



## **NORTHBRIDGE SOLUTIONS: GETTING IT DONE**

**Northbridge Solutions is a full service IT consulting company that specializes in providing complete IT support for small and medium-sized businesses. Hiring Northbridge is like having your own expert IT department for a fraction of the cost. Our staff has many years of experience in all aspects of IT support and project management.**

### **Accountability**

Northbridge Solutions provides our customers with an account manager who is responsible for your network. It's like having your own IT manager and professional staff.

### **Expertise**

Northbridge Solutions is run and staffed by expert technicians. We do not employ sales people or anyone else who would get between our customers and the technical expertise you need.

### **Who We Are**

Northbridge Solutions is an IT services company dedicated to the highest standard of service with the edge of a personal touch. Throughout their years of experience in the field, the founders of Northbridge Solutions witnessed too many companies spending too much time worrying about their IT needs while paying too much money for low-quality IT services. We believe there is a better way for small to medium sized businesses to manage their IT systems.

At Northbridge Solutions, we believe our customers should be able to focus on their principal business needs and clients, while we manage their systems at a fraction of standard cost.

### **Experience Counts**

Northbridge Solutions was founded by two partners who have over 10 years of IT experience. The founders have each managed corporate networks as large as 1,500 computers, 30 servers, and numerous other devices. They have worked closely with technical partners such as: Cisco, Dell, IBM and Microsoft as well as many others. Their experience includes, but is not limited to database integration, disaster recovery, email management, desktop support, virus protection and remediation and web development.

The founders have a long history in client relationship management, project management and personnel management. They have orchestrated many high level projects in the corporate environment from inception to completion, while managing and coordinating technical teams with various skill sets.

### **Peace of Mind**

Focus on your core business, while we keep your network and your computers running smoothly.



## A Complete IT Suite of Services

Northbridge Solutions offers a wide variety of services, which we can customize into a package to meet all your IT needs. The following is a listing of some of the services that our clients most commonly request.

	<b>Desktops</b>	<b>Servers</b>	<b>Networks</b>
<b>Installations/ Upgrades</b>	<ul style="list-style-type: none"> <li>• New PC Setup</li> <li>• Moving User Files to New PC</li> <li>• Software Installation</li> <li>• PC Hardware Upgrades</li> <li>• Operating Systems Upgrades</li> </ul>	<ul style="list-style-type: none"> <li>• Server Setup</li> <li>• Server Software/ Applications</li> <li>• Hardware Upgrades</li> <li>• Server OS Upgrades</li> <li>• Backup Plans</li> </ul>	<ul style="list-style-type: none"> <li>• Network Hardware</li> <li>• Network Upgrades</li> <li>• Cisco IOS Upgrades</li> <li>• Wireless Networks</li> <li>• Remote Access</li> </ul>
<b>Maintenance</b>	<ul style="list-style-type: none"> <li>• OS Updates</li> <li>• Anti-spyware Updates</li> <li>• Anti-virus Updates</li> </ul>	<ul style="list-style-type: none"> <li>• User Mailbox Management</li> <li>• Backup Testing</li> <li>• Performance Monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Performance Monitoring</li> <li>• Updates for Network Hardware</li> </ul>
<b>Troubleshooting</b>	<ul style="list-style-type: none"> <li>• Slow PCs</li> <li>• Error Messages</li> <li>• Hardware Problems</li> </ul>	<ul style="list-style-type: none"> <li>• Email, SQL, and Web</li> <li>• DHCP, DNS</li> <li>• Active Directory</li> </ul>	<ul style="list-style-type: none"> <li>• Connectivity Problems</li> <li>• Performance Problems</li> <li>• Remote Access</li> </ul>
<b>Security</b>	<p>Security is an integral part of all aspects of information technology. There are also extra steps that can be taken to enhance overall security posture.</p> <ul style="list-style-type: none"> <li>• Security Auditing</li> <li>• Enforcing Use of Secure protocols</li> </ul>		
<b>Training</b>	<ul style="list-style-type: none"> <li>• Microsoft Office Applications</li> <li>• Proprietary Software</li> </ul>		

## Pricing Options

**Hourly** — Northbridge Solutions provides all core services for one low hourly rate. If you have a specific task you need performed or are experiencing a technical problem, call us to arrange for services with hourly billing.

- No Hidden Costs — One guaranteed rate with no extra charges for weekend or evening service.

**Service Agreement** — We offer discounted rates for customers who want regular onsite support or expect to use our services on a recurring basis.