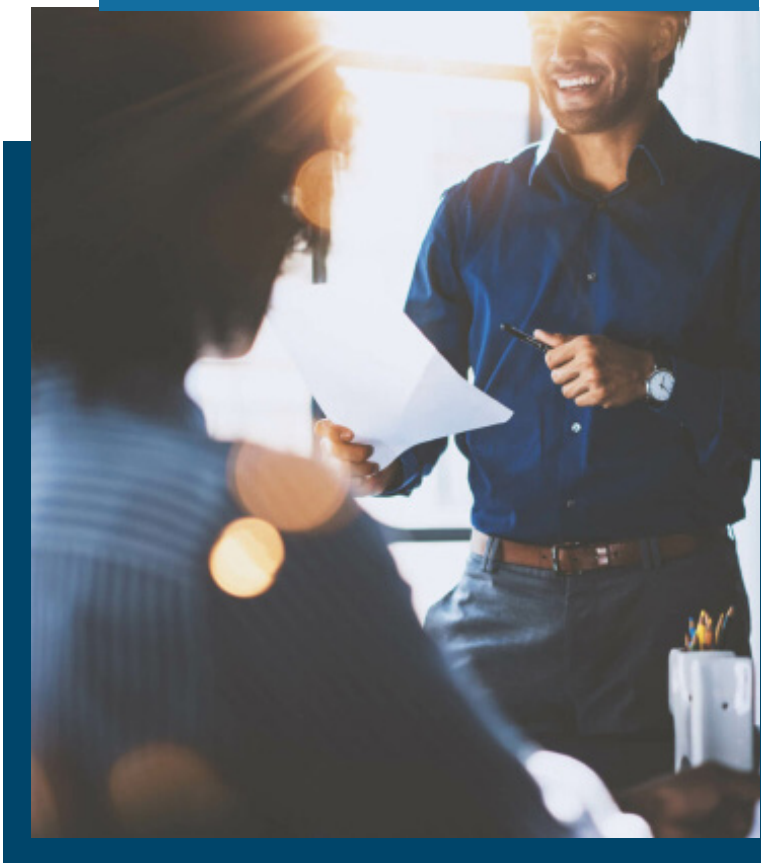
Braver® Technology Solutions
A NEW CHARTER COMPANY

The Managed Services Playbook for IT Success.

Choosing the right Partner to Streamline, Secure, and Scale Your Organization with Smart IT Solutions

NewCharter

www.bravertechnology.com



Strategic Managed IT

Let’s break it all down. No buzzwords. Just smart solutions and simple explanations.

Managed Services = custom-fit support, budget-friendly pricing, and long-term peace of mind.

Success in today’s business landscape depends on growth, scalability, and efficiency, but too often, IT is an afterthought.

When expanding, launching new initiatives, or simply trying to keep up with changing demands, it’s easy to focus on financials, operations, and customer experience while overlooking the technology infrastructure that powers it all.

Disparate systems. Unknown cybersecurity risks. Outdated platforms. Hidden costs. These are just a few of the challenges businesses face without a cohesive IT strategy.

Whether you’re scaling your operations, integrating new technologies, or just looking to streamline your workflows, this guide will help you understand the critical role Managed IT solutions play in building value. From improving operational efficiency to securing data and optimizing performance, Managed IT Services are no longer a luxury — they’re a necessity.

Braver Technology understands the complexities of managing IT across every aspect of your business.

As a trusted IT partner, we provide seamless, fully integrated solutions tailored to your unique needs. Our expertise in IT standardization, security, and scalability ensures that every part of your business benefits from enterprise-grade technology while maintaining the flexibility you need to stay competitive.

With a proactive approach to cybersecurity, compliance, and IT governance, Braver delivers a strategic advantage, helping you streamline operations, reduce risks, and enhance overall value.

Through our comprehensive Managed IT Services, Strategic Consulting, and Nationwide Support Network, Braver Technology empowers businesses with the technology infrastructure they need to drive growth, efficiency, and long-term success.

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CHAPTER 1

Choosing the Right IT Support Partner

SECTION 1

You Deserve the Best IT Service and Support.

Here's what that really means...

When we say support, we don't just mean fixing things when they break. We mean proactive, always-on service that keeps your business running smoothly, 24/7. This means staying ahead of problems, offering plain talk instead of tech jargon, and delivering security, performance, and productivity tailored to your unique needs with total visibility into what we're doing and why.

