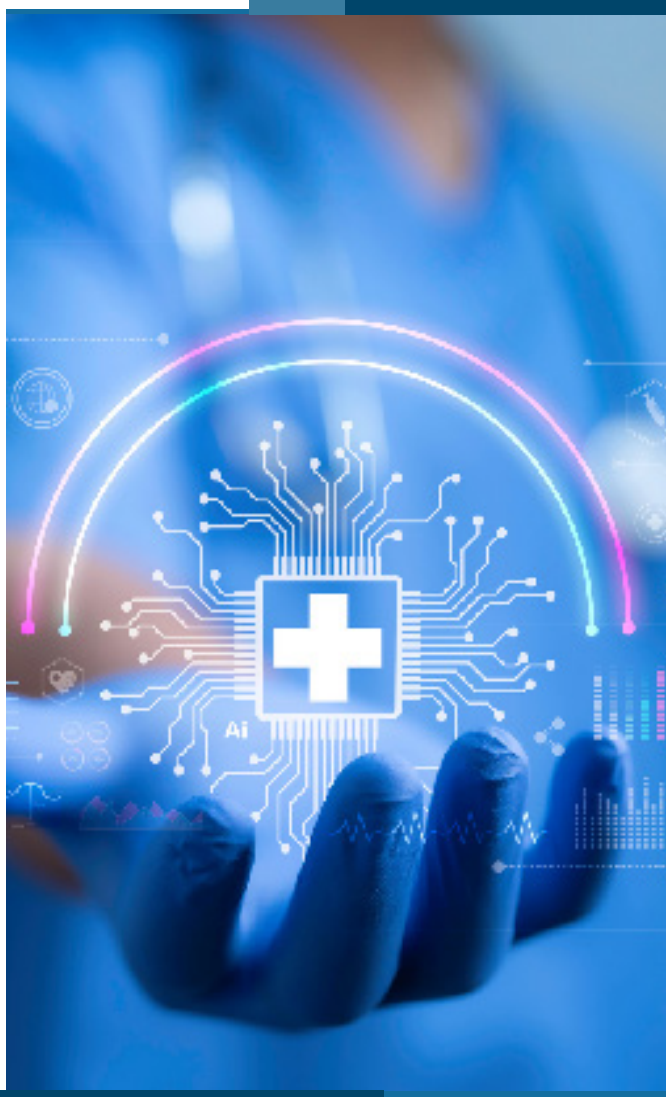
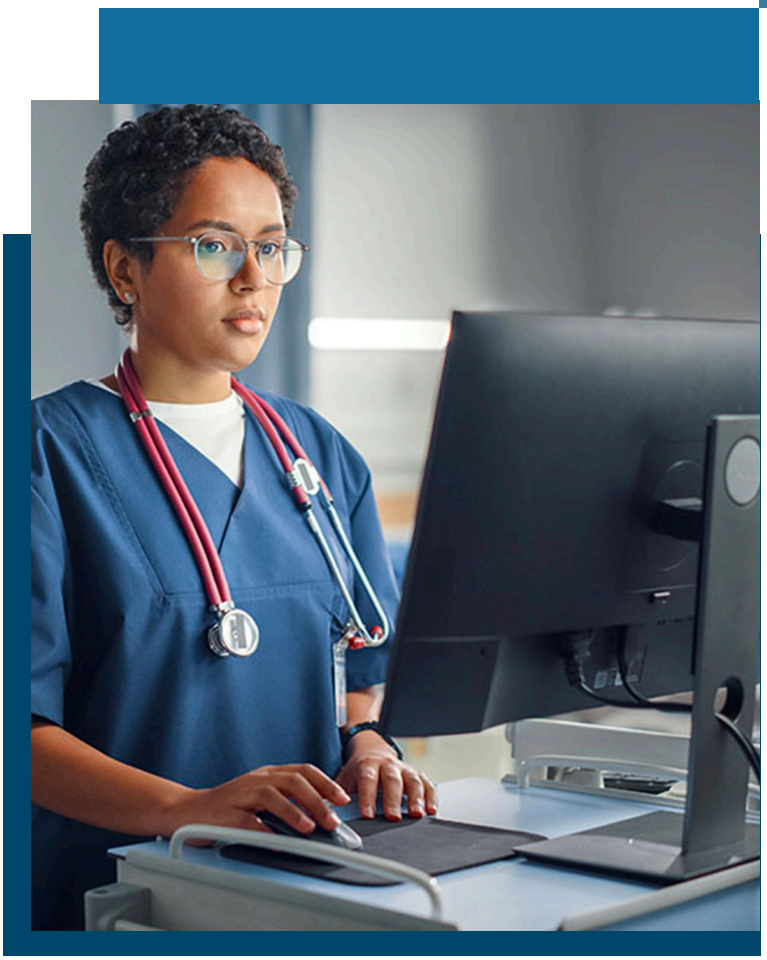
Smarter IT for HealthCare: A Managed Services Guide



Choosing the right Partner to Streamline, Secure, and Scale Your HealthCare Organization with Smart IT Solutions

BIZ TECHNOLOGY SOLUTIONS
A New Charter Technologies Company

www.BizTechnologySolutions.com



Smarter IT for HealthCare Success

Let’s break it all down. No buzzwords. Just smart solutions and simple explanations.

