



Business technology made simple.



Managed
IT



Managed
Print



Managed
Cloud



Managed
Cybersecurity

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novatech.net



Discover the Power of Novatech's Managed Office

Since 1998, Novatech has been helping businesses nationwide streamline and optimize their technology environments with our innovative Managed Office solution. Designed to create a smarter, more efficient workplace, Managed Office integrates IT, Print, Cloud, and Cybersecurity to boost productivity, security, and operational efficiency—all with the convenience of a single point of contact.

We provide everything from secure cloud migrations and 24/7 remote IT support to advanced print solutions and cybersecurity. Novatech also offers AI-driven workflow automation to streamline your processes and enhance operational efficiency. As a trusted IT hardware provider, you can leverage our nationwide buying power with top manufacturers to equip your business with the best laptops, servers, racks, storage, and more—at competitive prices.

Additionally, we offer solutions that improve collaboration and connectivity, including Unified Communications as a Service (UCaaS) and advanced interactive displays, designed to enhance your office environment.

At Novatech, we are committed to delivering integrated solutions that scale with your business and provide expert support every step of the way. With decades of experience and a nationwide reach, we make it easy to take control of your technology needs and ensure lasting success.

Innovation. Simplicity. Efficiency.



Optimize Your Business Technology with Novatech's Office X-Ray

Our Office X-Ray is a flexible, in-depth assessment of your entire technology footprint. Whether you're looking for a full evaluation or focused analysis in key areas, the Office X-Ray helps identify opportunities to improve infrastructure, increase efficiency, and optimize your business's technology ecosystem.



Comprehensive Technology Assessment

Identify bottlenecks and uncover opportunities for optimization across your business technology environment. Leverage the synergies between IT, print, cloud, and cybersecurity to enhance productivity and maximize the value of your technology investments.



Tailored Action Plan

Receive a customized, actionable plan built around the specific findings of your assessment and the unique needs of your business to help drive productivity and efficiency.



Strategic Optimization

Optimize your current technology infrastructure and integrate new solutions tailored to your business goals and budget—both for today and tomorrow. Every solution is built with a security-first approach, ensuring your systems, data, and people are protected while enhancing overall performance.



Welcome to the Managed Office.

Technology plays a critical role in nearly every aspect of your business — but hiring an in-house team has never been more difficult. That's because tech keeps getting more complex, requiring specialized teams with expertise in a wide range of areas.

It doesn't have to be that way. In a managed office, your business technology "just works" — so you can just work.



Finance **Control Costs**

We can help you reduce operational costs by offering scalable solutions, reducing the need for in-house staff and minimizing hardware investments.

Operations **Increase Productivity**

Downtime brings your business to a standstill. We help you streamline operations and automate routine tasks so your people can focus on what they do best.

Compliance **Minimize Risk**

Many businesses are under pressure from the insurance industry and regulatory authorities to improve their security posture. We're here to help.



Managed IT ◦

- 24/7/365 monitoring
- Proactive network and server management
- Desktop, laptop and device management
- Managed data backups
- Disaster recovery expertise



Managed Print ●

- Implementation and management of scan, print, copy and fax solutions
- Automated toner cartridge delivery
- Monitoring and replacement of inefficient devices



Managed Cloud ◦

- Anytime, anywhere access on any device
- Scalable solutions at a predictable monthly cost
- **NOVAVoice** Business phone system with calling, messaging and video
- Fully redundant infrastructure for business continuity



Managed CyberSecurity ●

- Advanced cybersecurity expertise
- 11 layers of protection against ransomware, phishing and other threats
- Less expensive than dedicated in-house staff



Bring everything up to speed.

We manage all of your office technology under one roof. That means one vendor, one support team, one solution — and no more wasted time.

Our 24/7 support team can connect you with an expert at the first sign of a problem. Plus, our services are localized, customized and scalable, whether you're working remotely, in the office or on the road.

With a strategic partner by your side, you can see improvements across finance, operations, compliance and beyond.

Managed IT Services

Our expertise, your equipment



Whether you run a medical facility, law practice, construction company, or logistics firm, running technology isn't why you're in business. Yet no business can function without it.