WE'RE NOT JUST TECH SUPPORT — WE'RE A TRUSTED PARTNER

When you work with us, you're not just hiring a vendor — you're gaining a strategic partner who truly understands your business. We act as your trusted advisor, aligning technology with your goals to drive efficiency, security, and growth. Our approach goes beyond just keeping the lights on. We provide personalized guidance, proactive planning, and hands-on support, helping you avoid problems before they disrupt your operations. From ongoing maintenance to long-term IT strategy, we're invested in your success, offering insights and solutions that evolve with your business. This means fewer headaches, better results, and a technology partner who's always in your corner.

CUSTOMIZED IT — YOUR WAY, YOUR BUDGET

Technology isn't one-size-fits-all, and neither is our approach. We take the time to understand your business, creating tailored IT solutions that fit your unique needs, challenges, and budget. Whether you need robust cybersecurity, seamless remote access, or specialized support for industry-specific applications, we've got you covered. Our flexible service model means you only pay for what you actually need — from on-site support to 24/7 remote monitoring. We handle the complex stuff, so the only thing you have to worry about is remembering your password. With our tailored approach, you get maximum value from every IT dollar spent, without the stress of managing it all alone.

THE EXPERTISE YOU DESERVE

Your business deserves more than just generic IT support — it needs specialists who understand the real-world challenges SMBs face. Our team of IT experts is deeply familiar with the day-to-day technology hurdles in your industry, from managing rapid growth and onboarding new employees to supporting major rollouts. We design flexible IT frameworks that can adapt as your business evolves, while ensuring you stay compliant with complex regulations like HIPAA, SOC 2, and PCI. Plus, with a proactive approach to cybersecurity, and 24/7 monitoring, we protect your critical data and systems against the relentless, ever-changing threats, so you can focus on what you do best.

SECTION 2

Your IT, Your Way: No One-Size-Fits-All

A plan that works for you

Every business has its own unique needs, challenges, and goals, which is why a cookie-cutter approach just doesn't work. Whether you need fully managed IT or Co-Managed support to complement your internal team, we've got you covered.

We take the time to understand your day-to-day operations, creating a custom plan that aligns perfectly with how you work and a strategy to align with your growth planning.

In addition, our proactive approach means we're not just fixing problems, we're preventing them because At the end of the day, our promise is simple: high-quality support, expert advice, and lasting solutions. Because your business deserves nothing less.

TAILORED SOLUTIONS, NOT OFF-THE-SHELF PACKAGES

Whether it's cybersecurity, data management, cloud infrastructure, or user support, we provide flexible, scalable solutions that grow with you. This means fewer surprises, better performance, and technology that aligns perfectly with your goals.

The Benefits:

- Reduced waste and better resource allocation
- Improved security and reliability
- Scalability to match your business growth
- A proactive approach that prevents costly downtime

YOUR BUDGET, YOUR CHOICE

We offer flexible, à la carte options that let you choose only the services that truly add value to your business. This means reallocating funds from dead-end services to areas that make a real impact, like proactive security, cloud optimization, or enhanced productivity tools.

The Benefits:

- Maximum ROI from every tech dollar
- No hidden fees or surprise charges
- Clear, predictable costs that align with your budget
- Better financial planning and long-term savings

FLEXIBILITY FOR THE WAY YOU WORK

Whether your team is in the office, working remotely, or spread across multiple locations, our solutions are designed to support your business model. We provide seamless support for hybrid teams, remote workers, and multi-site operations, ensuring your systems are always up and running

The Benefits:

- Improved productivity and collaboration
- Consistent support, no matter where your team is located
- Reduced downtime and faster issue resolution
- The freedom to scale without technical headaches

Using Technology as a Value Multiplier:

Technology is no longer just a support function — it's a strategic asset and a powerful lever for driving business value. In today's digital landscape, IT decisions directly impact scalability, operational efficiency, customer experience, and long-term profitability. When you prioritize technology as part of your growth strategy, you unlock new opportunities to streamline operations, reduce costs, and gain a competitive edge.

When you view IT as a critical component of your business strategy, you stop just managing technology and start using it as a competitive advantage.