Managed Services = custom-fit support, budget-friendly pricing, and long-term peace of mind.

Technology in healthcare is no longer a background function it’s a lifeline for safe, reliable, and efficient patient care. From EHR/EMR systems and imaging platforms to HIPAA-compliant communications and secure billing processes, every part of modern healthcare depends on IT that works flawlessly. When technology falls short, the risks are significant: downtime that delays patient treatment, data breaches that compromise compliance, or inefficiencies that overwhelm already burdened staff.

Biz Technology provides managed IT services designed specifically for the challenges healthcare organizations face. We deliver secure, scalable, and compliant solutions that strengthen operations and improve outcomes. With proactive monitoring, robust cybersecurity, and regulatory alignment, we help ensure that your systems stay resilient against threats while maintaining continuous access to critical patient information.

Our healthcare-focused IT strategy emphasizes:

- HIPAA-Compliant Security to protect sensitive patient data.
- EHR/EMR Optimization for seamless, reliable clinical workflows.
- Scalable Infrastructure that grows with your practice or hospital network.
- Compliance & Governance to keep you ahead of changing requirements.
- Operational Efficiency that frees providers to focus on patient care instead of IT issues.

Backed by the national resources of New Charter Technologies and delivered with Biz Tech’s local, hands-on support, we bring enterprise-grade solutions to healthcare organizations of all sizes. The result is IT that doesn’t just keep your systems running it becomes a strategic asset that drives better patient experiences, stronger compliance, and long-term organizational success.

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CHAPTER 1

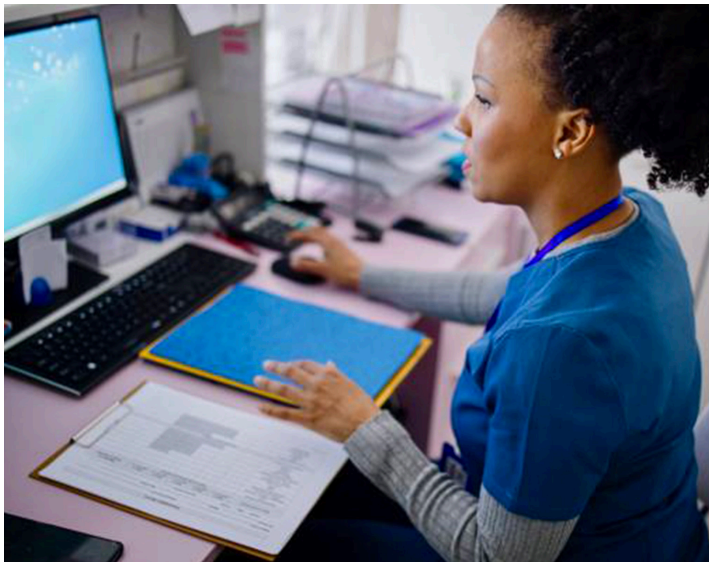
Choosing the Right IT Support Partner

SECTION 1

You Deserve the Best IT Service and Support.

Here's what that really means...

When we say support, we don't just mean fixing things when they break. We mean proactive, always-on service that keeps your organization running smoothly, 24/7. This means staying ahead of problems, offering plain talk instead of tech jargon, and delivering security, performance, and productivity tailored to your unique needs with total visibility into what we're doing and why.



WE'RE NOT JUST TECH SUPPORT WE'RE A TRUSTED PARTNER

When you work with us, you're not just hiring a vendor you're gaining a strategic partner who truly understands your practice. Acting as your trusted advisor, aligning technology with your clinical and operational goals to enhance efficiency, protect patient data, and support compliance. Our approach goes beyond just keeping the lights on. We provide personalized guidance, proactive planning, and hands-on support, helping you avoid problems before they disrupt your operations. From ongoing maintenance to long-term IT strategy, we're invested in your success, offering insights and solutions that evolve with your business. This means fewer headaches, better results, and a technology partner who's always in your corner.

CUSTOMIZED IT YOUR WAY, YOUR BUDGET

Technology isn't one-size-fits-all, and neither is our approach. We take the time to understand your practice, creating tailored IT solutions that fit your unique needs, challenges, and budget. Whether you need robust cybersecurity, seamless remote access, or specialized support for your healthcare-specific applications, we've got you covered. Our flexible service model means you only pay for what you actually need from on-site support to 24/7 remote monitoring. We handle the complex stuff, so the only thing you have to worry about is remembering your password. With our tailored approach, you get maximum value from every IT dollar spent, without the stress of managing it all alone.

