

MANAGED IT SERVICES (MSP) · REMOTE IT HELPDESK

Your dedicated IT agent. No tickets. No waiting.

Remote helpdesk, organization administration for Microsoft 365, Google Workspace, Zoho and AWS, device security and cloud server care, for one predictable monthly price.

Remote helpdesk

Real help from a real person, fast, without ticket ping-pong.

Organization admin

Microsoft 365, Google Workspace, Zoho and AWS set up and kept in order.

Devices & cloud

Patched, secured and monitored laptops and cloud servers.

Start free: a no-obligation IT Health Check of your organization. Book a 30-minute call and get a written report.

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WHY IT WORKS

Small-business IT, handled

Most small businesses don't need an IT department. They need a managed service provider (MSP) model built for small teams: one monthly price, proactive care, and a dedicated IT agent instead of a call centre.

1 A dedicated IT agent

One person who knows your setup, your people and your history. You never explain the same problem twice.

2 Started in 30 minutes

One short Zoom call to get to know your setup. Your devices are monitored the same day.

3 Proactive, not break-fix

Updates, security checks and health checks run on a schedule, so most problems never reach your desk.

4 Security built in

Multi-factor sign-in, built-in antivirus kept on and monitored, and drive encryption on every device. Advanced threat detection is added with a Microsoft Defender licence.

5 Cloud-ready

Beyond laptops: your AWS and cloud servers are patched, backed up and monitored by the same IT agent.

6 One monthly price

Per-user pricing with no setup fee. You know what IT costs before the month starts.

Services at a glance

Remote helpdesk
Day-to-day IT help

Organization admin
M365, Google, Zoho, AWS

Device management
Monitoring and patching

Security essentials
Protect people and devices

Cloud server care
Servers kept healthy

Backup & reporting
Proof every month

Built for growing teams: offices, clinics, agencies and online businesses with 5 to 50 people, working on Microsoft 365, Google Workspace or Zoho, with laptops in the office or at home and systems in the cloud.

CORE SERVICE

Remote Helpdesk

WHY A DEDICATED HELPDESK?

When something stops working, your team should not fill in forms, wait in queues or explain the problem to a new person every time. You get a dedicated IT agent who already knows your environment and fixes the issue remotely, usually while your colleague is still on the call.

WHAT YOU GET

Direct support, no ticket hassle

Email your IT agent and get a real reply. Every request is still tracked behind the scenes, so nothing gets lost.

Secure remote fixes

Browser-based remote sessions to fix laptops and PCs without anyone visiting your office.

Email and collaboration help

Outlook, Gmail, Teams, OneDrive, Google Drive, shared mailboxes, calendars and signatures.

People changes made easy

New starter accounts ready on day one; leavers locked out the same day with files handed over.

Everyday fixes

Passwords, printers, slow devices, software installs, Wi-Fi settings and error messages.

Clear response times

Urgent issues answered within 1 hour during your business hours; normal requests within 4 business hours.

How it feels for your staff: one contact for anything IT. They describe the problem in plain words; the fix happens remotely and they get back to work.

RESPONSE TIMES

Priority	Example	First response
Urgent	Office cannot work, suspected security incident	Within 1 hour, during business hours
Normal	One person cannot work, an app fails	Within 4 business hours
Low	Requests, changes, questions	Next business day

CORE SERVICE

Organization Administration

Your email, files and accounts live in a cloud platform. Someone has to set it up properly, keep it tidy and keep it secure. Whether you are starting a new organization or fixing an existing one, it is handled for you.

Microsoft 365 | Google Workspace | Zoho Workplace | AWS

NEW ORGANIZATION SETUP

Domain and email

Your domain connected, mailboxes created and email authentication (SPF, DKIM, DMARC) configured so your mail lands in inboxes.

Users, groups and licences

Accounts, groups, shared mailboxes and the right licence for each person, nothing wasted.

Migration

Move existing email and files from your old provider with history preserved.

Security baseline

Multi-factor sign-in for everyone, admin accounts protected, sharing rules set from day one.

AWS account administration

Users and access through IAM Identity Center, multi-factor sign-in, least-privilege roles and billing alerts.

One owner, clear access

Every admin and user account documented, so access is never lost when people leave.

ONGOING ADMINISTRATION

- Joiners, movers and leavers handled the same day
- Licence review to remove unused or wrong licences
- Shared drives, permissions and distribution lists kept in order
- Security settings checked regularly and sign-in alerts reviewed
- Admin access documented and protected, so you always stay the owner of your organization

You stay in control: the organization is always registered in your company's name. Your IT agent manages it with a named admin account protected by multi-factor authentication.

PROTECT

Device Management & Security

DEVICE MANAGEMENT

Windows, Mac and Linux devices are connected to a secure management console, so your IT agent can see, update and fix them remotely.

- Live hardware and software inventory
- Windows updates tested, then rolled out outside working hours
- Browsers, Zoom, Adobe Reader and other apps kept up to date
- Weekly health checks: disk space, encryption, antivirus, restarts
- Software installed or removed remotely

SECURITY ESSENTIALS

Layered protection for people and devices, using the security tools of your platform.

