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**WE'VE  
GOT IT  
COVERED**

# OUR STORY

Shartega IT was founded in 2001 as a technology company headquartered in Des Plaines, Illinois. Shartega offers a hybrid technology support solution for small and midsize businesses (SMB). Owned and operated by Nic Connor, Shartega was created as a solution for the small business market to proactively improve operations and cut expenses. He adopted a subscription-based model for organizations to efficiently budget their IT monthly expenses. We have earned the trust of the world's most successful companies, primarily due to customizing the particular needs of clients in their technology journey. If you're looking for managed IT services, Shartega is your solution.



## IT Peace of Mind

Shartega IT has a reliable history within the IT Industry. Our commitment to you is IT that works all the time, every time. Part of our continued appeal is the ability to manage complex technology possibilities into simple solutions for small, medium, and enterprise-level businesses. Shartega IT's Complete IT support services allow you to capitalize on the use of technology and have reliable IT support from a single source that fits in your budget.



## Efficiency + Uptime

Technology is one of your biggest business assets and you need a technology partner who understands that. While you are busy running your business, we take care of technology and support, but also much more—including strategic planning, proactive monitoring & response, vCIO consulting, and cybersecurity expertise, with the kind of insight and partnership you can only get from a trusted advisor.



## Cost Conscious

Complete IT™ Support plans are offered at a flat monthly "fixed-pricing" plan, that fits your budget. You should never have to pay for your pain, and in today's business ecosystem, you can't afford to be reactive to technology outages and issues.

# WHAT SERVICES DO WE OFFER?



## 24/7 SUPPORT

- Help Desk
- Desktop Management
- Server Management
- Cloud Management
- Network Management



## INTERNET

- Internet
- VPN & WAN Solutions
- Wireless



## SOLUTIONS

- Breach Detection
- Backup & Disaster Recovery
- Email Migration
- Security Awareness Training
- Redundancy
- Security
- MDM Deployment



## CLOUD

- Microsoft Office 365
- Infrastructure-as-a-Service (IaaS)
- Desktop-as-a-Service (DaaS)
- Amazon Web Services (AWS)
- Microsoft Azure
- Web & DNS Hosting



## CONSULTING & PROJECTS

- Network Design & Consulting
- Project Management & Installation
- Relocations
- Low Voltage Cabling



## PROCUREMENT

- Hardware & Software Procurement
- Licensing Management
- Disposal & Recycling

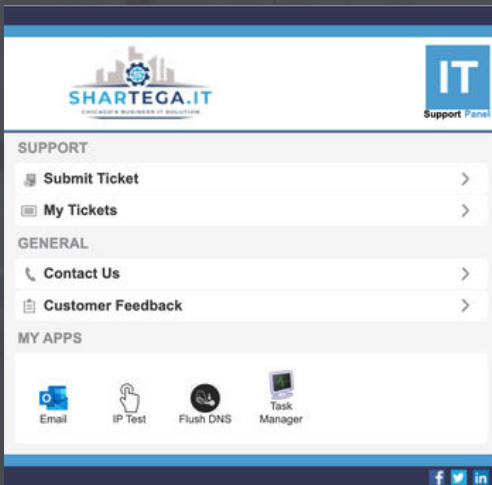
A person is seen from the side, working at a desk. They are looking at a large monitor displaying lines of code. In front of them is a laptop. The background is dark and out of focus, suggesting an office or server room environment.

## Cybersecurity Focused

Your business needs to be protected, but also have a plan to respond and recover when your business is attacked. We have managed security solutions designed with the NIST framework to keep you and your organization safe and secure, while minimizing interruptions and downtime.

## We Do IT All Night Long

Continual 24/7 monitoring of your entire business network ensuring computer and network updates, back-ups and reliable up time for your hardware and software. Reliable IT staff and point of contact in tune with your daily network and operational needs.



## Dedicated Support App

The Shartega IT Support App works on Windows, Mac, iOS & Android devices, enabling you access to everything IT from one simple button. Log in, track, and update all of your IT, network, infrastructure, and computer related issues.

## Project Services

A well planned and executed project produces consistent results, reduces costs, improves process efficiencies, and delivers customer satisfaction. Shartega IT project management services assist in meeting your business' goals through open communication and strategic expertise.



## OUR PARTNERS