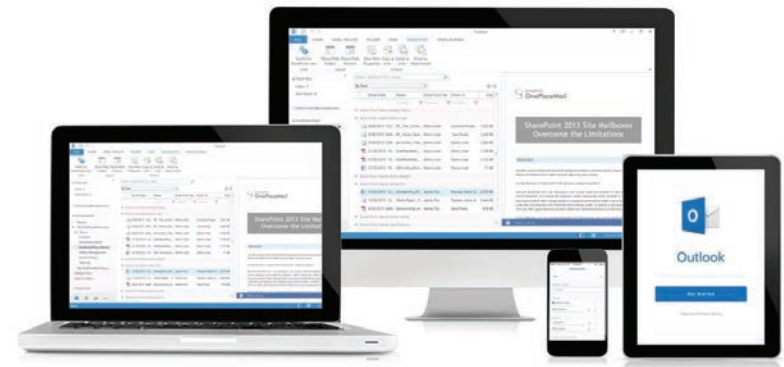


Comprehensive IT Management

Imagine having one partner who handles all your technology headaches on a daily basis, aligning your technology with a strategic business roadmap. Our Managed IT Services ensure your systems run smoothly, minimizing downtime and maximizing productivity.

24/7/365 Monitoring and Support

We provide around-the-clock monitoring and proactive management of your network and servers. Our support team is always ready to connect you with an expert at the first sign of trouble, ensuring quick resolutions and minimal disruption to your business operations.



Desktop, Laptop, and Device Management

From setup to ongoing maintenance, we manage all your devices, ensuring they are up-to-date and secure. This includes configuring new devices, performing routine updates, and providing troubleshooting support as needed.

Managed Data Backups and Disaster Recovery

Protecting your data is paramount. Our managed backup solutions ensure your data is regularly backed up and easily recoverable. In the event of a disaster, we have robust recovery plans to minimize downtime and data loss, keeping your business running smoothly.



Co-Managed IT Services

Fully managed services aren't right for everyone. With co-managed services, we partner with your internal IT team to provide additional support and expertise, ensuring your infrastructure is maintained and optimized.

Professional Services

If you're looking to upgrade your infrastructure or implement new technologies, our professional services team is here to help. We assess your needs, recommend solutions, and manage the entire implementation process, ensuring a seamless transition and minimal disruption.

Technical Services

Our technical services team acts as your central depot for device management. We handle the configuration, deployment, and ongoing maintenance of all your hardware, ensuring everything operates efficiently and securely.



IT Infrastructure Solutions

From servers to firewalls to switches, we provide a full suite of infrastructure solutions to keep your network secure and efficient. Our solutions are designed to be scalable and customizable, meeting the specific needs of your business.

VoIP Phone Systems

Effective communication is crucial for any business. We offer VoIP phone systems that provide clear, reliable voice and video communication. Our solutions are tailored to fit your budget and needs, ensuring your team stays connected, whether in the office or working remotely.



Measurable Business Results

These are more than a spreadsheet filled with impressive numbers (although you can see those too). Measurable business results are quantifiable, targeted outcomes that we will achieve on your behalf.

- Minimize Risk
- Reduce Costs
- Increase Productivity
- Ensure Maximum Uptime
- Maintain Reliability
- Provide Fast Response
- Foster Two-Way Communication

With over 29 years of perfecting our technology processes and services; Novatech offers innovative, complete programs that target the needs of companies like yours. Our experience helps companies that lack the time and resources to effectively manage and extract full business value from technology.



24/7/365 End User Support

- Fast Response 30 Mins or Less
- Help Desk & Onsite Support
- Installations



24/7/365 NOC

- 24/7 Monitoring
- Proactive Management
- Certified Engineers



Managed Security

- 11 Layer Security
- Advanced Security
- \$1M Insurance Protection



Secure Data Backup

- Next-Gen Backup Appliance
- Redundant Cloud Data Backup
- Data Encryption



Technology Account Manager

- Quarterly Business Reviews
- Budgeting and Technology Road mapping
- Monitors Service Delivery



Onsite Support

- Field Technicians that carry Critical Network devices
- Novatech Technicians in the Novatech footprint
- Third party emergency support via a partner outside of Novatech footprint



Professional Services

- Pre-Sales Engineering
- Novatech engineers installing IT anywhere in the continental U.S.
- Monitors Service Delivery

