



Products & Services

Tech Support Designed for Your Business

Your small business is most successful when you have the right tools and support. The Buckeye BrainiacPro team is an elite squad of skilled and knowledgeable technology experts that's designed to provide the technical support your business demands.

The BrainiacPro team provides services remotely and on site:



- Unlimited phone support
- Third party IT vendor interface: "Common Language" communication



- Network configuration and monitoring
- Virus and malware protection
- Data backup and recovery assistance



- Email setup and troubleshooting
- Support for multiple business locations
- Business expansion solutions



- Username and password management
- Computer optimization



- New PC and workstation setups
- Network printer setup and troubleshooting
- Operating System updating and installation



GETTING STARTED

When you sign on with BrainiacPro, a team member will personally conduct a comprehensive site survey of your business. Once we thoroughly understand your business network, we'll recommend a suitable service level, order the best professional grade equipment to support your network, and set up a convenient time for activation.

SERVICE OPTIONS

Regardless of the level of service you require, you receive the same expertise and support. Choose from 4 service levels:

- BrainiacPro Lite** Support for 1–5 devices
- BrainiacPro Plus** Support for 6–15 devices
- BrainiacPro Ultra** Support for 16–25 devices
- BrainiacPro Elite** Support for 26–49 devices

Enhance your service with add-ons available on every speed plan:



*Managed WiFi options are determined after a site survey.

CLIENT ANALYSIS

The table below breaks down the BrainiacPro service based on a local pizza franchise with two locations to manage the business network. Option 1 addresses each location individually, while option 2 combines the locations based on the number of devices and users.

	Number of Users	Option 1	Option 2
Location 1	25	BrainiacPro Ultra	BrainiacPro Elite
Location 2	15	BrainiacPro Plus	+ 1 Add'l Site

DID YOU KNOW?

90% of small business owners identify the costs of maintaining and upgrading technology as their most significant challenge.*

In fact, **48% of technology expenses are spent on outsourced tech support***.

With traditional IT support, combining a unique IT skill set, the rapid rate of software updates, and technology tools results in an investment that increases your bottom line. A typical network outage requiring a one-time visit from an IT specialist can cost an average of \$460.

IT support trends in small businesses are expected to rise in response to the technology landscape in which we work. **A monthly subscription to BrainiacPro results in exponential savings while keeping your business online and on track.**



*Source TekEfficient
<http://tekefficient.com/top-5-tech-challenges-for-small-businesses-smb/>



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