MANAGED IT SERVICES · CAPABILITIES

Your complete IT department, without the overhead.

PARADOX
TECHNOLOGY SERVICES

Paradox Technology Services is a full-service managed IT provider. We support, secure and run the technology your business depends on, so your team can stay focused on the work that matters. One partner, one number to call, every system covered.

AT A GLANCE

10+
Years supporting South Texas businesses

24/7
Monitoring, alerting and response

1
Number to call for IT, phones, print and fax

2
Metro areas: Corpus Christi and San Antonio

OUR TECHNOLOGY STACK

datto | RMM

ITGlue
WE ♥ DOCUMENTATION

Kaseya

THREATLOCKER

CORE MSP SERVICES

Managed IT Services
Flat-rate, around-the-clock monitoring, patching and management of your users, devices and network.

Help Desk Support
One number, one portal. Real technicians who resolve most issues on first contact.

Cybersecurity
Managed firewalls, EDR, MFA, email protection and security awareness training.

Backup & Disaster Recovery
Image-based backup with encrypted cloud copies and tested, proven restores.

Microsoft 365 Management
Licensing, migrations, security policies and day-to-day administration of your tenant.

On-Site Break/Fix
Technicians who come to you for repairs, setups, office moves and new sites.

Also available: VoIP phones · Cloud fax · Managed print · Websites & hosting · Cabling, cameras & access control

24/7 Monitoring
Problems caught and fixed before your team notices.

Certified Pros
Experienced technicians who know your environment.

Scalable Plans
Pay for what you need and grow without disruption.

Single Point of Contact
One call for IT, phones, print, fax and web.

361-225-1559 210-239-3988 support@paradoxtechservices.com www.paradoxtechservices.com

HOW WE WORK

01 **Assess**
Free IT assessment and risk review

02 **Onboard**
Document, secure and standardize everything

03 **Support**
24/7 monitoring plus a real help desk

04 **Plan**
Roadmaps and budgets built for growth

YOUR OUTSOURCED IT DEPARTMENT

Keep everything running, secure and recoverable.

Predictable monthly support that covers your users, devices, network and cloud, backed by people who answer when you call and show up when you need them.

Managed IT Services (MSP)

FLAT-RATE · 24/7

A flat-rate plan that takes full responsibility for your technology. We monitor, maintain and secure your environment around the clock, and plan ahead so your IT supports growth instead of slowing it down.

- 24/7 remote monitoring and alerting
- Server, workstation and network management
- Asset inventory and lifecycle tracking
- Vendor management on your behalf
- Automated OS and third-party patching
- Endpoint protection and antivirus management
- Technology roadmaps and budget planning
- New-hire and departure on/offboarding

Help Desk
FAST USER SUPPORT

One number, one portal. Real technicians resolve most issues remotely on first contact.

- Phone, email and ticket portal
- Remote troubleshooting and fixes
- Password resets and account access
- Software install and configuration
- Tracked tickets with clear updates

Microsoft 365
MANAGEMENT & SECURITY

We license, secure and administer your tenant so it stays organized and cost-effective.

- Migrations to Microsoft 365
- User, license and mailbox admin
- Teams, SharePoint and OneDrive
- MFA and conditional access
- Email filtering and M365 backup

On-Site Break/Fix
HANDS ON WHEN IT COUNTS

When hands are needed, we send a technician, for managed clients or one-off repairs.

- Hardware diagnosis and repair
- Workstation and server setup
- Network and Wi-Fi troubleshooting
- Office moves and new sites
- Hourly or block-time options

INCLUDED IN EVERY MANAGED PLAN

- **24/7** Monitoring
- **EDR** Protection
- **Email** Security
- **Multi-Factor** Authentication
- **Backup &** Recovery

BUILT IN, NOT BOLTED ON

Protect your business. Prove you can recover.

Ransomware, hardware failure or a storm shouldn't stop your business. Security and backup are part of every managed plan, not an add-on you hope you bought.

Cybersecurity

LAYERED PROTECTION

- Managed firewalls & VPN
- Endpoint detection and response (EDR)
- Email & phishing protection
- Multi-factor authentication
- Security awareness training
- Vulnerability remediation

Backup & Recovery

BCDR · BUSINESS CONTINUITY

- Image-based server and workstation backup
- On-site plus encrypted cloud copies
- Rapid restore and failover options
- Routine restore testing and reporting
- Written continuity and recovery plans

ALSO FROM PARADOX · ONE TEAM, ONE INVOICE

VoIP Phones
Hosted PBX and Yealink desk phones.

Cloud Fax
Secure fax-to-email, no analog line.

Managed Print
Copiers, toner and service covered.

Websites
Design, hosting and upkeep.

Plus structured cabling, security cameras, access control, Wi-Fi design, procurement and vCIO consulting.

Let's talk about your technology.

Get a free consultation and IT assessment. We'll review what you have, flag the risks and show you what a better setup looks like.

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SCAN TO VISIT