Technology Support Services Overview

Our Technology Support team uses our own proven approach and best practices to offer practical IT solutions for your business. It's our desire to not only provide secure and reliable technology, but also to create more time for what you do best — run your business. Whether you're looking for a full-scope provider or experienced advisors to support your existing in-house technology team, Larson Gross has a customized solution to meet your need.

Complimentary Network Assessment

Getting to know you and your business, along with its goals and pain points is fundamental to creating a lasting relationship. That's why we offer a complimentary network assessment as the first step toward building a connection with you.

We come to your business and perform an assessment that will evaluate your network's configuration, security and health. We then share our findings and offer recommendations as to how we can provide value.

Server and Workstation Management

Our proactive, remote management of your servers and workstations allows us to identify issues before they become problems, eliminating the stress and panic brought on by a broken technology surprise. Our management includes remote control assistance, disk space monitoring and cleanup and real-time visibility on potential trouble spots.

Backup and Disaster Recovery

No one likes to think about the possibility of losing everything, but preparing for it could be one of the most important decisions you make. Our backup strategy combines two approaches. First, we keep a copy of your backups onsite at your location, when quick recovery is needed. We also replicate a backup copy offsite, in a secure cloud environment, ensuring that your critical data is secure regardless of what disaster you encounter.

Security Management

New technology threats surface every day. It's no longer enough to simply install a firewall and forget about it. Our security management includes features we trust and use ourselves, including SPAM filtering, proactive anti-virus protection, spyware defence and security updates for individual workstations and servers. If you have specific user security requirements, we can define a strategy that fits best with your needs.

HIPAA Risk Assessments

The Health Insurance Portability and Accountability Act (HIPAA) is the standard for protecting sensitive patient data. We offer HIPAA risk assessments that address whether your current technical safeguards meet compliance standards. Our comprehensive HIPAA assessment includes a written bi-annual risk profile, management plan and documented evidence for your HIPAA compliance.

PCI Compliance Assessments

The Payment Card Industry (PCI) Data Security Standards is a requirement for protecting cardholder data. We offer PCI assessments that address whether your current data safeguards meet compliance standards while featuring annual risk analysis, management plans and documented evidence for your PCI compliance.

Microsoft Office 365 Management

As a Microsoft Partner, we can offer you Microsoft Office 365 applications at a reduced cost, including Word, Excel, Outlook, Skype and SharePoint. We also can help you migrate to a Microsoft cloud-hosted email system, providing you a professional solution without the hassle of transitioning email yourself.

Remote Access Implementation

A decade ago, working outide the office seemed impossible. Today, it's considered a necessity for many businesses. We can help you set up remote access, allowing you to securely access your data and business applications from anywhere with internet access.

Virtual Chief Technology Officer

Between day-to-day needs and strategic planning, you don't always have the time to be thinking about technology. In addition to support services, we can work collaboratively with your team to create IT strategy, workflows and budgets that align to your business needs.