



How we work

A plain onboarding path for small and medium-sized businesses. We keep Microsoft 365 and Google Workspace reliable, networks steady, and support reachable at help@leveluptech.org.

First month

Week 1 • Inventory

Accounts, devices, backups, vendors, and what is interrupting people this week.

Week 2 • Stabilize

MFA and backups first. Then the recurring tickets that keep eating your day.

Then • Run it

Clear the leftover pain, write down how the environment works, and plan what is next.

Onboarding checklist

1. Confirm admin access for Microsoft 365 and/or Google Workspace.
2. Inventory users, devices, and key vendors.
3. Set monitoring alerts and start documentation you can actually use.
4. Lock in security basics: MFA, backups, and email authentication.
5. Agree the support path: email help@leveluptech.org for day-to-day help.

Steady-state support

Response

Day-to-day requests through [help@](mailto:help@leveluptech.org). Urgent outages get same-day attention during business hours, with clear escalation when needed.

Proactive work

Patching, alert triage, license and domain checks, and periodic health reviews so issues are caught early.

What we need from you

- A named primary contact for decisions and approvals.
- Timely notice for new hires, offboarding, and vendor changes.
- MFA enabled for admins and staff wherever the platform supports it.

If we part ways

We reverse access cleanly: remove our access, revoke shared credentials, hand back documentation, and confirm final backups and domain control.