CT TECH EXPRESS

Managed IT Services · Central Connecticut

Enterprise-grade IT for small business. Without the enterprise price tag — or the retainer.

Most IT companies charge you every month whether they do anything or not, route you through a ticket queue, and send a different technician each time. We built CT Tech Express to be the opposite: big-company tools and security, one person who knows your business, and a bill that reflects the work actually done.

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WHAT MAKES US DIFFERENT

No monthly retainer

Pay for support only when you use it. Month to month — no long-term contract.

One technician, start to finish

You talk directly to the person who fixes the problem — no tier-1 queue, no rotating faces.

Enterprise security stack

The same monitoring, antivirus, backup and firewall platforms large companies run — sized for you.

Monthly health report

Every device, backup, threat and renewal in plain English, reviewed by a human — free for most clients.

THE PROBLEM WITH HOW MOST IT IS SOLD

The standard managed-services model charges a fixed monthly fee per user or per device — typically hundreds to thousands of dollars a month — whether you had three problems or none. Support requests go into a queue, and the technician who calls back usually has never seen your network before.

Reporting, if it exists, is an automated export nobody reads. Hardware gets recommended for replacement on a schedule that benefits the vendor more than you.

Our approach

Your network is monitored around the clock. Protection and backup are a small, transparent monthly charge per device. Everything else — support calls, projects, fixes — is billed only when it happens. A quiet month costs you very little, and a busy month still costs less than a retainer most of the time.

BIG-COMPANY CAPABILITIES, SMALL-COMPANY ATTENTION

Small businesses are targeted by the same threats as large ones but rarely get the same protection. We run a full enterprise toolset across every client and every device, and we manage it centrally so problems are caught before you notice them.

24

24/7 monitoring & remote management

Every computer and server checks in continuously. Disk failures, failed backups, missed updates and offline devices raise alerts to us — not to you.

AV

Managed antivirus & threat response

Bitdefender GravityZone on every device, centrally managed and updated. Threats are quarantined automatically and each one is reviewed by us the same day.

BK

Verified cloud backup

Encrypted off-site backup of servers and workstations with version history, monitored daily. Backups that silently stop working are the #1 thing we find at new clients.

UP

Patch management

Windows and application updates are scheduled, tracked and verified across the fleet — on a cadence that doesn't interrupt your workday.

M

Microsoft 365 & Google Workspace

Licensing, email migrations, multi-factor authentication, sharing policies and user on/off-boarding — handled and documented.

NW

Network & firewall management

Cloud-managed UniFi and Cisco Meraki firewalls, switches and Wi-Fi with uptime tracking, guest/IoT isolation and secure remote access.

SE

Security monitoring & compliance

Centralized security logging and file-access auditing for clients with regulatory needs — including NIST 800-171 / CMMC for defense suppliers and HIPAA-aware practices.

RM

Remote & on-site support

Secure remote support for most issues within minutes; on-site visits across central Connecticut when hands are needed.

WW

Websites & online presence

Modern, fast business websites with analytics, search-console hygiene and Google Business Profile management — so your IT and your web presence have one owner.

WHO WE WORK WITH

We serve businesses across central Connecticut from sole proprietors up to about 60 people, including manufacturers (some with defense-contract compliance requirements), professional and financial services firms, public-sector agencies, contractors, retailers and non-profits. Many came to us from a larger managed-services provider; the most common reasons were cost, slow response, and not knowing what they were actually paying for.

PERSONALIZED SERVICE — YOU KNOW WHO'S ON THE OTHER END

CT Tech Express is owner-operated. When you call, you reach the technician who set up your network, knows which printer is temperamental, and remembers what was changed last month. There is no hand-off between sales, a help desk and a field tech, because they are the same person.