Our Approach is
**Innovative
& Complete**





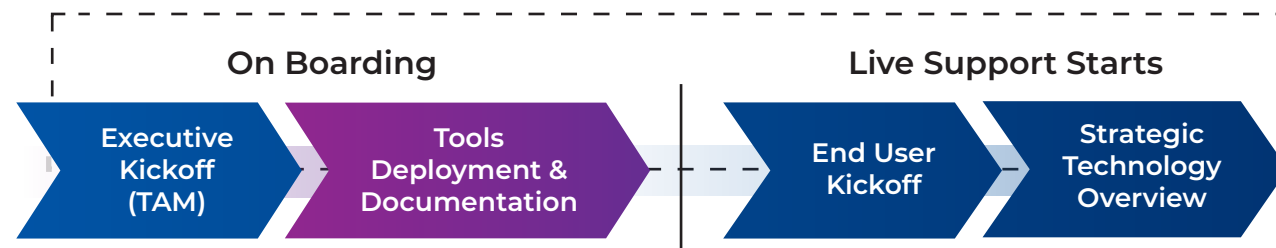
Technology succeeds when it accomplishes three key utilities:

- **Availability** - 99.999% or greater uptime
- **Security** - Stout defenses against cyber attacks
- **Mobility** - Anytime, anywhere office productivity

Our services empower businesses to increase productivity, lower costs, minimize risks, and drive growth. With Novatech, you work with a dedicated partner that puts measurable business results at the forefront of every effort.

Our Proven Process

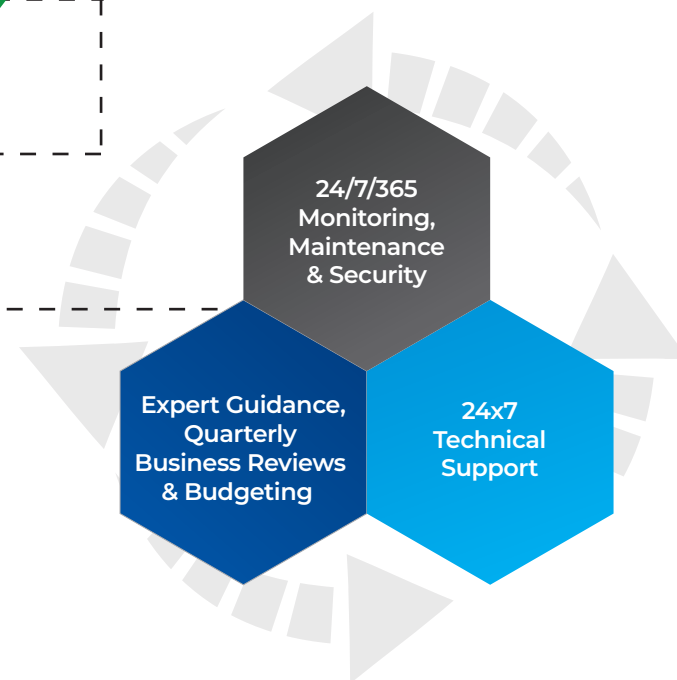
Sales



Color Key by Department

- | | |
|-----------------------------|----------------------|
| ■ Sales | ■ Technical Support |
| ■ Technical Account Manager | ■ Network Operations |
| ■ Activation Engineering | |

Ongoing Support



Managed Print Services

Reduce Complexity, Boost Efficiency



Despite the rapid shift to digitization, printing remains an essential function in many office environments. Our Managed Print Services streamline and optimize your printing processes, reducing costs and improving efficiency.

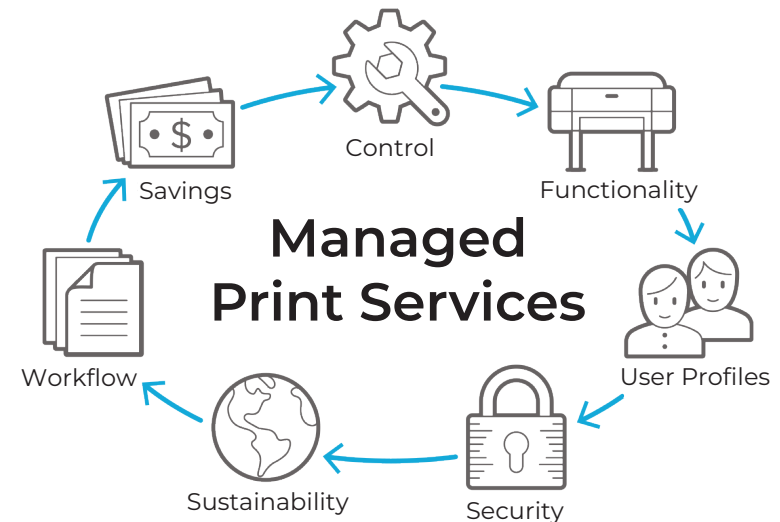


Comprehensive Print Management

We assess your printing needs, ensuring you have the right printers and copiers in the right places. We monitor device performance, replace inefficient devices, and automate the delivery of toner cartridges, ensuring your printing operations run smoothly.