THE EXPERTISE YOU DESERVE

Your organization deserves more than generic IT support it needs specialists who understand the unique challenges of healthcare. Our team of experts is experienced with the daily demands of clinical environments, from maintaining EHR/EMR uptime and supporting telehealth platforms to onboarding new staff and managing system rollouts. We build flexible IT frameworks that adapt as your practice grows while keeping you compliant with regulations like HIPAA, HITECH, and SOC 2. With proactive cybersecurity measures and 24/7 monitoring, we safeguard sensitive patient data and mission-critical systems against evolving threats so your providers can stay focused on delivering quality care.

SECTION 2

Your IT, Your Way: No One-Size-Fits-All

A plan that works for you

Every organization has its own unique needs, challenges, and goals, which is why a cookie-cutter approach just doesn't work. Whether you need fully managed IT or Co-Managed support to complement your internal team, we've got you covered.

We take the time to understand your day-to-day operations, creating a custom plan that aligns perfectly with how you work and a strategy to align with your growth planning.

In addition, our proactive approach means we're not just fixing problems, we're preventing them because At the end of the day, our promise is simple: high-quality support, expert advice, and lasting solutions. Because your organization deserves nothing less.

TAILORED SOLUTIONS, NOT OFF-THE-SHELF PACKAGES

Every healthcare setting is different, so we design IT around your needs from cybersecurity and medical data to EHR/EMR support and cloud infrastructure. Our scalable solutions reduce risks, strengthen compliance, and keep care moving.

Benefits:

- HIPAA-compliant security and reliability
- Scales with practice or hospital growth

YOUR BUDGET, YOUR CHOICE

Healthcare budgets are tight, so we let you choose only the services that matter. Shift funds toward proactive security, cloud optimization, and tools that improve patient care.

Benefits:

- Maximum ROI from IT spend
- Transparent, predictable costs
- Long-term financial stability

FLEXIBILITY FOR THE WAY YOU WORK

From hospital networks to remote care and telehealth, we keep your systems running wherever providers and patients connect

Benefits:

- Reliable support across all locations
- Faster issue resolution
- Smooth scalability without disruption

Using Technology as a Value Multiplier:

Technology is no longer just a support function it's a strategic asset and a powerful lever for driving organization value. In today's digital landscape, IT decisions directly impact scalability, operational efficiency, customer experience, and long-term profitability. When you prioritize technology as part of your growth strategy, you unlock new opportunities to streamline operations, reduce costs, and gain a competitive edge.

When you view IT as a critical component of your organization strategy, you stop just managing technology and start using it as a competitive advantage.

HOW IT IMPACTS SCALABILITY, EFFICIENCY, AND PROFITABILITY

SCALABILITY

Building a foundation for growth - Scalable IT solutions reduce the friction of growth by streamlining processes, automating routine tasks, and providing flexible, cloud-based systems that can adapt as your organization evolves.

EFFICIENCY

Doing more with less - Efficient technology isn't just a cost saver, it's a performance booster. Streamlined IT systems improve workflow, reduce downtime, and eliminate repetitive tasks, freeing your team to focus on high-value work.

PROFITABILITY

Turing IT into a competative advantage - Profitability is about making every dollar count. IT isn't just an expense, it's a strategic asset that, when managed properly, can directly boost your profitability and long-term organization value.

REAL-WORLD IT PITFALLS THAT REDUCE ROI

INCOMPATIBLE SYSTEMS

The efficiency killer - Outdated, and fragmented networks lead to inefficient workflows, data silos, and missed opportunities. Without seamless integration, teams spend more time troubleshooting and less time on productive work.

CYBERSECURITY GAPS

A risk to your bottom line - Cybersecurity isn't just about preventing breaches, it's about protecting your reputation and financial stability. Even a small security gap can lead to costly downtime, data loss, regulatory fines, and lasting brand damage.

SURPRISE COSTS

The hidden drain on profits - Unplanned expenses can quickly erode your ROI. From unexpected equipment purchases to emergency IT support, these costs add up. Without a clear, predictable IT budget, businesses often find themselves overspending.

HOW MODERN IT STRATEGIES BOOST HEALTHCARE VALUE

STRATEGIC IT MANAGEMENT

Modern IT strategies go beyond just keeping systems running they align technology with organization goals, improve decision-making through data insights, and reduce downtime with proactive support, directly boosting enterprise value.

MODERN, SCALABLE INFRASTRUCTURE

Flexible, cloud-enabled systems support rapid growth, streamline operations, and reduce overhead by eliminating outdated hardware and siloed data, creating a strong foundation for scalability.

BUILT-IN SECURITY AND COMPLIANCE

Robust cybersecurity and proactive compliance reduce risk, protect customer trust, and avoid costly fines, ensuring your organization is always on the right side of industry regulations.

SECTION 3

YOUR ALL-IN-ONE PARTNER

WHEN YOU NEED A SOLUTION, WE HAVE YOU COVERED. ITS THAT EASY.

Imagine having all your technology needs covered by a single, trusted partner. From advanced cybersecurity and organization solutions to custom software development and web services, we provide everything your organization needs to thrive in a digital world. Whether you're looking to secure your data, streamline operations, or modernize your online presence, we offer comprehensive, integrated solutions that eliminate the hassle of juggling multiple providers. With local, boots-on-the-ground support and the backing of a nationwide network, we deliver personalized service with the power to scale as your organization grows.

