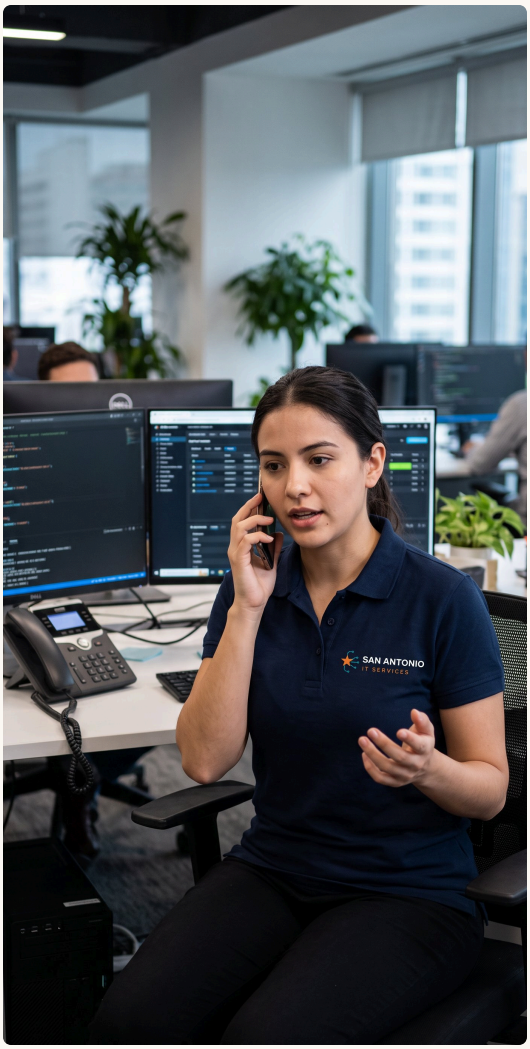
SAN ANTONIO
IT SERVICES

CAPABILITY STATEMENT

Managed IT · Cybersecurity · Managed Print · Infrastructure



Real people, right here in San Antonio. Our help desk answers 24/7/365.

COMPANY OVERVIEW

Local IT people who answer the phone.

San Antonio IT Services is a full-service managed service provider (MSP) for small and mid-sized businesses, medical and dental practices, law firms and the trades. We run your technology end to end, including help desk, security, cloud, networks, printers, phones, cabling and cameras, all under one accountable partner.

We fix the root cause instead of the symptom, document everything, and explain your options in plain English. Our technicians are local, so when something needs hands-on attention we can be at your door.

24/7/365
Unlimited remote help desk support

24/7 SOC
Round-the-clock threat monitoring & response

On-site
Local techs across the San Antonio metro

One partner
IT, security, print, voice & low voltage

WHAT CLIENTS CAN EXPECT

Fast response: real people, not a voicemail maze. **Straight talk:** clear pricing, no surprise invoices. **Security first:** protection built into everything. **Accountability:** we own it until it's solved.

CORE COMPETENCIES

Managed IT Services
24/7 monitoring, patching, help desk & vCIO planning

Cybersecurity
Managed EDR, SOC/SIEM, zero trust, email security

Managed Print
Copiers & printers, supplies, service and usage tracking

Backup & Disaster Recovery
Cloud backup for servers, PCs and Microsoft 365

Cloud & Microsoft 365
Migrations, licensing, Teams, AWS & Google Cloud

Networking & Wi-Fi
Firewalls, switching, wireless, site-to-site VPN

VoIP & Telecom
Teams Phone, RingCentral, number porting, business internet

Structured Cabling
Low-voltage data, fiber, racks and network turn-ups

Surveillance & Access Control
Cloud cameras, door access and physical security

SERVICES IN DETAIL

Managed IT & Help Desk

- Unlimited remote support 24/7/365 by phone, email or one-click desktop ticketing
- Remote monitoring & management, OS and third-party patching, asset tracking
- On-site support, onboarding/offboarding, full IT documentation
- vCIO strategy, technology roadmaps, budgeting and hardware procurement

Cybersecurity

- Managed EDR with a 24/7 Security Operations Center (SOC) and SIEM
- Zero-trust application allowlisting and ringfencing
- Advanced email security, anti-phishing and Microsoft 365 hardening
- Security assessments, penetration testing and compliance support (e.g., HIPAA)

Managed Print Services

- Copier and printer fleet placement, leasing and right-sizing
- Automatic toner and supply replenishment, break/fix service
- Usage tracking and cost-per-page reporting

Cloud, Backup & Continuity

- Microsoft 365 and Google Workspace migrations, licensing and administration
- Cloud backup and disaster recovery for servers, workstations and M365
- AWS and Google Cloud architecture, hosted and rented servers

Network, Voice & Connectivity

- Firewalls, switching, enterprise Wi-Fi and multi-site VPN
- Microsoft Teams Phone and RingCentral VoIP, number porting
- Business internet including Starlink for remote and backup links

Professional & Low-Voltage Services

- Structured cabling: Cat6/Cat6A, fiber, racks, new-build network turn-ups
- Video surveillance design, install and cloud management
- Access control systems for doors, suites and multi-tenant sites
- IT consulting, office moves and project management

COMPANY DATA

Business	**Small Business, MSP**
HQ	**San Antonio, TX**
Help desk	**24/7/365, unlimited**
Office	**Mon to Fri, 8 AM to 5 PM**
On-site	**San Antonio metro**
Billing	**Monthly · ACH or card**

NAICS CODES

541512	Computer Systems Design
541513	Computer Facilities Mgmt.
541519	Other Computer Services
541690	Technical Consulting
518210	Hosting & Data Processing
238210	Low-Voltage / Cabling
561621	Security Systems Services
423430	Computer Equipment Sales
811210	Electronic Equipment Repair

WHY CLIENTS CHOOSE US

- Local techs who can be at your door
- Root-cause fixes, not band-aids
- Everything documented
- Plain-English advice, clear pricing
- One call for IT, security, print, voice & cabling

TECHNOLOGY PARTNERS

Microsoft · Cisco · Dell · Lenovo · Datto · Kaseya · IT Glue · ThreatLocker · Huntress · Bitdefender · Cove Data Protection · UniFi · Verkada · Axis · Rhombus · Spot AI · RingCentral · Starlink

INDUSTRIES SERVED

Medical & surgical practices · Dental · Physical therapy & rehab · Law firms · Construction & trades · Manufacturing & distribution · Professional services · Telecom providers

SERVICE AREA

Downtown · Medical Center · Stone Oak · Alamo Heights · Northwest Side · Westover Hills · Live Oak & Converse · Schertz & Cibolo · New Braunfels · Boerne · Helotes · Universal City

Let's talk about your IT.

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