- ✓ Direct phone and email — no ticket portal required (though we keep records of everything)
- ✓ Your environment is fully documented: devices, credentials vault, network, licences and renewals
- ✓ Plain-English explanations and honest recommendations
- ✓ Urgent response on anything that stops you from working
- ✓ Strict confidentiality — experienced with NIST 800-171 and HIPAA compliance requirements

Honest advice on equipment

We don't push hardware. Well-maintained business computers run reliably for many years. Our reports flag equipment at around 7 years as "worth starting to think about," and we only call something urgent when it genuinely is — an unsupported operating system, a failing drive, or a real security gap.

Because we don't bill a retainer, our incentive is simple

A stable network that rarely needs us is good for you and fine for us. We earn the relationship by being the people you trust when something does come up — not by locking you into a contract.

PRICING: YOU ONLY PAY FOR WHAT YOU USE

	TYPICAL MANAGED-SERVICES PROVIDER	CT TECH EXPRESS
Monthly retainer	✗ Fixed fee per user or device, every month, regardless of use	✓ None. No minimum monthly labor charge.
Endpoint protection & backup	Bundled into the retainer; costs are not itemized	✓ Transparent per-device monthly charge for antivirus, monitoring and backup — the only recurring cost
Support & projects	"Included," but queued and frequently scoped out as "projects" billed on top	✓ Billed only when performed, quoted in advance for anything sizeable
Who you talk to	Help desk rotation; escalation to someone who knows your site can take days	✓ The same technician every time
Contract	Multi-year agreement, often with early-termination fees	✓ Month to month. No long-term contract.
Reporting	Automated portal export, if any	✓ Monthly IT health report, reviewed and written by a person — included at no charge for most clients
Recommendations	Hardware refresh cycles that drive vendor revenue	✓ Replace when it makes sense for you, and we'll tell you when it doesn't

MODERN TOOLS, MODERN THINKING: AI IN HOW WE WORK — AND IN YOUR BUSINESS

How we use AI and automation to run your IT

- ✓ **Every alert reviewed, every morning.** An automated security review triages overnight antivirus, backup and monitoring events across all our clients before the workday starts, so real threats get attention first.
- ✓ **Custom audit scripts on every device.** Daily checks for drive health, backup status, cloud-sync state, patch compliance, hardware age and serial numbers — data most providers never collect.
- ✓ **Reports generated from live data.** Your monthly report pulls directly from the monitoring, antivirus, backup and network platforms at the moment it's written — not from a spreadsheet someone updated in the spring.
- ✓ **AI-assisted diagnostics.** Faster root-cause analysis on the odd problems, which means less billable time on your invoice.

How we help you move into the AI era

- ✓ **Safe adoption of AI tools.** Microsoft Copilot, ChatGPT and the rest can save real hours — set up correctly, with the guardrails that keep client and financial data from leaking out.
- ✓ **An AI usage policy for your staff.** Short, practical, and written for your business, so people know what they can and can't paste into a chatbot.
- ✓ **Workflow automation.** Intake forms, quoting, document processing, reminders and hand-offs between the systems you already use — automated so they happen without anyone remembering to do them.
- ✓ **Custom tools built for you.** Client portals, dashboards and small internal apps that used to require a software company — now practical at small-business scale.
- ✓ **One-on-one staff training.** We come to your office and show each person how to use AI tools for their actual work.

> **Already have an IT provider?**
>
> Send us your most recent invoice and any report they've given you. We'll show you, line by line, what the same coverage looks like with us — usually in a single page.

SWITCHING IS EASIER THAN YOU THINK

1

Free assessment

We review your current setup — devices, backups, email, network, licences — and give you a written summary of what we find, whether or not you hire us.

2

Quiet onboarding

We come on-site and set up monitoring, antivirus and backup on every machine, one at a time, so nobody loses a workday. From then on, most support is handled remotely, and your previous provider's tools are removed cleanly.