ORGANIZATION SOLUTIONS

- **LIVE 24x7 Support**
- **Cloud Solutions**
- **Custom User Training**
- **Microsoft Solutions**
- **Apple Support**
- **Hosted Data Center**
- **Electronic Health Records (EHR)**
- **Electronic Medical Records (EMR)**
- **Practice Management Software Experts**
- **Security, Key card + Alarm Services**
- **Data Center Migration**

ADVANCED SECURITY

- **Security Audits + Assessment**
- **True Penetration Testing**
- **Managed Security Services**
- **Password Management**
- **Managed Malware, Threat Detection + Detection Response**
- **Security Incident Response + Breach Remediation**
- **MFA On Prem + Cloud**
- **Litigation Support**
- **Security Policies**
- **Regulatory Compliance:** HIPAA, CMMS, GCC High, GCC, DOD, NIST, + SOC2 Compliance

SOFTWARE SOLUTIONS

- **Application Development**
  - Intranet
  - Browser-Based Software
  - Internal automations
  - Custom organization processes software
- **Managed Application Services**
- **Integration and Data Exchange Solutions**
- **Microsoft Stack**
  - Azure
  - Microsoft 365
  - .Net Development
  - Power BI Platform
  - SharePoint
- **SAP Organization One**
  - MS SQL Server Database
  - SAP HANA + Analytics
  - Organization One Cloud
- **Software Development**
  - Custom App: Web, Enterprise + Mobile
  - Cloud
  - Legacy Application
  - Saas Development
  - Healthcare

WEB SERVICES

- **Design + Development**
  - Responsive Web Design
  - WordPress
  - Brochure websites
  - E-commerce
  - 3rd party integrations
- **Managed Hosting**
- **On Demand Support**
  - Content placement
  - Design a new landing page
  - WordPress Training
  - Build a new feature
  - Clean a hacked website
- **Stratagy + Consultation**
  - Design and Usability
  - Digital Marketing
  - Strategic Traffic Analysis
- **SEO and E-Commerce**

SOLUTIONS THAT WORK

BUSINESS CONTINUITY

In healthcare, every second matters. Unexpected disruptions from cyberattacks and system failures to natural disasters or staff shortages can jeopardize patient care and compliance. That's why having a strong continuity plan is critical.

We help you prepare by identifying risks to your clinical and administrative systems, assessing their impact on care delivery, and building recovery strategies that minimize downtime. Our approach keeps patient records, medical applications, and critical data protected, so your providers can continue delivering care with minimal disruption, no matter what comes your way.

BUSINESS COMMUNICATION

Clear, reliable communication is essential to delivering safe and coordinated patient care. Our healthcare-ready communication platforms keep care teams, administrators, and remote providers seamlessly connected while controlling costs and improving collaboration.

With secure VoIP, video conferencing, instant messaging, and EHR-integrated solutions, your staff has the tools to share information quickly, streamline workflows, and enhance both the patient and provider experience.

INFORMATION SECURITY

Protecting patient data is not optional it's the foundation of trust and compliance in healthcare. We deliver advanced, HIPAA-compliant cybersecurity solutions backed by enterprise-level expertise to safeguard sensitive information across your entire environment.

Our dedicated security team provides multi-layered protection, including 24/7 monitoring, real-time threat detection, and proactive risk management, to stop breaches before they impact care. From endpoint protection and secure networks to compliance management and audit readiness, your organization remains secure, resilient, and always prepared for threats.

STRATEGIC CONSULTING

We do more than resolve IT issues we become a strategic partner invested in your ability to deliver quality care. Our team acts as trusted advisors, helping healthcare organizations navigate digital transformation with confidence. From aligning technology with clinical and operational goals to planning for compliance and scalability, we ensure IT drives measurable value across your organization.

As part of the elite 1% of companies globally with all six Microsoft Partnership levels, we can empower our clients to accelerate innovation, reduce IT costs, and stay competitive in the AI-driven future.

As a Top IT Employer

We take the headache out of hiring and retaining your own, hard-to-find, tech talent by offering a diverse pool of skilled professionals, ensuring you have access to high-level expertise at all times. We believe that innovation and growth happen when creativity meets data, which is why we foster a culture of experimentation and continuous improvement. Our recruitment approach goes beyond conventional methods, valuing inclusivity and engagement to build a team that drives results. By putting our people first both employees and clients we create a workplace where top talent can excel, making us the preferred choice for businesses seeking fresh solutions and cutting-edge support.

SECTION 4

MAKING THE SWITCH IS SIMPLE

5 Steps to Amazing IT Support!

When we say simple, we mean it, because simplicity has real organization value. We know how easy it is for technology to become complicated and overwhelming. That's why we pride ourselves on keeping our process simple and transparent. Everyone will be on the same page and you'll know exactly what solutions you're getting and why.

We don't speak geek, and we're friendly and outgoing, so you won't hesitate to reach out to us, anytime. This open communication allows us to maintain a healthy, long-term partnership, so we can continually meet your needs for mutual success.

