NYC'S TRUSTED IT PARTNER

Run your business.
We'll look after the IT.

Professional IT services and advice for small and midsized businesses — designed around your people, priorities, and budget.



Managed IT. Practical advice. Better use of your technology.

Onsite throughout the greater NYC metro area.
Remote service nationwide.

Business • Home office • Residential

Make technology work for your business.

Good IT should help your team serve clients, meet deadlines, and work with confidence. This guide explains how GEEK-AID can help you get there — and what to discuss before choosing a support plan.

03 Managed IT.
One team for everyday support, maintenance, and planning.

04 Professional service firms.
Technology shaped around client work and sensitive information.

05 Technology spending & value.
Look beyond the monthly invoice to cost, capacity, and risk.

06 Modernization without waste.
Keep what works and improve what holds you back.

07 Cloud and hybrid work.
Connect your people, files, and business tools.

08 Cybersecurity and continuity.
Protect your information and prepare to restore operations.

09 AI setup and support.
Introduce useful tools with practical safeguards.

10 Getting started.
A considered transition and an ongoing working relationship.

11 Choosing your support.
Business plans, project help, and home office services.

12 Your next conversation.
Questions and next steps to share with your team.

Use this guide together.

Share it with your partners, office manager, finance lead, or internal IT contact. The contents links take you directly to each section.

MANAGED SERVICES FOR BUSINESS

Leave the technology in capable hands.

When an owner or office manager becomes the unofficial IT person, technology starts competing with the work that earns revenue. GEEK-AID gives your team a dependable place to turn.



Everyday helpdesk support.

Troubleshooting for computers, email, printers, applications, and connectivity, plus mobile and desktop phone management. We explain what's happening and help your staff get back to work.

Proactive care and oversight.

Device and network monitoring, maintenance, updates, and performance checks help address recurring problems. We document the environment so support doesn't depend on one person's memory.

People, changes, and growth.

Onboarding and offboarding tech management, new devices, office moves, and upgrades receive the same attention as day-to-day support. We can also work alongside your internal IT contact.

More than fixing the latest problem.

The goal is a reliable working environment, clearer ownership of IT tasks, and more time for your team to focus on clients. Your proposal defines the services and coverage.

PROFESSIONAL SERVICE FIRMS

We understand what your work depends on.

Professional firms need more than functioning computers. They need dependable access to client work, controlled sharing, reliable communication, and technology that supports their service standards.



Law firms.

Client confidentiality, matter files, document access, remote work, and dependable communication all deserve attention. We help align the technology with how attorneys and staff work.

Accounting and finance.

Sensitive records, busy-season deadlines, scanning, business applications, and client file exchange create distinct demands. We help plan capacity, access, and continuity around those needs.

Healthcare practices.

Patient or client information, staff permissions, practice software, and service-provider responsibilities need coordinated attention. We help address the technology side of your requirements.

Consulting teams.

Project collaboration, presentations, shared files, hybrid work, and changing staff or contractor access should support delivery rather than create extra administration.

Requirements first. Technology second.

We discuss your industry, client commitments, and insurance questions, and coordinate with your compliance or legal advisers where needed. IT support alone doesn't establish regulatory compliance.

What could fewer interruptions mean for your team?

Getting more from your technology budget means looking beyond the monthly bill. Lost time, duplicate subscriptions, recurring repairs, and poorly planned purchases all add to the cost. We help you make better use of what you already own and prioritize improvements that reduce everyday frustrations—so your team spends less time solving technology bottlenecks and more time serving clients.

AN ILLUSTRATIVE PRODUCTIVITY DISCUSSION

15	10	50
people	minutes a day	hours a month

15 people × 10 minutes × 20 workdays ÷ 60 = 50 hours

At an assumed $40 hourly employment cost, that is $2,000 of working capacity. This is an example, not promised savings; recovered time is not automatically cash or revenue.

Make spending purposeful.

Review the tools you already own, the licenses you use, and the equipment worth maintaining. Separate urgent repairs from worthwhile improvements and future replacements.

