



Practical IT Support for Small Businesses

BlueStrata helps small businesses get control of messy IT—from equipment and employee access to Microsoft 365, everyday support, and security. Start with one problem and add support as your needs grow.

Veteran-owned • Based in Aurora, Colorado • Founder-led service

Choose the help you need

Your business needs	How BlueStrata can help
Know what equipment you own	Build an equipment register, track assigned users and available warranty information, and identify replacement priorities. Optional record upkeep can be scoped separately.
Make employee changes smoother	Create onboarding and offboarding checklists, manage approved accounts and licenses, and track equipment assignments or returns.
Get Microsoft 365 under control	Manage users, shared mailboxes, permissions, and licenses. Review account security and plan agreed improvements.
Resolve everyday IT problems	Troubleshoot computers, printers, Wi-Fi, email, and file access. Coordinate with vendors and document findings and agreed corrections.
Improve security and recovery	Review account and device protection, strengthen agreed settings, check backup coverage, and test a selected recovery path.
Understand your IT environment	Document systems, ownership, vendors, and recovery information. Review subscriptions and plan computer replacements or larger projects.

Two starting options

IT Asset Inventory

Starting at \$995 • Up to 25 assets at one location

An equipment register with device details, assigned users, serial numbers, available warranty information, and an initial replacement priority list. Starting scope assumes access to the agreed inventory sources and equipment information. Repairs, device deployment, physical collection, and ongoing upkeep are separate.

Standard Computer Setup

Starting at \$250 per device

Configuration against an agreed baseline, updates, approved applications, user setup, and handoff. Starting scope assumes a supported, working device and available administrative access. Hardware, software licenses, substantial data transfers, and troubleshooting inherited faults are separate.

Prices are in USD and apply to the stated baseline scope. We confirm the deliverables and final price in a written proposal before paid work begins. More complex environments receive a tailored quote.

Not sure where to start

Begin with the Free IT Assessment & Scoping Review on page 2. You can purchase a single project or ask us to support your existing IT person or provider.

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Ongoing Support and Your Next Step

Support shaped around your business

Ongoing services receive a tailored proposal after assessment. We consider your users, devices, applications, locations, current system condition, and support needs before recommending coverage.

Service option	What an agreement can include
Scheduled IT support	An agreed allowance for support requests, scheduled work, vendor coordination, and progress reviews.
Device and network maintenance	Agreed patching, device health checks, network documentation, supported configuration backups, and scheduled firmware maintenance.
Microsoft 365 administration	Routine account, mailbox, permissions, and license management, with security work defined separately or included explicitly.
Managed IT and security	A coordinated agreement combining selected device, identity, network, support, and security services. Backup coverage and specialist response arrangements are identified explicitly.

Your proposal identifies covered systems, tools, included work, service hours, response targets, and charges. Initial cleanup is priced separately from recurring support.

Free IT Assessment and Scoping Review

Start with a free 30–45-minute remote conversation about your setup, recurring problems, and priorities. There is no obligation to purchase services.

What you receive

A high-level review of users, devices, locations, and key applications using information you provide, plus a limited review of readily available documentation. You receive a brief written recap of priorities, known scope, important unknowns, and the recommended next step.

How we avoid guessing at the workload

Where the information supports it, we provide an initial scope and estimate. If deeper technical discovery is needed, we quote it separately. The free review does not include repairs, onsite visits, or a comprehensive technical audit.

For uncertain issues, we can agree on a paid diagnostic allowance and spending limit. If findings change the scope or cost, we explain the options and obtain approval before additional billable work. An initial review reduces uncertainty but cannot uncover every hidden issue.

Questions before you get started

Can we start small? Yes. A standalone project does not require a monthly plan. Ongoing terms and cancellation notice are agreed before enrollment.

What costs are separate? Hardware, business subscriptions, travel, and applicable taxes are separate unless expressly included. Your proposal identifies included tools and other charges.

Do you provide emergency coverage? Service hours and response targets are agreed in advance. After-hours work is subject to availability and a separate agreement; 24/7 staffed support is not included by default.

Do we need Microsoft 365? No. Equipment, network, documentation, and general support can suit mixed environments. Google Workspace administration is scoped individually.

Request your free review

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Email your business name, approximate team size, and the main issue you want help with. We will arrange a suitable time and explain what information will be useful.

More Ways BlueStrata Can Help

Recognize any of these challenges? BlueStrata can help investigate the cause, explain your options, and scope the work needed. You can start with one issue or combine related improvements.

Computers and everyday support

"We keep losing time to the same computer problems."

Troubleshoot slow computers, recurring errors, printers and scanners, email, and file access. Install approved applications and set up replacement devices, with data transfers scoped separately.

Employee access and accounts

"Who still has access—and who should have it?"

Set up new hires, remove access when employees leave, resolve account lockouts, review permissions, and reduce unnecessary administrator access. Establish consistent checklists and approval steps.

Microsoft 365 and collaboration

"Our email and shared files are harder to manage than they should be."

Help with shared mailboxes, calendars, Microsoft Teams, OneDrive sync, SharePoint permissions, and external sharing. Review user licenses and identify unused subscriptions or unclear ownership.

Networks and remote access

"The Wi-Fi drops, and working from home is a struggle."

Troubleshoot wired and wireless connections, configure supported switches and firewalls, review remote-access arrangements, and coordinate with internet providers. Network changes and replacements are scoped individually.

Device management and protection

"We don't know which computers are updated or protected."

Organize device management, configure agreed policies, review patching and disk encryption, and assess endpoint protection settings. Microsoft Intune and Defender work depends on suitable licensing and supported devices.

Email and account security

"Could someone get into our email—or trick an employee?"

Configure multi-factor authentication, review administrator accounts and suspicious forwarding rules, and improve email authentication settings such as SPF, DKIM, and DMARC. Provide phishing awareness guidance and scope initial account-compromise checks.

Backups and recovery

"We think we have backups, but nobody has tested them."

Map backup coverage, review failed jobs, test an agreed sample restore, and document recovery steps. Identify gaps and plan improvements; a sample restore does not prove every system can recover.

Documentation and vendor coordination

"Only one person knows how everything works."

Document systems, equipment, account ownership, vendor contacts, and recovery information. Coordinate approved work with vendors and establish a secure process for administrative access and handoffs.

Scope and specialist support. Work depends on the systems, access, licensing, and agreed responsibilities. Cybersecurity services reduce risk; they do not guarantee prevention or certify compliance. 24/7 incident response, forensic investigation, and specialist recovery require separate arrangements.

Do not see your issue listed

Tell us what is getting in the way. We will confirm whether BlueStrata can help and what the next step involves. Start with the Free IT Assessment & Scoping Review on page 2.

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