SUPPORT MAX

ONE PARTNER

IT & SECURITY

for SMALL BUSINESSES

IN LOS ANGELES COUNTY

(310) 331-8119 supportmax.com info@supportmax.com

What We Do

SupportMax gives businesses of about 1–100 employees one accountable partner for IT and security, from everyday help desk support to long-term planning. Select a service for details.

- IT Help Desk Support
- Onsite IT Support
- Network Management
- IT Hardware Procurement
- vCIO and Technology Planning
- Cybersecurity Services
- Backup and Disaster Recovery
- Cloud Services
- Microsoft 365 Management

One System. One Team. One Accountable Partner.

Why Choose Us

01

One Accountable Partner

One team handles your help desk, security and planning, so you always know who is responsible.

02

Plain-English Guidance

We explain IT and security risk clearly and review your priorities with you regularly.

03

Local Team, Remote Help

Remote support for your whole team, plus onsite help across the Westside of Los Angeles.

04

Try It Risk Free

Start with a risk-free 30-day evaluation and see how we work before you decide.

How Onboarding Works

Switching IT providers should not disrupt your business. We move in phases and tell your staff what changes and when. Every client has a named SupportMax point of contact.



Discovery and Documentation

We inventory your devices, accounts, software and vendors, and document how everything is set up.

01



Secure Handover

We collect admin access securely, change credentials and work with your outgoing provider for a clean handover where they cooperate.

02



Early Fixes and Ongoing Service

We fix urgent security gaps early, such as MFA and backups, then keep things running with help desk support, monitoring and regular reviews.

03

Discovery

Discovery shows us what you have and how it is set up, so decisions are based on facts rather than guesses. It also gives you a clearer view of the systems your business relies on.

Inventory Your Systems

We list your devices, accounts, software and vendors, so there is one clear record of what your business uses.

Document How Things Are Set Up

We record how your systems are configured, so support does not depend on anyone's memory.

Agree on Priorities

We review issues, risks and priorities with you, so you know what comes first and why.

Stabilization

Once we have a clear picture of your systems, we fix urgent security gaps first. The work happens in phases, and your staff are told what changes and when, to limit disruption.

Early priorities can include

- Multi-factor authentication
- Backups
- Security software
- Admin access and credential changes
- A clean handover where your previous provider cooperates

Management

Reliable IT needs attention to both the day-to-day and the long term. Your ongoing service covers three areas, with a named point of contact and regular reviews.

Three Parts of Ongoing Service

Keep Your Team Working

A remote help desk for your employees, onsite help in the Los Angeles area when needed, and device monitoring and updates.

Keep Your Business Protected

Security software on your computers, email filtering, multi-factor authentication, managed backups with restore testing, and staff security training.

Keep Your Plan Current

A written technology roadmap and IT budget tied to your business priorities, with regular reviews with your leadership.

Cybersecurity

Security works best as part of everyday IT, not as a separate project. We set up and manage practical protections and explain them in plain English. No provider can guarantee prevention, so we plan for recovery too.

MFA and Microsoft 365 Security

We set up multi-factor authentication and secure your Microsoft 365 accounts and settings.

Endpoint Protection

We install and manage security software on your company computers.

Security Awareness Training

Online courses and practice phishing emails for your staff, with results reported to you.

Dark Web Monitoring

We watch for exposed company credentials, so they can be changed.

Managed Backups

We manage your backups and test restores, so recovery has been tried before you need it.

Compliance Support

We help you prepare for HIPAA and similar requirements. We do not certify compliance.

What's Not Covered?

Our managed IT packages cover your day-to-day support. Hardware, software licenses, projects and out-of-scope work are billed separately. Your proposal sets out what is included before you decide.

Our Project Services

Bigger one-time work sits outside your monthly service, so you can plan and budget for it on its own.

We scope each project with you first, so you know what is included and what it depends on.

We can also take on project work when you need it. Common projects include:

- **Office Moves**
- **Microsoft 365 Migration**
- **Cloud Migration**
- **Network and Camera Cabling**
- **Hardware Procurement**
- **Website Design and Maintenance**
- **IT Consulting**

Frequently Asked Questions

How long does onboarding take?

It depends on your users, devices and systems. We work in phases and tell your staff what changes and when, to limit disruption.

Do we need to replace all of our current equipment?

Not necessarily. We review what you have during discovery and tell you what can stay and what should be replaced or upgraded.

What happens if we need help outside of business hours?

Our office hours are Monday–Friday, 9 a.m.–6 p.m. Pacific. 24/7 help desk coverage is available as a paid add-on.

Are we locked into a long-term contract?

Terms are set out in your proposal, and you can start with a risk-free 30-day evaluation of our services.

What if we already have some IT support in place?

We can work alongside your internal IT person or team through co-managed IT.

About SupportMax

SupportMax is a managed IT and cybersecurity company for small and mid-sized businesses in Los Angeles and surrounding Southern California.

We give you practical IT and security support without enterprise complexity: one system, one team and one accountable partner. We explain technical risk in plain English, so you can see what matters and decide what to do next.

Our Core Values

Accountability

One team owns the issue and follows it through.

Clarity

Plain English on risks, priorities and next steps.

Reliability

Keeping your systems running, protected and recoverable.



Ned Yousefzadeh helps Los Angeles businesses simplify technology, strengthen cybersecurity, and build reliable IT systems that support long-term growth.

Ned Yousefzadeh, Founder & Principal Technology Advisor

Next Steps

The first step is a free 15- or 30-minute online consultation. We talk through your goals and your current IT, and you decide what happens from there.

01
STEP 1
Free Consultation

02
STEP 2
Assess Your IT

03
STEP 3
Review Your Plan

After our conversation, you will:

- Have a clearer picture of your current IT.
- Know what we recommend and what to do next.

Ready to Get Started?

Call or email us to book your free consultation.

(310) 331-8119 **info@supportmax.com**

*A consultation does not oblige you to use our services.

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