It Starts with a 12 min Call

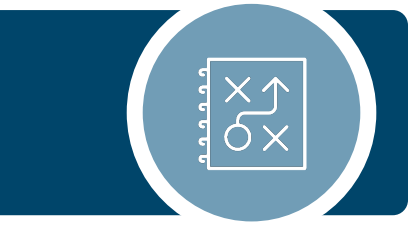
We want to learn about you and your business, how you need your technology to operate, and the direction you are heading. We will then perform an honest assessment of your current network and systems to determine what may or may not be needed to help you reach your goals.

Identify Your Network Needs

Our in-depth, unbiased analysis of your current IT infrastructure will provide us with a comprehensive understanding of your existing environment and will pinpoint the strengths we can leverage and the weaknesses we can improve to lay out a clear road map for strategic development.

We've Got a Plan!

Once we have a solid understanding of your technology and organization goals, we will devise a detailed strategy to implement your custom solutions to best achieve the goals outlined in the assessment. Our proposal is our promise that we will deliver the solution that addresses and solve your IT needs.



Plan Execution

This is the fun part! Once you've signed off, we get right to work! Seamlessly implementing and testing the agreed-upon solutions so you can immediately enjoy the benefits and achieve your objectives more efficiently. Our goal is to make your organization successful… because when you are successful, so are we!

Ongoing Support | Maintaining the Relationship

Now that everything is working perfectly, we'll make sure it stays that way. Our 24/7 real-time optimization lets you forget about IT and focus on growth. We will provide you with reliable, high-quality IT support no matter what. From cyber-security threat to run-of-the-mill tech questions, we are there to make IT work for you.

Choosing the Right IT Provider Checklist

Selecting the right IT provider is a critical decision for your business. Use this checklist to make sure you're getting the high-quality support, transparency, and proactive care your organization deserves.

	Company A	Company B	Company C	Biz Tech
• **Guaranteed Response Times:** Do they have a written, guaranteed response time for the support tickets you submit?				✓
• **24/7 Availability:** Do they provide weekend and after-hours support to address your needs around the clock?				✓
• **Clear Communication:** Do they take the time to explain things in plain English, avoiding confusing "geek speak"?				✓
• **Professionalism:** Do their technicians arrive on time and dressed professionally?				✓
• **Transparent Billing:** Do they provide detailed invoices that clearly explain what you are paying for?				✓
• **Comprehensive Insurance:** Do they carry adequate errors and omissions, organization liability, and workers' comp insurance to protect you?				✓
• **Project Accountability:** Do they guarantee, in writing, to complete projects on time and within budget?				✓
• **Proactive Monitoring:** Do they insist on monitoring your network 24/7/365 to prevent problems from turning into downtime, viruses, and other issues?				✓
• **Security Reporting:** Do they provide regular reports for backups, patches, and updates, ensuring that your systems are secure and protected?				✓
• **Regulatory Compliance:** Do they assist you in navigating complex regulations like CMMC, NIST, HIPAA, GDPR etc.?				✓
• **Team Depth:** Do they have multiple technicians familiar with your network, or are they a "one-man band" who could be unavailable when you need them?				✓
• **Truly All-Inclusive Support:** Is their "all-inclusive" support plan truly all-inclusive? What's NOT included?				✓
• **Backup Monitoring:** Do they insist on monitoring both on-site and off-site backups? Do they conduct periodic test restores of your backups?				✓
• **Pre-Project Backup:** Do they ensure your network is backed up before starting any project or upgrade?				✓
• **Disaster Recovery Planning:** Will they provide a disaster recovery plan to restore your network quickly in the event of a disaster as part of their service, or is that an extra cost?				✓
• **US-Based Help Desk:** Is their help desk US-based, or is it outsourced overseas?				✓
• **Ongoing Training & Certifications:** Do their technicians maintain certifications and participate in ongoing training to stay current with the latest technologies?				✓
• **Comprehensive Cybersecurity:** Do they provide a comprehensive cybersecurity protection plan? Do they also offer cybersecurity training for your employees?				✓
• **Vendor Management:** Will they take ownership of dealing with your ISP, phone company, and line-of-organization applications, or are you left to manage these relationships on your own?				✓
• **Microsoft Expertise:** Are they part of the top 1% of companies worldwide with all 6 Microsoft partnership levels.				✓
Your Choice…				

CHAPTER 2

Making IT Work with the Right Partner

SECTION 1

The Case for a Strategic IT Services Approach

Benefits of having a trusted partner for support and strategic planning.

Why Partnering with a Healthcare-Focused MSP Matters

Partnering with a Managed Services Provider (MSP) is about far more than fixing IT issues as they arise it's about having a team of experts proactively managing and protecting your healthcare network around the clock. With routine updates, advanced security safeguards, and optimized systems, you gain stronger compliance, improved patient data protection, and reduced downtime. We can also work alongside your internal IT staff, providing specialized healthcare expertise and additional support where you need it most.