HOW IT IMPACTS SCALABILITY, EFFICIENCY, AND PROFITABILITY

SCALABILITY

Building a foundation for growth - Scalable IT solutions reduce the friction of growth by streamlining processes, automating routine tasks, and providing flexible, cloud-based systems that can adapt as your business evolves.

EFFICIENCY

Doing more with less - Efficient technology isn't just a cost saver, it's a performance booster. Streamlined IT systems improve workflow, reduce downtime, and eliminate repetitive tasks, freeing your team to focus on high-value work.

PROFITABILITY

Turing IT into a competative advantage - Profitability is about making every dollar count. IT isn't just an expense, it's a strategic asset that, when managed properly, can directly boost your profitability and long-term business value.

REAL-WORLD IT PITFALLS THAT REDUCE ROI

INCOMPATIBLE SYSTEMS

The efficiency killer - Outdated, and fragmented networks lead to inefficient workflows, data silos, and missed opportunities. Without seamless integration, teams spend more time troubleshooting and less time on productive work.

CYBERSECURITY GAPS

A risk to your bottom line - Cybersecurity isn't just about preventing breaches, it's about protecting your reputation and financial stability. Even a small security gap can lead to costly downtime, data loss, regulatory fines, and lasting brand damage.

SURPRISE COSTS

The hidden drain on profits - Unplanned expenses can quickly erode your ROI. From unexpected equipment purchases to emergency IT support, these costs add up. Without a clear, predictable IT budget, businesses often find themselves overspending.

HOW MODERN IT STRATEGIES BOOST ENTERPRISE VALUE

STRATEGIC IT MANAGEMENT

Modern IT strategies go beyond just keeping systems running — they align technology with business goals, improve decision-making through data insights, and reduce downtime with proactive support, directly boosting enterprise value.

MODERN, SCALABLE INFRASTRUCTURE

Flexible, cloud-enabled systems support rapid growth, streamline operations, and reduce overhead by eliminating outdated hardware and siloed data, creating a strong foundation for scalability.

BUILT-IN SECURITY AND COMPLIANCE

Robust cybersecurity and proactive compliance reduce risk, protect customer trust, and avoid costly fines, ensuring your business is always on the right side of industry regulations.

SECTION 3

YOUR ALL-IN-ONE PARTNER

WHEN YOU NEED A SOLUTION, WE HAVE YOU COVERED. ITS THAT EASY.

Imagine having all your technology needs covered by a single, trusted partner. From advanced cybersecurity and business solutions to custom software development and web services, we provide everything your business needs to thrive in a digital world. Whether you're looking to secure your data, streamline operations, or modernize your online presence, we offer comprehensive, integrated solutions that eliminate the hassle of juggling multiple providers. With local, boots-on-the-ground support and the backing of a nationwide network, we deliver personalized service with the power to scale as your business grows.

BUSINESS SOLUTIONS

LIVE 24x7 Support

Cloud Solutions

Custom User Training

Microsoft Solutions

Apple Support

Hosted Data Center

Electronic Health Records (EHR)

Electronic Medical Records (EMR)

Practice Management Software Experts

Security, Key card + Alarm Services

Data Center Migration

ADVANCED SECURITY

Security Audits + Assessment

True Penetration Testing

Managed Security Services

Password Management

Managed Malware, Threat Detection + Detection Response

Security Incident Response + Breach Remediation

MFA On Prem + Cloud

Litigation Support

Security Policies

Regulatory Compliance: HIPAA, CMMS, GCC High, GCC, DOD, NIST, + SOC2 Compliance

SOFTWARE SOLUTIONS

Application Development
- Intranet
- Browser-Based Software
- Internal automations
- Custom business processes software

Managed Application Services

Integration and Data Exchange Solutions

Microsoft Stack
- Azure
- Microsoft 365
- .Net Development
- Power BI Platform
- SharePoint

SAP Business One
- MS SQL Server Database
- SAP HANA + Analytics
- Business One Cloud

Software Development
- Custom App: Web, Enterprise + Mobile
- Cloud
- Legacy Application
- Saas Development
- Healthcare

WEB SERVICES

Design + Development
- Responsive Web Design
- WordPress
- Brochure websites
- E-commerce
- 3rd party integrations

Managed Hosting

On Demand Support
- Content placement
- Design a new landing page
- WordPress Training
- Build a new feature
- Clean a hacked website

Stratagy + Consultation
- Design and Usability
- Digital Marketing
- Strategic Traffic Analysis

SEO and E-Commerce

SOLUTIONS THAT WORK

BUSINESS CONTINUITY

Unexpected disruptions can strike at any time — from natural disasters and cyberattacks to the sudden loss of a key employee. Having a solid business continuity plan is essential. We help you prepare by identifying potential risks, analyzing their impact on daily operations, and putting robust recovery strategies in place.

