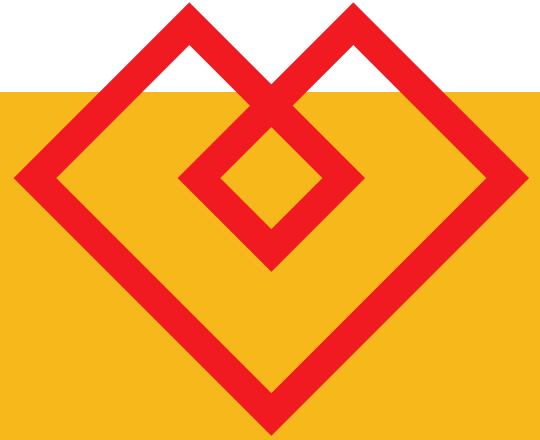
Pricing

$19 per Server per month

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

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