Make the benefits visible.

Track recurring support issues, time lost, software usage, and the results of upgrades. Better productivity and lower risk matter, even when they don’t produce immediate cash savings.

A sensible return on technology spending.

Agree on the problem, the full cost, and the result you want before buying. Compare your starting position with the outcome after implementation.

Modernize with a plan. Keep what still works.

Modernization doesn't have to mean replacing everything at once. We help you create a practical sequence that respects your budget, your team's workload, and the useful life of your equipment.

01 Stabilize.

Address recurring failures, unsupported systems, and critical access or backup gaps. Start with the issues most likely to interrupt work.

02 Simplify.

Review duplicate applications, unused licenses, fragmented files, and inconsistent device setups. Make everyday tasks easier before adding more tools.

03 Improve.

Phase in the upgrades, cloud services, or automation that solve a clear problem. Plan migration, training, and fallback arrangements together.

04 Review and adjust.

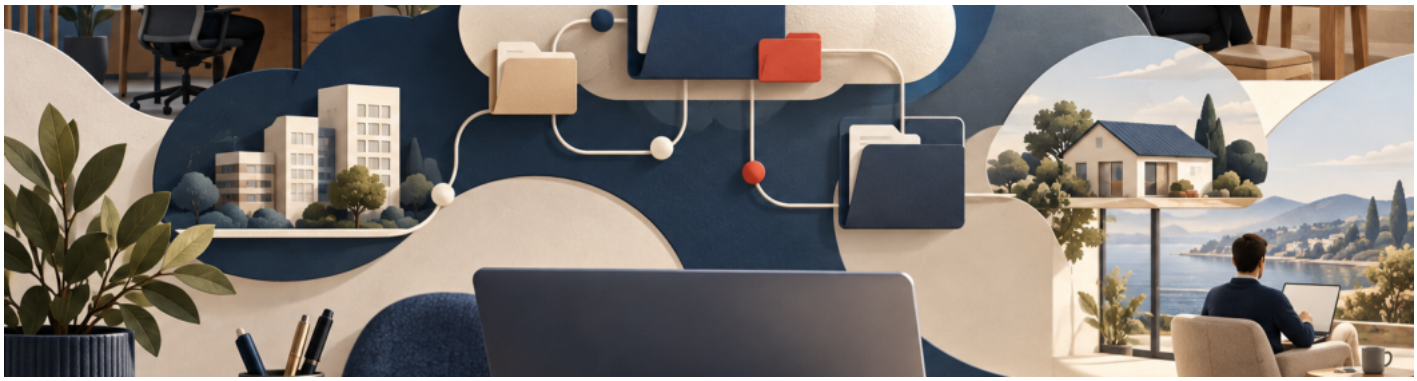
Check whether the change improved the intended workflow. Revisit spending, support needs, and the next priorities as your business changes.

Repair, retain, or replace?

We explain the tradeoffs among purchase cost, leasing options, reliability, supportability, and business need. A useful roadmap includes what can wait, as well as what should happen next.

Connect your team. Simplify the workday.

The right cloud tools help people work together from the office, home, or the road. Their value depends on organized setup, sensible permissions, reliable connections, and staff who know how to use them.



Email and productivity.

Setup, migration, and support for business email and tools such as Microsoft 365. We help make calendars, documents, and communication work together.

Files, permissions, and staff changes.

Organize shared information and review who can access it. Plan account creation, access changes, and complete removal when employees or contractors leave.

Connectivity and everyday usability.

Office WiFi, remote access, conferencing, phones, and device setup should support the same working experience. We help staff use the tools you already pay for.

The cloud deserves a recovery plan, too.

We review account protection, backup needs, subscription choices, and migration arrangements alongside everyday cloud support. We can help you save data storage costs by archiving your seldom-accessed files.

Protect your client work. Prepare to keep going.

For a professional firm, information is part of the service you deliver. We help you strengthen practical safeguards and plan how to respond when a device, account, or system becomes unavailable.

Protect accounts and access.

