

My-Tech's Stack's

# ***MY-TECHS***



***LET MY TECHS  
BE YOUR TECHS***

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## Overview

This document has been created to explain each stack that My-Techs offers. I will define what a stack is by saying, it's a bundle of offerings that can be purchased as one or many to fill the needs of a customer. And the reason the word stack is used is that you can build from one stack to another completing a set to fill your needs. If you were given a printed copy of this document you should also know that this document should be considered a live document. Meaning that it can be changed at any time without notification. The URL for this document is

[https://docs.google.com/document/d/1vxJ8Qte\\_y53xSNDTooRRDZBaTobLMsRfhHI1ShIxDP0/edit?usp=sharing](https://docs.google.com/document/d/1vxJ8Qte_y53xSNDTooRRDZBaTobLMsRfhHI1ShIxDP0/edit?usp=sharing)

## Stack 1

**This stack is the most basic of all the stacks. This is more for our residential customers, but a few small businesses will also take advantage of it.**

- Antivirus - Our current antiviruses are called Emsisoft and Bitdefender. We added Bitdefender soon after we started our MSP. Some customers had a preference and wanted us to add it so we did. Now you can choose which you prefer. We have looked at both and find that both are great products, you will go right with either.
- Remote management - At any time you can create a ticket from your desktop if you have an issue or a question of any kind. We will contact you to answer your question or schedule a time to fix your issue.
- Each month the first hour of remote management is free. After that, the contract specifies any additional hourly charges. And all on-site visit costs are covered in the contract.

## What to expect

- After signing your contract we will ask to see each device that you have placed under our contract.
- We will install the remote management software and antivirus that you have chosen.
- A brief explanation on how to create a ticket from your desktop and we will be done.

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## Stack 2

**This stack is the same as stack 1 with three exceptions.**

- Remote monitoring - Back at our office we will monitor your computer 24-7 for any issue that may arise.
- Unlimited remote management - No worries about budgeting for any issues or questions. Create a ticket and we will respond with an answer to your question or set up an appointment to fix your issue. This includes on-site repairs excluding parts. But does not include emergency service. Emergency service is addressed in your contract.
- Free consulting - Whatever your technology needs are, have us help in the decision-making process. Even if we do not offer the technology you want or need, we want to be able to help you make the right decisions on your technology needs.

### What to expect

- If we receive a notification that an issue has occurred we will do the following.
  - No matter what this issue is, we first check for a false positive. Operating systems are known for creating a false positive that will cause our monitor to notify us. We will evaluate the issue and respond if needed. If not the issue is noted in case it happens again. A second time will cause a more in-depth reaction.
  - If this is a second notification or an issue that needs to be fixed you will receive an email asking to set up an appointment for us to remote in and fix the issue. Most issues are not time sensitive so we don't want to hinder you from being productive if it can wait.
  - But what if it is a major issue, something like a virus? You will see a notification pop up that a major issue has occurred and we are remoting in now. Within 30 seconds after the notification, we will be remoted in and fix the issue.
  - If we detect someone else is on your computer and doing malicious things to it you will receive a notification to disconnect from the internet and expect a call. The call from us will explain in more detail what we have detected and that an on-site visit will happen. You will also be directed not to use that device until the on-site visit happens and the all-clear has been given. We have never had this situation occur but we have created the policy and procedure to protect you and your devices.

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## Stack 3

**This stack is also considered the server stack.**

- Includes everything in stack 2.
- Active Directory - We will set up the active directory. Each user will have his/her own login and password that can be used on any device that is connected to this network.
- Group Policy - We will set up the group policies that your business needs and help define the policies you want or need for each user and device connected to your network.
- And the list goes on - Servers are capable of doing many things and are too numerous to list. The above are the most important but we will set up any service that a server can offer. Just be mindful that more services also mean a greater workload to a server and additional servers may be needed.

## Stack 4

**This stack is also considered the WiFi stack. It's mandatory to purchase or have ubiquity access points for this stack. This also covers PtP & PtMP.**

- We will set up each access point and connect it to our remote WiFi management software.
- You will need to provide the number of SSIDs that you want to broadcast. (SSID stands for service set identifier.) We recommend no more than 3.
- You will need to provide us with the password you want to set on each SSID.
- We will monitor for any disruptions to your WiFi and remotely fix each issue.
- Free on-site repairs excluding parts.
- Unlimited changes to SSID and or passwords for each SSID.

## Stack 5

**This stack is also considered the website stack.**

- We do not handle websites in-house. But we do have a company that handles it for us. This can be part of your stack or handled outside the stack if you choose. A better meaning is if you want it to be included in your contract and be billed through us we can do that for you.



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## Stack 6

**This stack is also considered the VOIP stack. It's mandatory to purchase or have ubiquiti VOIP phone system for this stack.**

- We will set up each phone in the location you request.
- Unlimited monthly remote and on-site repairs not including parts.

## Stack 7

**Not available at this time**

**This stack is also considered the camera stack. It's mandatory to purchase or have ubiquiti camera(s).**

- Camera(s) will be installed in the location(s) you request.
- Camera(s) will be monitored only to make sure they are in service. They are not monitored for viewing.
- Unlimited monthly remote and on-site repairs not including parts.

## Stack 8

**This stack is also considered the data backup stack.**

- Depending on your contract you have 3 options.
  - Option 1: On-site data backup - A device is provided by you to take a daily backup of the folders you choose.
  - Option 2: On-site and Off-site data backup - 1 of the 2 devices provided by you to take a daily backup of the folders you choose.
    - Each month we will come and swap out the 2nd device with the 1st device and store it off-site for data recovery.
  - Option 3: Off-site data backup - A link to our off-site backup location will be set up and backup the folders you choose.
- Unlimited monthly remote and on-site repairs not including parts. This also does not include backup restoration.

## Stack 9

**This stack is also considered the firewall stack.**

- We will configure your firewall in the cloud to meet the needs of your employees and customers.
- Once the configurations are set up we will plan a visit so we can configure your router to point to your new cloud firewall. This may be handled remotely when possible.
- Unlimited changes to the firewall can be made at no cost.

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## Stack 10

**This stack is also considered the copier printer stack**

- We assist with the most common printer and copier issues. Do not consider this a maintenance contract for your printer or copier. Here is a list of the most common printer issues that we help with.
  - Paper Jams
  - Lines on Paper
  - Scanning to email or usb
  - Connecting devices to printer or copier
- Unlimited on-site repairs.