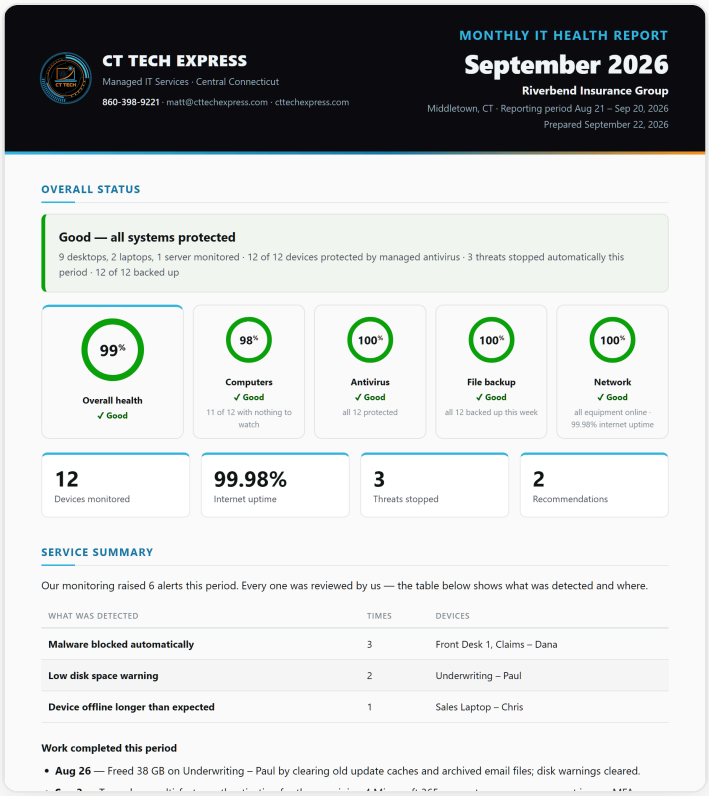
3

First report within 30 days

You get your first monthly IT health report, and from then on you always know exactly where things stand.

YOUR MONTHLY IT HEALTH REPORT

Once a month you receive a report on the state of your technology — written for a business owner, not a technician. It is generated from live data across every system we manage, then reviewed and annotated by us with what happened, what we did about it, and what's worth watching. Most clients are eligible to receive it at no additional charge. Excerpts from a sample report are shown below (fictional client and data); the full sample accompanies this document.



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MONTHLY IT HEALTH REPORT
September 2026
Riverbend Insurance Group
Middletown, CT · Reporting period Aug 21 – Sep 20, 2026
Prepared September 22, 2026

OVERALL STATUS

Good — all systems protected
9 desktops, 2 laptops, 1 server monitored · 12 of 12 devices protected by managed antivirus · 3 threats stopped automatically this period · 12 of 12 backed up

Overall health	Computers	Antivirus	File backup	Network
99%	98%	100%	100%	100%
✓ Good	✓ Good	✓ Good	✓ Good	✓ Good
	11 of 12 with nothing to watch	all 12 protected	all 12 backed up this week	all equipment online · 99.98% internet uptime

12	99.98%	3	2
Devices monitored	Internet uptime	Threats stopped	Recommendations

SERVICE SUMMARY

Our monitoring raised 6 alerts this period. Every one was reviewed by us — the table below shows what was detected and where.

WHAT WAS DETECTED	TIMES	DEVICES
Malware blocked automatically	3	Front Desk 1, Claims – Dana
Low disk space warning	2	Underwriting – Paul
Device offline longer than expected	1	Sales Laptop – Chris

