ClearCom
IT Solutions

YOUR ELITE MANAGED IT SERVICE PARTNER
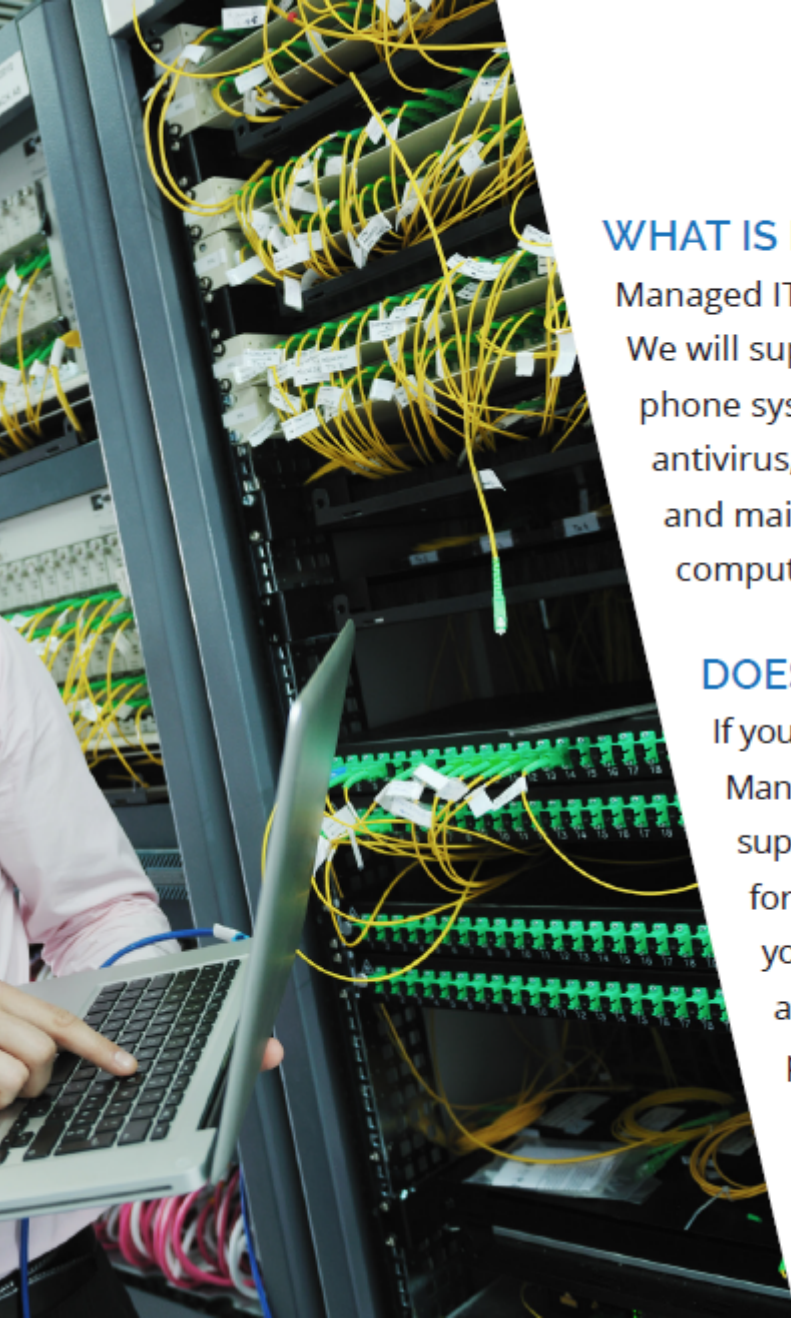
WELCOME TO
CLEARCOM IT SOLUTIONS

ClearCom IT provides services to businesses across the nation, taking pride in forming relationships with clients and providing elite services in all areas of IT and security. We are your technology partner, not just a technical support company. Our team ensures your network and equipment are running safe and secure around the clock.

We offer customized services for every type and size company. Whether you have an overloaded IT team or have never before used managed care, ClearCom IT is here to keep your network running smoothly.

"Partnering with ClearCom IT Solutions gives us the peace of mind that our technology is secure."

Timothy Ferreira, Gary Rome Hyundai

WHAT IS MANAGED IT?

Managed IT is where we become your fully outsourced IT department. We will support your whole company's devices, network servers, and even phone system maintenance. We provide both on-site and remote support, antivirus, cyber security, backup and a host of other services to monitor and maintain the health, speed, performance, and security of your entire computer network.

DOES MY COMPANY NEED MANAGED IT?

