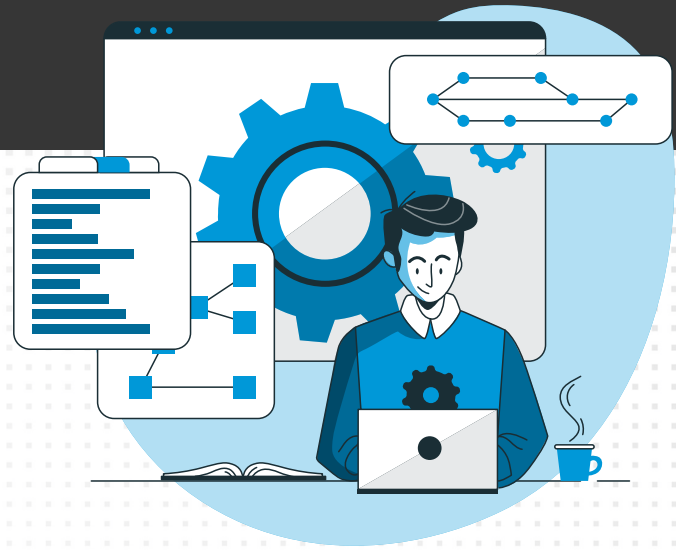# BTS
BUSINESS TECHNOLOGY SOLUTIONS

IT Support
CONTRACT PACKAGES

Premium SLA included with all Monthly IT Support Packages

TOTAL IT (COMPLETE)

- Proactive Monitoring and Resolution
- Network Management and Monitoring
- Anti-Virus and Anti-Malware (Cybersecurity)
- DNS Security and Filtering
- Backup Management and Monitoring
- Unlimited Onsite Support (as needed)
- 8X5 Remote Help Desk
- Patch Management (Workstation and Server)
- Vendor Management/Liaison
- Discounted Labor/Project Rates

TOTAL IT (REMOTE)

- Proactive Monitoring and Resolution
- Network Management and Monitoring
- Anti-Virus and Anti-Malware (Cybersecurity)
- Backup Management and Monitoring
- 8X5 Remote Help Desk
- Patch Management (Workstation and Server)
- Vendor Management/Liaison

CO-MANAGED IT

- Network Management and Monitoring
- Anti-Virus and Anti-Malware (Cybersecurity)
- Backup Management and Monitoring
- Patch Management (Workstation and Server)
- Access to PSA Ticketing/RMM System

NETWORK & SERVER ONLY IT

- Proactive Monitoring and Resolution (Servers only)
- Network Management and Monitoring
- Anti-Virus and Anti-Malware (Cybersecurity) (Servers only)
- Backup Management and Monitoring
- Patch Management (Servers only)

EXTRA/OPTIONAL SERVICES

- Email Security and Filtering
- DNS Security and Filtering
- Multifactor Authentication (Duo)
- Dark Web Scan (FREE)

OUR LOCATION!

HEADQUARTERS
3924 W Devon Ave., Ste 100
Lincolnwood, IL 60712
O: (773) 657-3400

G
5.0 ★★★★★
Google Reviews