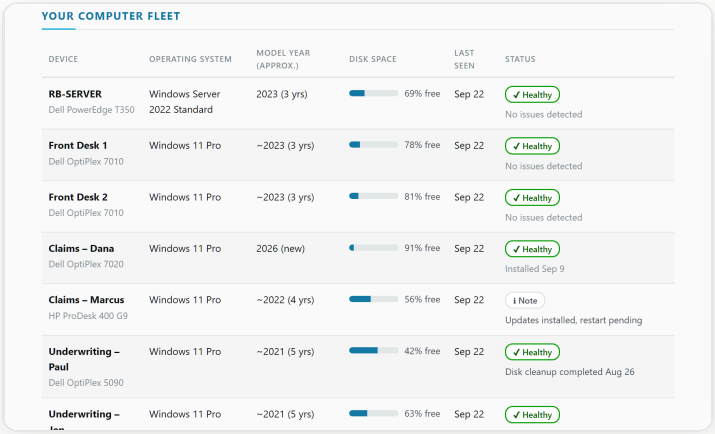
Work completed this period

- **Aug 26** — Freed 38 GB on Underwriting – Paul by clearing old update caches and archived email files; disk warnings cleared.

Overall status, the month's key figures, every alert we reviewed, and the work completed — all on page one.

What's inside every report

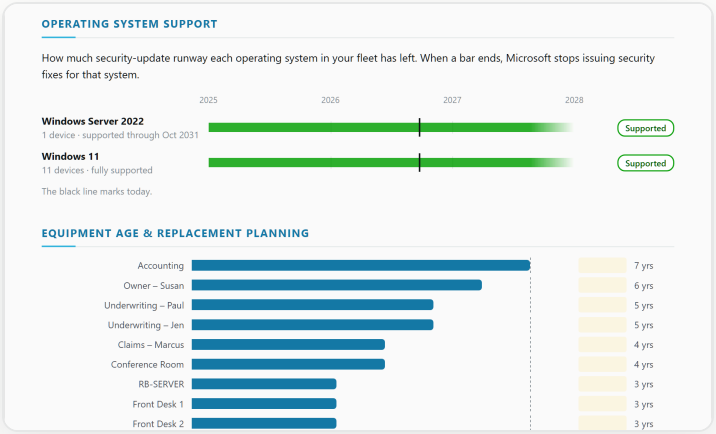
- ✓ Health scores at a glance — overall, computers, antivirus, backup, network
- ✓ Every alert raised and what we did about it
- ✓ Work completed, dated, in plain English
- ✓ Security events and threats stopped
- ✓ Windows update and MFA compliance
- ✓ Every computer: OS, age, disk space, last seen, status
- ✓ Antivirus, drive health and backup coverage per device
- ✓ Operating-system support timeline
- ✓ Equipment age & replacement planning
- ✓ Server & backup verification
- ✓ Network hardware, uptime and firmware
- ✓ Domain, certificate and licence renewal dates
- ✓ Recommendations — prioritized and honest
- ✓ What's planned for next month



YOUR COMPUTER FLEET

DEVICE	OPERATING SYSTEM	MODEL YEAR (APPROX.)	DISK SPACE	LAST SEEN	STATUS
RB-SERVER Dell PowerEdge T350	Windows Server 2022 Standard	2023 (3 yrs)	69% free	Sep 22	✓ Healthy No issues detected
Front Desk 1 Dell OptiPlex 7010	Windows 11 Pro	~2023 (3 yrs)	78% free	Sep 22	✓ Healthy No issues detected
Front Desk 2 Dell OptiPlex 7010	Windows 11 Pro	~2023 (3 yrs)	81% free	Sep 22	✓ Healthy No issues detected
Claims – Dana Dell OptiPlex 7020	Windows 11 Pro	2026 (new)	91% free	Sep 22	✓ Healthy Installed Sep 9
Claims – Marcus HP ProDesk 400 G9	Windows 11 Pro	~2022 (4 yrs)	56% free	Sep 22	ℹ Note Updates installed, restart pending
Underwriting – Paul Dell OptiPlex 5090	Windows 11 Pro	~2021 (5 yrs)	42% free	Sep 22	✓ Healthy Disk cleanup completed Aug 26
Underwriting – Jen	Windows 11 Pro	~2021 (5 yrs)	63% free	Sep 22	✓ Healthy

Every device, with age, disk space and a clear status.



Operating-system support runway and equipment-age planning.

Let's talk about your business.

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