Predictable Costs and Budget Control
For healthcare organizations, unpredictable IT expenses can impact patient services and financial stability. With Biz Tech's flat-rate, all-inclusive monthly model, you gain predictable costs and the assurance that your budget won't be disrupted by surprise issues. This stability frees up resources for other critical investments in patient care, staff, and innovation.

Reduced Downtime, Faster Resolutions
In healthcare, downtime isn't just inconvenient it can delay treatments, interrupt scheduling, and

compromise patient trust. Our proactive monitoring and maintenance prevent outages before they occur, keeping EHRs, imaging systems, and communication platforms online. That means your clinical and administrative teams can stay focused on care, not technology interruptions.

Comprehensive Cybersecurity Protection
Cyberattacks targeting healthcare are rising, and the consequences of a breach can be devastating from HIPAA fines to patient safety risks. Our managed IT services include multi-layered security: 24/7 monitoring, real-time threat detection, data encryption, secure backups, and ongoing staff training. We stay ahead of evolving cyber threats so you can stay focused on delivering care with confidence.

Scalable Solutions for Growing Practices
As your healthcare organization expands, so do your IT needs. Whether you're adding new providers, opening satellite clinics, or rolling out telehealth services, we design flexible solutions that scale seamlessly. You can adjust your support levels as needed, without the burden of hiring, training, or overextending internal staff.

Expert Guidance and Strategic Planning
IT should drive better patient outcomes, not slow you down. With Biz Tech, you gain access to healthcare-savvy vCIOs and strategists who align technology with your organizational goals. We help you navigate vendor relationships, adopt new solutions like cloud-based EHRs or telemedicine platforms, and plan for future growth while staying compliant.

Simplified Vendor Management
Managing multiple technology vendors from EHR providers to telecom systems can create headaches for already busy staff. We act as your single point of contact, handling vendor coordination, troubleshooting, and negotiations. This streamlines operations and ensures you get the best performance and value from your technology investments.

Peace of Mind and Patient Focus
With Biz Tech handling your IT, your clinicians and administrators can focus on what matters most delivering excellent care. No more putting out tech fires, worrying about compliance risks, or dealing with outages. We keep your systems reliable and secure, so your team can concentrate on patients, not IT problems.

> "A solid IT strategy is no longer a luxury, it's a necessity. By partnering with a managed IT provider, like Biz Tech, you're not just keeping your systems running, you're investing in the future of your business. Let us handle the tech, so you can focus on what you do best.

SECTION 2

We Take Our Security Seriously

Biz Tech protects ourselves internally by taking a comprehensive approach to network security, encompassing the five key elements of the NIST Cybersecurity Framework: Identify, Protect, Detect, Respond, and Recover. We regularly conduct risk assessments and vulnerability scans to understand our network's weaknesses and areas of concern.

Our security stack is continuously updated to stay ahead of the latest threats and vulnerabilities. We also implement regular security audits and assessments to identify and address any potential weaknesses in our system. With our security stack in place, we are confident in our ability to safeguard our network and protect the sensitive information and data of our users and clients.

IDENTIFY	PROTECT	DETECT	RESPOND	RECOVER
Remote Monitoring and Management (RMM)	Anti virus | Anti-Spam | Anti-Phishing	Endpoint Detection and Response (EDR) with 24x7 SOC	24x7 Security Operations Centers (SOC)	Communication Protocols- (Incidents are worked by engineers, Communicated by Service Delivery Managers)
Network/ Systems Discovery +	Background Checks + Security Training for all New Hires	Real time SEIM monitored internally and by External MSSP	Security Orchestration and Response (SOAR)	Azure Backup + External BDR of all servers hourly
Open DNS for DNS filtering	System Hardening	Network Scanning Identifying potential vulnerabilities in the system.	Developing a plan to address those vulnerabilities.	Monthly Testing | Monthly Off site Spin up
Regularly reviewing and updating the system's security controls to ensure they remain effective.	Network Segmentation	Internal + External Vulnerability Scanning by External MSSP	Comprehensive Incident response plan	Incident Analysis (Post incident review, Root cause analysis)
Documentation System	Implementing security controls to reduce the system's attack surface.	Yearly Internal penetration testing by External MSSP	Triage Process - Ticket prioritization system	Investigation (Identify root causes)
	Developing a plan to address those vulnerabilities.	SaaS Monitoring		Incident Documentation (Documentation of incidents, response actions, lessons learned, and recommendations for future improvements)
	MFA | 2FA on all AD Accounts	Threat Hunting		

CHAPTER 3

The Biz Tech Advantage

The Future of IT—Why Biz Technology is the Preferred Partner for Managed IT Services

One Partner. Unlimited Potential.

The Power of a Flexible Managed Service Solutions for Growning Businesses.

Technology is a critical organization asset that drives growth, efficiency, and innovation. Partnering with a trusted Managed Services Provider (MSP) can streamline IT management, enhance cybersecurity, reduce costs, and provide the strategic guidance needed to stay ahead of the competition. At Biz Tech, we offer comprehensive organization solutions with nationwide reach, 24x7 live help desk support, and fully customized IT services designed to fit your unique needs and goals.