Copiers & Printers

We provide next-generation multifunction devices (MFDs) from leading providers like Canon, Sharp, Konica Minolta, HP, Xerox and more. These devices maximize productivity with features such as automatic duplex printing, high-speed scanning, and advanced security options.



Managed Print Services (MPS)

Our MPS optimize every aspect of your printing operations, from hardware and software to document management and security. We offer end-to-end service and support, ensuring your printing environment is efficient, secure, and cost-effective.

Production Print

For businesses with high-volume printing needs, we offer production print solutions tailored to your unique workflows. Our team works closely with print shops to understand their challenges and create customized roadmaps for long-term growth and efficiency.



Wide Format Print

Our wide format print solutions cater to industries requiring large-scale printing, such as architecture, engineering, and marketing. We collaborate with leading manufacturers to provide top-of-the-line printers and ensure they are perfectly tailored to your needs.

Document Solutions

We offer scalable document solutions that eliminate paperwork, capture document data, and store digital information securely. With our solutions, your team can access digital documents instantly from any device, improving efficiency and reducing paper waste.

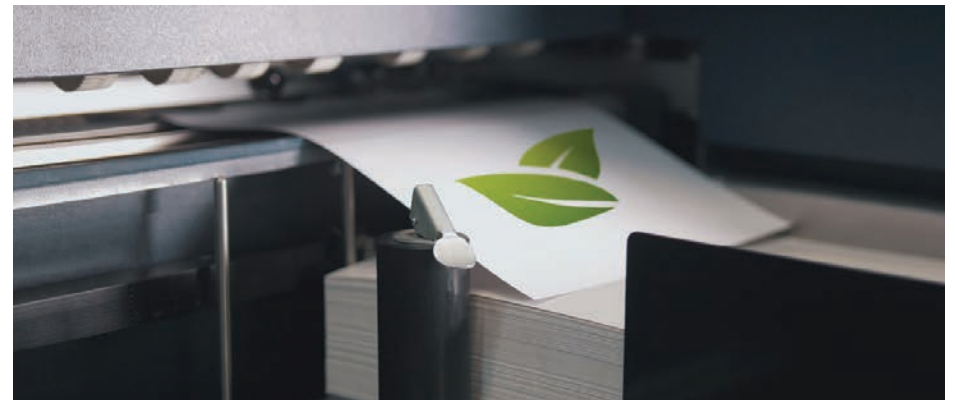


Security and Compliance

Our print management solutions include advanced security features to protect sensitive information. We help you maintain compliance with industry regulations by implementing secure printing protocols and monitoring for potential security breaches.

Sustainability Initiatives

We are committed to helping your business reduce its environmental impact. Our print solutions include options for reducing paper and energy usage, such as duplex printing and energy-efficient devices. We also offer recycling programs for toner cartridges and old equipment.



Managed Cloud Services

Anytime, Anywhere Access at a Predictable Monthly Cost



Is your cloud environment splintered across multiple hosting services, making it difficult to achieve consistency and visibility without compromising security?



Unified Cloud Management

A managed cloud environment can help you store and retrieve sensitive data, including EHRs, financial statements, and customer information, enabling quick and easy access while maintaining confidentiality and compliance.

Microsoft 365

As a proud Microsoft partner, we offer end-to-end implementation and training to help your team take full advantage of Microsoft 365. This includes setup, migration, and ongoing support, ensuring your team can collaborate and communicate effectively.

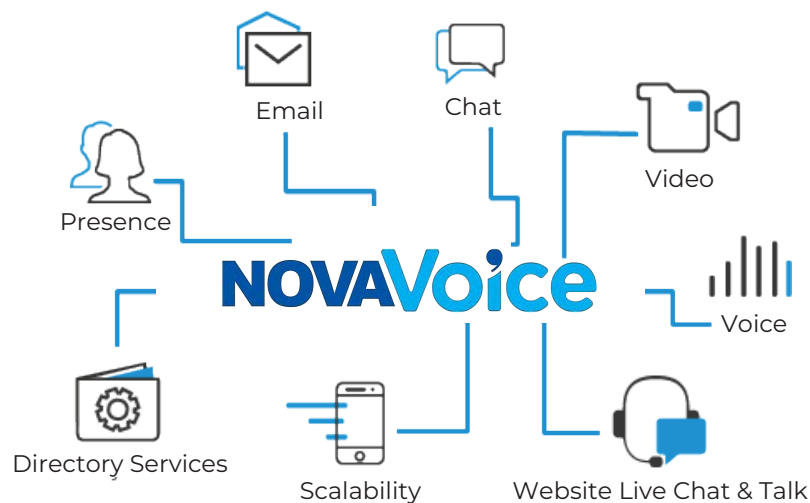


Microsoft Azure

Azure is a leading platform for data analytics. Our skilled analysts help you make sense of your Azure data, turning it into actionable insights. We assist with data migration, storage solutions, and the implementation of advanced analytics tools.