If your organization relies on computers, chances are you could benefit from Managed IT support. We offer a range of plans like basic setup and remote support as the most economical option, all the way to fully managed plans for mid-to-large sized companies with national reach. Our services protect your data from lost devices, hardware failures, fire and natural disasters, as well as a host of other potential hazards. WIth ClearCom IT as your partner, we help keep all your systems secure and up-to-date.

LET'S GET YOUR COMPANY PROTECTED TODAY!

"For our mid-size company that has no on-site IT support, ClearCom IT Solutions offers exactly what we need."

Don Sauer, Sanderson MacLeod, Inc.

WHO IS CLEARCOM IT?

In 2001, Rob Cleary founded ClearCom IT Solutions as a senior at Nichols College. Initially servicing residential customers, Rob saw a growing need for small businesses to have reliable IT support. In 2005 ClearCom IT shifted to focus solely on business clients. Today, ClearCom IT has become one of the leading IT providers in New England, expanding our coverage nationwide.

We've worked with various industries from 1–2 person businesses to those with several hundred employees—ranging from service, manufacturing, retail, non-profits, and municipalities. We are a trusted adviser & IT partner, rather than just a managed services provider. We review your current and future business needs, evaluate the best IT solutions, infrastructure needs, data backup & recovery plans for your specific business, and work with you to create an IT strategy and execution road map.

OUR TEAM

Our team is made up of over 20 members (and growing!), each bringing a vast amount of experience and problem-solving skills to the table. We're ready for anything that may arise!

REASONS TO CHOOSE
CLEARCOM IT SOLUTIONS

FAST RESPONSE TIME. We will answer your call by the second ring, every time. Every service ticket is reviewed and dispatched within 30 minutes.

NO TECH SPEAK. Our support specialists will speak with you in easy-to-understand language, patiently explaining solutions.

CJIS/HIPAA SECURITY TRAINED. All team members are HIPAA certified and have completed the Level 4 Criminal Justice Information System Security & Awareness training and certification. Additionally, they have all gone through rigorous federal background checks & fingerprinting for your safety and peace of mind.

HIGHLY REPUTABLE. ClearCom IT was named one of the top 10 IT companies in Central MA by *Worcester Business Journal* & ranked among the top 501 Global Managed Service Providers for the seventh year in a row. Our clients agree—we have a 99.7% year-over-year contract renewal rate.

PROACTIVE SOLUTIONS. Proactive maintenance is completed daily to achieve optimal network stability. We monitor your systems 24/7 and aim to have issues repaired/restored before you even realize there was a cause for concern.

SINGLE POINT OF CONTACT. There's no need to have multiple providers. ClearCom IT can handle all your IT issues, including but not limited to hardware, software, & infrastructure, managing vendor relationships for internet connectivity, license renewals, & other technology needs. You focus on your business; we'll focus on your IT.

INDUSTRIES WE SERVE

MANUFACTURING

AUTOMOTIVE

LAW & INSURANCE FIRMS

NON-PROFIT

MUNICIPALITIES

SERVICE PROVIDERS

THE CLEARCOM IT MANIFESTO

AS YOUR TECHNOLOGY PARTNER, WE PROMISE YOU:

Privacy and security of you and your clients' information, safeguarded and protected with the utmost care.

Quick support/technical issue resolution to keep your business running smoothly, with phone and/or email follow-up—especially regarding time-sensitive matters.

Accurate performance reporting with documentation on resolution of all support issues.

Courteous and prompt customer service at all times.

Team members assigned to you have the right skills and experience to provide solutions.

Clear invoicing and up-front quotes on any projects or equipment that fall outside of the scope of our managed IT service contracts.

Access to any tools, training, and resources to assist you with getting the most value possible.

Communication about anything that may improve or impact your business or IT infrastructure.

WE MAKE IT EASY TO SWITCH!

ONBOARDING

We'll set up a call for you to meet key members of our team and start the review process.

We'll also set up an on-site meeting to evaluate and document your infrastructure, install any hardware or software for monitoring, and get started.

REVIEW & RECOMMENDATIONS

We'll do a full assessment on your network's health and efficiency. We'll analyze any possible security risks and build a roadmap to success.

We'll meet again to discuss any recommendations, improvements, and strategies.

IMPLEMENTATION

We'll get started on any changes agreed upon and make any system upgrades.

We'll monitor your network and provide first-in-class security and helpdesk coverage.

ONGOING ENGAGEMENT

You'll have regular meetings with your account manager to discuss the health of your systems, review trends, and focus on improvement goals.

We'll send reports on help tickets, virus software, status reporting, etc.

"The transfer over to ClearCom IT Solutions was so much easier than we anticipated."

Jennifer Vibber, Spear Management Group, Inc.

LET CLEARCOM IT GET YOUR COMPANY PROTECTED TODAY

ClearCom IT Solutions

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