Ready to Take Charge of Your IT?
Don't settle for piecemeal support and one-size-fits-all solutions. Choose an IT partner that aligns with your organization vision, safeguards your critical data, and keeps your operations running at peak performance. With Biz Tech, you're not just getting technology support you're gaining a competitive edge.

CO-MANAGED IT + CUSTOMIZED FLEXIBILITY

Not every organization has the same IT requirements, which is why we offer fully managed and co-managed IT services. Whether you need a complete outsourced solution or just extra support for your internal IT team, we'll work with you to create a tailored plan that fits your structure and objectives.

- **Seamless Collaboration:** Work alongside your in-house IT for enhanced support and faster issue resolution.
- **Fill in the Gaps:** Bridge knowledge gaps and reduce the risk of staffing shortages.
- **Scalable Support:** Flex support up or down based on your evolving needs.
- **Round-the-Clock Monitoring:** Gain access to 24x7x365 help desk and infrastructure monitoring to minimize downtime.
- **Improved Efficiency:** Keep your organization running smoothly with proactive maintenance and rapid incident response.

STRATEGIC STANDARDIZATION & SCALABILITY

To thrive in today's competitive market, your IT environment needs to be scalable, cost-effective, and built to support growth. We help unify your infrastructure, optimize workflows, and modernize your technology stack to enhance efficiency and reduce operational complexity.

- **Simplified System Integration:** Streamline processes and eliminate technology silos.
- **Cloud Migration and Optimization:** Modernize your infrastructure for agility and cost savings.
- **Unified Communications:** Connect your team with integrated VoIP and collaboration tools.
- **Digital Modernization:** Web hosting, app development, and data center solutions.
- **Regular Strategic Reviews:** Ensure your technology aligns with your organization goals and evolving needs.

One Partner. Unlimited Potential.

SECURITY THAT NEVER SLEEPS

Our layered cybersecurity approach provides constant protection for every device, server, and user in your network. With real-time threat detection and rapid response, we keep your organization secure and resilient.

- **24x7x365 Threat Monitoring:** Continuous oversight to detect and stop attacks.
- **Managed Detection & Response (MDR):** Rapid identification and mitigation of threats.
- **Endpoint Security and Management:** Protect every entry point into your network.
- **Patch Management and Vulnerability Mitigation:** Reduce your exposure to known threats.
- **Incident Response and Disaster Recovery:** Minimize downtime and recover quickly from unexpected events.

COMPLIANCE CONFIDENCE ACROSS YOUR PORTFOLIO

Staying compliant isn't just about checking boxes it's about protecting your reputation, minimizing risk, and avoiding costly fines. Our certified team ensures your technology meets the latest industry standards and government regulations, keeping you prepared for audits and inspections.

- **Security Risk Assessments:** Identify and address potential vulnerabilities.
- **Policy Documentation:** Build a solid foundation for compliance.
- **Regulatory Alignment:** Meet industry standards like HIPAA, SOC 2, CMMC, and more.
- **Audit Prep and Ongoing Management:** Stay ready for any review, any time.

ONE STOP IT SOLUTIONS FOR YOUR ORGANIZATION

Managing technology for a growing organization requires consistency, security, and scalability. At Biz Tech, we provide comprehensive IT services through a centralized, fully managed approach, ensuring your organization runs smoothly, securely, and efficiently. Whether you need day-to-day support, proactive cybersecurity, or custom software development, we've got you covered.

Managed IT Services
We provide end-to-end IT support, including 24x7 help desk access, proactive infrastructure monitoring, system updates, and executive-level technology consulting to align your IT strategy with your organization goals.

Cybersecurity
Our 24x7 Security Operations Center (SOC) offers around-the-clock protection, including managed detection and response (MDR), vulnerability scanning, compliance management, end-user training, and regular risk assessments to keep your data secure.

Cloud & Infrastructure Services
From cloud migration and hybrid infrastructure optimization to disaster recovery and ongoing security management, we create reliable, scalable IT foundations tailored to your organization needs.

Software & Application Development
Custom software solutions that automate organization processes, streamline operations, and improve productivity—designed to meet the unique needs of your business.