NovaVoice (UCaaS)

We specialize in cloud-based phone systems that cover all aspects of business communications, from text and chat to video conferencing. NovaVoice ensure seamless communication across your organization, whether your team is in the office or remote.



Content Management

We partner with leading content management system (CMS) solutions like SharePoint, DocuWare, and DocRecord to enable centralized management of documents, videos, emails, pictures, graphics, and more. Our solutions ensure your content is organized, secure, and easily accessible.

Scalability and Flexibility

Our cloud services are designed to grow with your business. We offer scalable solutions that can be customized to meet your specific needs, ensuring you only pay for what you use. Whether you need additional storage, increased computing power, or enhanced security, our cloud services can be tailored to fit your requirements.



Print Management

Our cloud-based print management solutions help you handle your paper output from start to finish. This includes document creation, rules-based printing, and cost accounting reporting, all managed from a centralized cloud platform.

Business Continuity and Disaster Recovery

We provide fully redundant infrastructure to ensure business continuity in the event of a disaster. Our disaster recovery solutions are designed to minimize downtime and data loss, keeping your business operations running smoothly.

Managed Cybersecurity Services

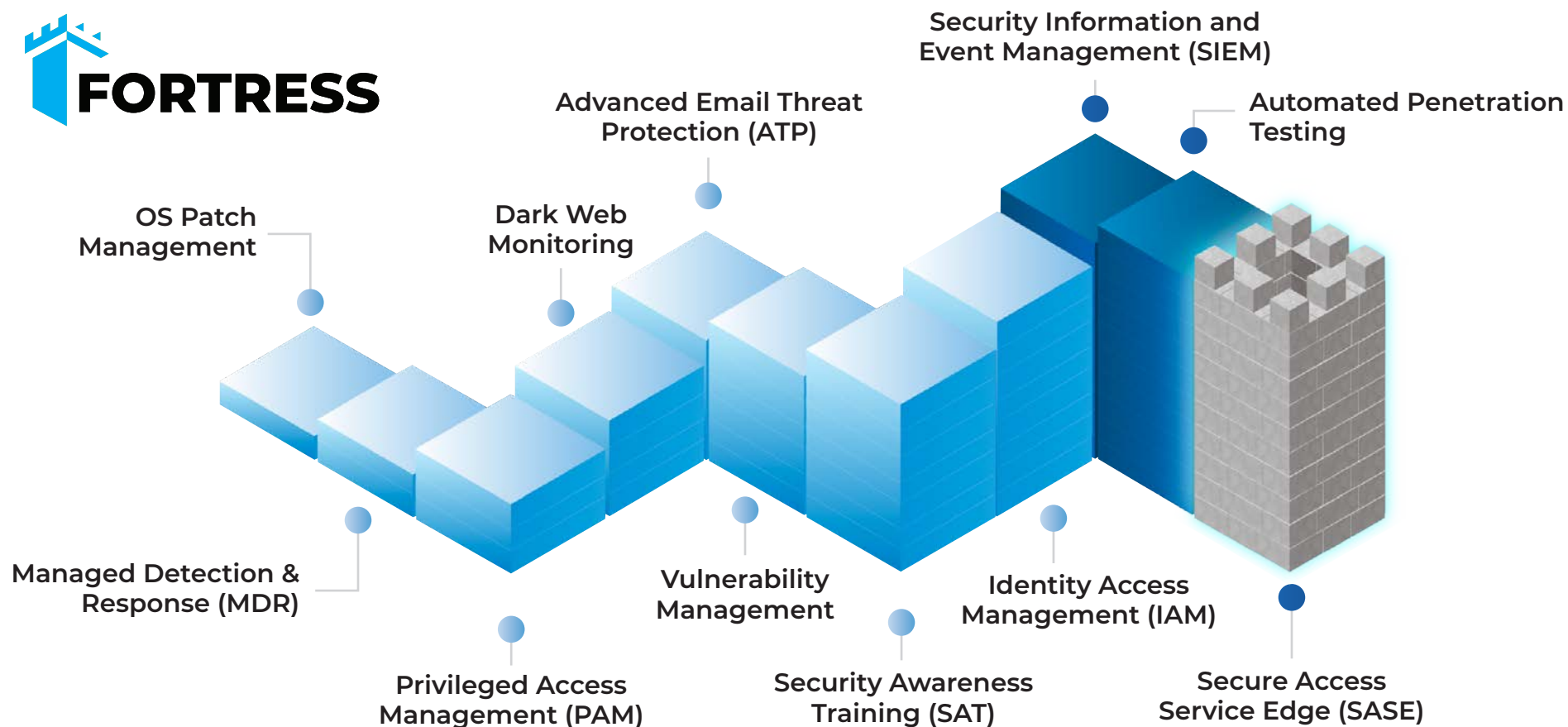
FORTRESS: A Multi-Layered Approach for Comprehensive Protection