Our approach ensures that your critical systems and data are protected, allowing you to bounce back quickly and keep your business running with minimal disruption.

BUSINESS COMMUNICATION

Effective communication is the backbone of any successful organization. Our communication platforms are designed to keep your team connected, whether they're in the office or working remotely, while reducing costs and enhancing collaboration.

With features like VoIP, video conferencing, instant messaging, and integrated CRM solutions, you'll have the tools you need to streamline communication and improve productivity.

INFORMATION SECURITY

We deliver advanced cybersecurity solutions designed for businesses of all sizes, backed by enterprise-level expertise. Our dedicated security team provides comprehensive, multi-layered protection to keep your data safe from every angle. With 24/7 monitoring, real-time threat detection, and proactive risk management, we help you avoid costly breaches and downtime. From endpoint protection and network security to compliance management, our clear, common-sense approach ensures your business stays secure, resilient, and ready for anything.

STRATEGIC CONSULTING

We go beyond just fixing IT issues, we become a strategic partner invested in your long-term success. With our team of virtual Chief Information Officers (vCIOs) acting as trusted advisors, we guide businesses through the complexities of digital transformation, aligning technology with growth goals and driving real business value.

As part of the elite 1% of companies globally with all six Microsoft Partnership levels, we can empower our clients to accelerate innovation, reduce IT costs, and stay competitive in the AI-driven future.

As a Top IT Employer

We take the headache out of hiring and retaining your own, hard-to-find, tech talent by offering a diverse pool of skilled professionals, ensuring you have access to high-level expertise at all times. We believe that innovation and growth happen when creativity meets data, which is why we foster a culture of experimentation and continuous improvement. Our recruitment approach goes beyond conventional methods, valuing inclusivity and engagement to build a team that drives results. By putting our people first — both employees and clients — we create a workplace where top talent can excel, making us the preferred choice for businesses seeking fresh solutions and cutting-edge support.

SECTION 4

MAKING THE SWITCH IS SIMPLE

5 Steps to Amazing IT Support!

When we say simple, we mean it, because simplicity has real business value. We know how easy it is for technology to become complicated and overwhelming. That's why we pride ourselves on keeping our process simple and transparent. Everyone will be on the same page and you'll know exactly what solutions you're getting and why.

We don't speak geek, and we're friendly and outgoing, so you won't hesitate to reach out to us, anytime. This open communication allows us to maintain a healthy, long-term partnership, so we can continually meet your needs for mutual success.

It Starts with a 12 min Call

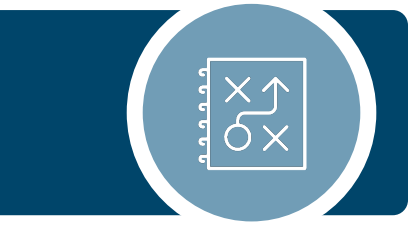
We want to learn about you and your business, how you need your technology to operate, and the direction you are heading. We will then perform an honest assessment of your current network and systems to determine what may or may not be needed to help you reach your goals.

Identify Your Network Needs

Our in-depth, unbiased analysis of your current IT infrastructure will provide us with a comprehensive understanding of your existing environment and will pinpoint the strengths we can leverage and the weaknesses we can improve to lay out a clear road map for strategic development.

We've Got a Plan!

Once we have a solid understanding of your technology and business goals, we will devise a detailed strategy to implement your custom solutions to best achieve the goals outlined in the assessment. Our proposal is our promise that we will deliver the solution that addresses and solve your IT needs.



Plan Execution

This is the fun part! Once you've signed off, we get right to work! Seamlessly implementing and testing the agreed-upon solutions so you can immediately enjoy the benefits and achieve your objectives more efficiently. Our goal is to make your business successful… because when you are successful, so are we!

