Our Technology Services

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.

Our Approach to Serving You

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.

After we've identified areas of strength and opportunity, we'll have a collaborative dialogue to create a scope of work that fits your unique needs. While other providers offer rigid monthly packages that either provide too little or too much, we understand every business is different and work to provide exactly what you need.

How We Can Help

Learn more about our technology services:

Complimentary Network Assessment

As we mentioned, every relationship starts with getting to know each other. As part of our complimentary network assessment offering, we come to your business (or work remotely) to perform an assessment that will evaluate your network's configuration, security and health. We then share our findings in a deliverable format that you get to keep 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.

Help Desk Services

When your system goes down, isn't communicating properly or is simply just misbehaving, you need an experienced IT professional to get you back up and running. Our talented IT staff are here to resolve support issues quickly and efficiently as they occur.

You can get prompt assistance with troubleshooting your network, workstation, printers, and applications by sending us an email, using our friendly customer portal, or you can chat directly to an IT professional by using our IT Service Desk Application from Teams or your workstation.

Azure/Cloud Services

Interested in seeing if moving to the cloud is the right solution for your business? We can help you understand the benefits, costs, and risks to make the best decision that's right for you.

Azure Servers: Whether it's time to replace your aging or under powered servers or the need to spin up a reliable and fast solution without investing in the physical hardware we can help design and setup a scalable, secure, and cost-effective cloud hosted server solution.

Azure Virtual Desktop can help move your workers to a secure, accessible, fast, reliable and cost-effective remote desktop solution by putting our Windows 10/11 workstations in the cloud.

Microsoft 365 Implementation and Training

We offer comprehensive training programs tailored to the specific needs of clients including hands-on workshops, videos, and documentation to facilitate user adoption. Our team has first-hand experience with Teams, OneDrive, SharePoint, and many other apps allowing us to configure and customize Microsoft 365 applications to align with your business needs and processes.

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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 data is secure regardless of what disaster you encounter.

Business Intelligence (BI) Services

Our business intelligence services collect and analyze data from business applications transforming it into actionable information that allows you to make informed business decisions. We can provide custom report development using data visualization tools such as Power BI highlighting key performance indicators (KPIs), relevant to your business, that enable data-driven decision making. We can create data models in Power BI to allow for efficient data integration and analyses. If data is stored in SQL databases and not easily accessible, we can use our SQL expertise to deliver that data to you in a way you can use it.

Automation & Integration Solutions

We automate business processes to improve productivity and efficiency. By leveraging APIs (application programming interface) and programming languages like Python, we can create connections between different systems to automate recurring tasks and collect data. We can also create custom notifications and automations by using RPA (robotic process automation) tools including Power Automate. We can help capture data more accurately and efficiently and develop custom solutions to meet specific business needs.

Security Solutions

New technology threats surface every day. It's no longer enough to simply install a firewall and forget about it. Our basic security management includes features we trust and use ourselves, including SPAM filtering, proactive anti-virus protection, spyware defense and security updates for individual workstations and servers. Many businesses are having to deal with additional security compliance to qualify for Cybersecurity Insurance, or to comply with government contracts, HIPAA or PCI. Our customizable Security Solutions include Dark Web monitoring, Penetration Testing and an Endpoint Detection and Response program backed by a dedicated 24/7 Security Operations Center staffed with cybersecurity experts ready to respond to any suspicious behaviors on your systems. If you have specific security requirements, we can help you 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, Teams, OneDrive 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 outside 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.

*Interested in learning more? Reach out to **Chris Bothel, our Relationship Development Manager** at 800.447.0177 or* **cbothel@larsongross.com**

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