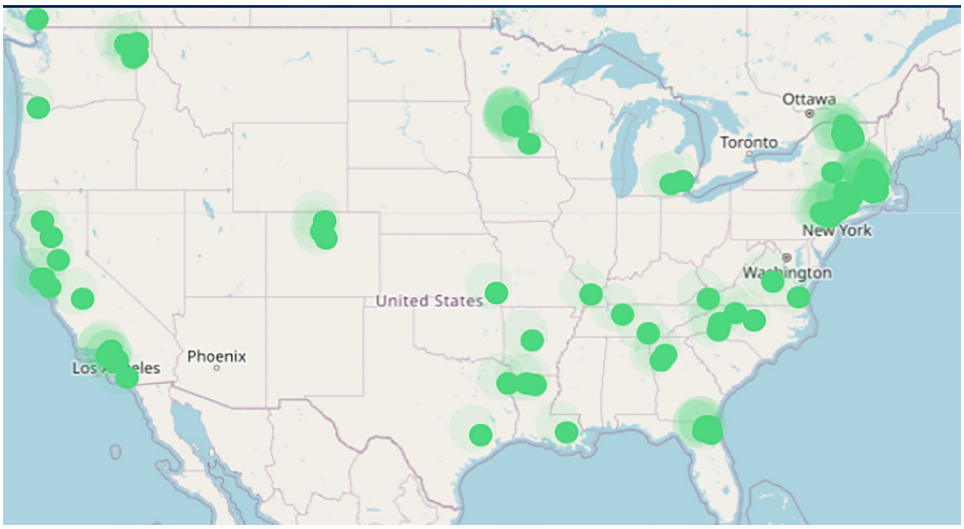
VoIP & Unified Communications
Modern, secure voice and messaging solutions that empower teams to collaborate efficiently across locations, platforms, and devices.

Website Hosting and Design
Custom-designed websites backed by secure, high-performance hosting. We ensure responsive design, consistent uptime, and seamless digital engagement across all devices.

Local ‘Boots on the Ground’ with a Nationwide Presence

Biz Tech is a trusted partner of New Charter Technologies

Combining our local, boots-on-the-ground support with the national reach and resources of one of the industry’s leading IT networks. This partnership enhances our ability to deliver cutting-edge technology solutions, world-class cybersecurity, and innovative digital transformation strategies all with the personalized touch our clients expect. Together, we’re setting a new standard for IT excellence.



Are we a fit...

Biz Tech is a full-service technology partner, providing comprehensive IT services, help desk support, vCIO guidance, and strategic IT consulting. Our clients span various industries, each with unique systems, networks, and technology needs.

We thrive in partnerships with organizations that see technology as more than just a support function those that recognize it as a critical asset for growth and innovation. Our ideal clients are ready to modernize their operations, strengthen cybersecurity, streamline processes, and eliminate inefficiencies. Whether it’s enhancing security, integrating new technologies, or optimizing legacy systems, we’re dedicated to making IT a powerful enabler of organization success.

TEAM

Our team members collaborate, share knowledge, communicate, and most importantly support one another. Our core values shape the culture of our organization and define the character of our company. This means you have a well-oiled machine with a positive, thriving work environment on your side.

CLIENTS

We treat our clients as if they were our friends and partner with them to build lasting relationships. Since our earliest days, our clients have been the starting point and drive everything we do. We are devoted to meeting them on their individual path, developing the strategy and systems needed for stability and growth.

VENDORS

A true partnership is a two-way street based on a foundation of mutual trust and respect for one another’s expertise. Our vendors embrace this philosophy. We have a solid framework in place and tailor our partnerships on a case-by-case basis, meeting regularly to review programs that will best fit our client’s needs.

SECTION 3

COMPANY PURPOSE

and Core Values

At Biz Tech, our purpose is straightforward to be a true partner in your success, not just another vendor. We've spent decades helping businesses optimize their technology, align their strategies, and set new standards for growth and stability.

Our core values guide every decision we make, shaping our relationships with clients, partners, and employees. We prioritize respect, innovation, and personalized service, ensuring you get the most out of your technology with solutions tailored to your unique goals. With Biz Tech, the only thing you'll need to worry about is remembering your password.

CLIENT FOCUSED

Our employees put the clients at the center of our organization decision-making, developing loyalty and building trust. We demonstrate that the customer experience matters across our organization, uncovering and meeting customers' needs, delivering excellent customer service, and incorporating customer feedback into our strategy. **Enthusiastic | Goes Above and Beyond | Loves Making Clients Happy | Cleans Work Environment | Passionate | Follows Up**

AUTHENTIC

Our employees are personable, friendly and get along well with other people. Most would say we are outgoing, charming, nice, bubbly, amiable, pleasing, or generous, but overall we all add up to being pleasant. **Great Personality | Friendly | Team Player | Helpful | Supportive | Sense of Humor | Great to Work With | Positive | Easy to Talk to**

PASSION

We are deeply committed to Managed IT Services and take pride in continually learning, thinking creatively, and delivering smart, proactive solutions that help our clients thrive. Our passion shows in how we anticipate needs, solve problems, and constantly push for better outcomes. **Knowledgeable | Curious | Innovative Proactive | Experienced | Strategic | Dependable**

INTEGRITY

Our employees go above and beyond the scope of what's written in their job description. Living out this core value not only encourages people to do organization with us, but it also encourages our employees to continue to work for us, a few who have been with us for over many years! **Meticulous | Hard Working | Company Focused | Loyal | Thorough | Willing to Help | Focused on Item at Hand | Accomodating**

PROFESSIONAL

Our employees work and behave in such a way that others think of them as competent, reliable, and respectful. The professionalism we expect from our team is a collection of traits that put together make up an exceptional employee, and in turn, a successful company. **Well Groomed | Timely | Honest | Respectful | Genuine | Patient | Efficient | Structured | Good mentor | Reliable/Dependable**