- Built-in antivirus (Microsoft Defender Antivirus) kept on, updated and monitored
- Multi-factor sign-in for every user
- Laptop drive encryption (BitLocker on Windows Pro, FileVault on Mac)
- Advanced threat detection and response with Microsoft Defender for Business *
- Email anti-phishing, safe links and remote wipe of lost devices *

WHY UPDATES MATTER

Outdated apps are the open door

Most attacks on small businesses use known weaknesses that an update already fixed.

Fewer surprises

Tested, scheduled updates mean fewer crashes and no forced restarts in the middle of the day.

Threats stopped early

Antivirus status is checked on every device, and with Defender for Business suspicious behaviour is detected and reviewed every working day.

Proof for insurers and auditors

Patch, encryption and antivirus status reported monthly, ready when someone asks.

What is included, what needs a licence: built-in antivirus, BitLocker, FileVault and multi-factor sign-in come with Windows, macOS and your email platform at no extra cost, and are set up and monitored as part of your plan. Items marked * need a Microsoft licence paid by you: Microsoft Defender for Business, or Microsoft 365 Business Premium, which includes it. Windows Home devices need an upgrade to Windows Pro for encryption and full management; this is quoted before any change.

RUN

Cloud Server Care, Backup & Reporting

CLOUD SERVER CARE

Websites, apps and business systems often run on a cloud server that nobody watches until it fails. Cloud server care keeps it updated, protected and backed up, from a DevOps engineer who builds these environments every day.

Patching and hardening

Operating system and software updates, firewall rules and secure access for Linux and Windows cloud servers.

Monitoring and alerts

Uptime, disk, CPU and service checks with alerts before small issues become outages.

Backups and snapshots

Scheduled backups with retention, and tested restores so recovery is proven, not assumed.

Cost and capacity checks

Right-sized servers and storage so you pay for what you use, on AWS and other providers.

SaaS development and maintenance, on demand: need help inside an existing SaaS product, ongoing maintenance, or a new SaaS built from scratch on AWS? Available as a separate project, quoted before work starts.

MICROSOFT 365 & GOOGLE BACKUP

Cloud platforms keep your service running; protecting your data is your responsibility. Daily backup of email, files and shared drives to a separate backup service, with a test restore every quarter.

MONTHLY REPORT

One clear page every month: updates installed, security status, backup results and requests handled. Plain language, no jargon, so you always know what you are paying for.

GET STARTED

Up and running in one call

No long projects and no weeks of meetings. Everything starts with a single 30-minute video call.

STEP 1 · 30 MINUTES

Zoom call

A quick look at your team, devices and email platform, and your devices are connected to secure monitoring.

STEP 2 · SAME DAY

Monitoring starts

Health, updates and security status of every device are tracked from day one.

STEP 3 · FIRST WEEK

Fixes and baseline

Missing updates installed, security basics switched on and your first status report delivered.

FREE · NO OBLIGATION

IT Health Check

See where your business stands before you spend anything. One 30-minute call and a few days of checks, then a written report covering:

One device, fully scanned

Missing updates, known vulnerabilities, antivirus and encryption status on a device of your choice.

Email security check

SPF, DKIM and DMARC records reviewed, the settings that stop others sending email in your name.

Account security snapshot

Multi-factor sign-in coverage and admin accounts in your Microsoft 365, Google Workspace or Zoho organization.

Top 5 fixes

A short, prioritized list of what to fix first, whether or not you continue with the service.

No obligation and no payment details needed. Your report is yours to keep.

PRICING

Simple, per-user pricing

No setup fee, no long contract. Billed monthly in advance in US dollars. Pick a plan, add what you need.

Essentials

$45

per user / month

- Device monitoring and patching
- Weekly health checks
- Security status alerts
- Monthly report
- Up to 2 hours of remote support

MOST POPULAR

Helpdesk

$80

per user / month

- Everything in Essentials
- Unlimited remote helpdesk in business hours
- Organization administration (M365, Google, Zoho)
- Joiners and leavers
- Security essentials
- Email and file backup

Helpdesk Plus

$110

per user / month

- Everything in Helpdesk
- Priority response
- Security policy pack
- Quarterly security review
- Audit-ready evidence (MFA, encryption, patching)

ADD-ONS

Add-on	Price
Cloud server care	$100 per server / month
New organization setup or migration	From $299 one-time; migrations quoted after the free health check
SaaS development or maintenance	Existing SaaS or built from scratch, quoted per project
Software licences	Paid by you at the provider's price, managed for you
Projects and work outside the plan	$75 per hour or fixed quote
Urgent work outside business hours	$110 per hour

Save 10% with annual billing: pay 12 months in advance and get a 10% discount on any plan. Monthly plans are billed in advance and can be cancelled with 30 days' notice.

Not included: on-site visits, hardware, 24/7 security operations centre, full device image backup, security training. Prices exclude taxes. Licences with a 12-month commitment follow the provider's terms.

NEXT STEP

Let's talk about your IT

The easiest way to start is the free IT Health Check. One call, one report, no obligation.

Book your free IT Health Check

Tell me how many people and devices you have and which email platform you use. You get a time slot within two business days.

Email
Support@John-Nessime.com

Website
John-Nessime.com

WHAT TO HAVE READY FOR THE CALL

- Number of users and devices (Windows, Mac, Linux, cloud servers)
- Your email platform: Microsoft 365, Google Workspace, Zoho or other
- Your top 3 IT frustrations right now



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