Review multifactor authentication, permissions, account changes, and the handling of sensitive information. Access should match each person's role.

Maintain devices and networks.

Updates, endpoint protection, network safeguards, and monitoring need ongoing attention. The appropriate mix depends on your environment and risk.

Support your people.

Help staff recognize suspicious messages, payment-change requests, and unsafe sharing. Make it clear how they should report a concern.

Prepare for restoration.

Review data backup coverage, restore testing, critical applications, and recovery priorities. Identify decision makers and contacts before an incident occurs.

Ask about the recovery, not just the backup.

What information can be restored, how is restoration tested, and what does the business need first? We help turn those questions into a workable plan.

AI SETUP & SUPPORT

Put useful AI to work with expert support.

AI should earn its place in your business. GEEK-AID helps you select, set up, and introduce tools that support productivity, while giving your people clear boundaries for using them.

Useful tools, supported adoption.

A service focused on your workflow and information.

Choose a worthwhile use.

We discuss where AI may help with draft communications, meeting summaries, internal knowledge, or routine administrative tasks. Match the tool to a real workflow and budget.

Set it up with care.

We help review data handling, permissions, privacy settings, and connections to business systems. Confidential information belongs only in tools and workflows your organization has approved.

Help the team adopt it.

Training, guidance on reviewing output, and ongoing technical support make adoption more manageable. Human review remains essential for client-facing work and consequential decisions.

Productivity with accountability.

Introduce a focused use case, compare the effort and quality before and after, and expand only when the results justify the cost and oversight.

A thoughtful start.
A working relationship.

You should understand what's changing, who's responsible, and what the service will cost. We take time to learn your business before recommending a support arrangement.



Listen and understand.

Discuss your people, locations, critical applications, pain points, budget, and industry requirements. Include the colleagues who share the decision.

Review and prioritize.

Look at your equipment, accounts, support history, and current providers. Identify immediate concerns and improvements that can be phased in over time.

Agree and transition.

Confirm the scope, service levels, pricing, responsibilities, and any project charges. Coordinate access and handoffs with your existing contacts.

Support and revisit.

Provide the agreed-on support, keep useful documentation, and revisit priorities as needs change. Technology decisions should remain connected to your business goals.

The right help. Where you need it.

Choose a service arrangement around the work you need covered, the support your people need, and the locations where they work. We explain the options and their scope before you commit.

Managed onsite and remote support.

For greater NYC metro area businesses that need ongoing IT care, remote helpdesk support, and physical visits when the work requires them.

Remote managed support.

For businesses nationwide whose needs can be supported remotely. Discuss physical repairs, equipment work, and any local assistance separately.

Consulting, projects, and extra support.

For a defined migration, installation, office move, or technology decision, or additional expertise alongside an internal IT contact.

Home office and residential services.

Computer setup and repairs, device security, WiFi troubleshooting, backups, and patient help with everyday technology — onsite in the greater NYC metro area and remotely nationwide.

Compare the complete scope.

Ask about covered users and devices, onsite visits, hours, security services, backups, project work, and exclusions. Current pricing and the cost-planning tool are linked on the final page.

SHARE WITH YOUR DECISION MAKERS

Let’s make your next IT decision clearer.

Bring your questions, your priorities, and the colleagues who help make the decision. We’ll help you understand the options and choose a practical next step.

Discuss together.

What interrupts work most often? Which client commitments or industry requirements matter? What should you keep, improve, or replace? What budget and timing are realistic?

Ask us to explain.

What’s included in the plan? Who handles day-to-day requests and urgent issues? How are backups and recovery addressed? Which changes need a separate project or approval?

Define success.

Choose a few useful measures: recurring problems, employee time lost, adoption of existing tools, spending predictability, or readiness for growth.

Talk with our business service team.

877-GEEK-AID | 877-433-5243
geek-aid.com/contact.html
Onsite throughout the greater NYC metro area. Remote service nationwide.

Next steps and planning resources

Current plans and pricing →

IT cost-planning calculator →

NIST small business cybersecurity guide →

CISA multifactor authentication guidance →