The rise of remote work has created a broader attack surface for criminals to exploit. Advanced threats like ransomware and zero-day exploits get more sophisticated by the day.



FORTRESS



Continuous Protection

When you choose FORTRESS, our managed cybersecurity offering, you get continuous and comprehensive protection delivered by a team of skilled professionals specializing in threat detection, prevention, and mitigation. Our FORTRESS solution provides up to 11 layers of security to protect your business.



BASE



ADVANCED

- **OS Patch Management**

Keeping your systems up to date can significantly reduce your exposure to cyberthreats while optimizing the performance of your endpoints. Our patch management service helps ensure that you're always running the latest version of every business app.

- **Managed Detection & Response (MDR)**

Augment your team with a holistic security operations center (SOC) that continuously monitors network traffic, maintains control over all devices on your network, and automatically ensures compliance with your organization's risk management standards.

- **Privileged Access Management (PAM)**

Users with admin rights pose a major potential threat to your business. We make it easy for you to manage and secure admin rights, control applications on endpoint devices, and empower your staff to monitor and analyze privilege requests at the touch of a button.

- **Dark Web Monitoring**

The dark web is a playground for cybercriminals — an entire network of hidden sites where stolen data can be bought and sold. We help you stay safe with powerful monitoring capabilities to identify compromised credentials across the darkest corners of the Internet.

- **Advanced Email Threat Protection (ATP)**

Business email compromise is more common than you think — and it could have a major impact on your bottom line. Our email security service protects your employees from sophisticated email attacks and identity-based threats.

- **Vulnerability Management**

We help you reduce your attack surface by proactively applying a systematic and continuous process to identify vulnerabilities, assess their potential impact, and implement appropriate security measures.

- **Security Awareness Training (SAT) - [Optional](#)**

Give your employees the knowledge they need to protect your business from cyberthreats. Our web-based courses and phishing simulations can be customized to the needs of your business, with progress tracking to ensure compliance across your organization.

- **Identity Access Management (IAM) - [Optional](#)**

The most common form of cyberattack is a login breach. Our Identity Access Management (IAM) service helps you fight back with advanced tools to eliminate credential sharing and maintain the integrity of your data while offering quick and seamless access for authenticated users.

- **Security Information and Event Management (SIEM) - [Optional](#)**

SIEM is a comprehensive approach to cybersecurity management that includes collecting, correlating, analyzing, and reporting on security-related events across your entire IT infrastructure, giving you real-time visibility into your security posture.

- **Automated Penetration Testing - [Optional](#)**

Automated penetration testing, also known as automated ethical hacking, uses powerful tools and scripts to simulate cyberattacks on your applications, systems, networks, and infrastructure to identify vulnerabilities that could be exploited by malicious actors.

- **Secure Access Service Edge (SASE) - [Optional](#)**

Our cloud-native SASE platform enables comprehensive security for accessing both the public Internet and your private networks, with a unified admin portal for configuration and policy management through a single pane of glass.

Get it all, get it right, get it now.

With over 29 years of perfecting our technology processes and services, Novatech offers innovative, comprehensive programs that target the needs of companies like yours.



Certified Technicians	Fast Response	Clear Communication
Our people have the experience and certifications to provide smart guidance informed by technical expertise.	When you encounter a tech issue, seconds count. That's why we're proud of the 19-second average wait time in our call center.	We conduct quarterly business reviews to ensure your IT strategy is aligned with your business goals.



Ready to optimize your workflows and maximize your technology investment?

Scan the QR code to schedule your complimentary Office X-Ray, uncover hidden inefficiencies, and ensure you're leveraging your technology to its fullest.

Ready to learn more? Let's talk.
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