Ongoing Support | Maintaining the Relationship

Now that everything is working perfectly, we'll make sure it stays that way. Our 24/7 real-time optimization lets you forget about IT and focus on growth. We will provide you with reliable, high-quality IT support no matter what. From cyber-security threat to run-of-the-mill tech questions, we are there to make IT work for you.

Choosing the Right IT Provider Checklist

Selecting the right IT provider is a critical decision for your business. Use this checklist to make sure you're getting the high-quality support, transparency, and proactive care your business deserves.

	Company A	Company B	Company C	Braver
• **Live Phone Support:** Do they answer their phones live, ensuring immediate assistance?				✓
• **Guaranteed Response Times:** Do they have a written, guaranteed response time for the support tickets you submit?				✓
• **24/7 Availability:** Do they provide weekend and after-hours support to address your needs around the clock?				✓
• **Clear Communication:** Do they take the time to explain things in plain English, avoiding confusing "geek speak"?				✓
• **Professionalism:** Do their technicians arrive on time and dressed professionally?				✓
• **Transparent Billing:** Do they provide detailed invoices that clearly explain what you are paying for?				✓
• **Comprehensive Insurance:** Do they carry adequate errors and omissions, business liability, and workers' comp insurance to protect you?				✓
• **Project Accountability:** Do they guarantee, in writing, to complete projects on time and within budget?				✓
• **Proactive Monitoring:** Do they insist on monitoring your network 24/7/365 to prevent problems from turning into downtime, viruses, and other issues?				✓
• **Security Reporting:** Do they provide regular reports for backups, patches, and updates, ensuring that your systems are secure and protected?				✓
• **Regulatory Compliance:** Do they assist you in navigating complex regulations like CMMC, NIST, HIPAA, GDPR etc.?				✓
• **Team Depth:** Do they have multiple technicians familiar with your network, or are they a "one-man band" who could be unavailable when you need them?				✓
• **Truly All-Inclusive Support:** Is their "all-inclusive" support plan truly all-inclusive? What's NOT included?				✓
• **Backup Monitoring:** Do they insist on monitoring both on-site and off-site backups? Do they conduct periodic test restores of your backups?				✓
• **Pre-Project Backup:** Do they ensure your network is backed up before starting any project or upgrade?				✓
• **Disaster Recovery Planning:** Will they provide a disaster recovery plan to restore your network quickly in the event of a disaster as part of their service, or is that an extra cost?				✓
• **US-Based Help Desk:** Is their help desk US-based, or is it outsourced overseas?				✓
• **Ongoing Training & Certifications:** Do their technicians maintain certifications and participate in ongoing training to stay current with the latest technologies?				✓
• **Comprehensive Cybersecurity:** Do they provide a comprehensive cybersecurity protection plan? Do they also offer cybersecurity training for your employees?				✓
• **Vendor Management:** Will they take ownership of dealing with your ISP, phone company, and line-of-business applications, or are you left to manage these relationships on your own?				✓
• **Microsoft Expertise:** Are they part of the top 1% of companies worldwide with all 6 Microsoft partnership levels.				✓
Your Choice…				

CHAPTER 2

Making IT Work with the Right Partner

SECTION 1

The Case for a Strategic IT Services Approach

Benefits of having a trusted partner for support and strategic planning.

Partnering with a Managed Services Provider (MSP) means more than just fixing IT issues as they arise — it's about having a team of dedicated experts proactively managing and protecting your network 24/7/365. With routine updates, advanced security safeguards, and optimized software, you'll boost productivity, secure your data, and reduce costly downtime. Plus, we can work seamlessly alongside your in-house IT staff, providing extra support where you need it most.

Predictable Costs and Better Budget Control
For small to medium-sized businesses, managed service packages offer a smart, cost-effective alternative to the unpredictable costs of break-fix IT support. With a flat-rate, all-inclusive monthly pricing model, you gain peace of mind knowing your budget won't be blown by unexpected issues or surprise invoices. This financial predictability frees up resources for other critical business investments and allows you to plan for growth without the fear of escalating IT expenses.

Reduced Downtime and Faster Resolutions
Downtime is more than just an inconvenience — it's a direct hit to your bottom line. Our proactive monitoring and maintenance reduce the risk of unexpected outages, catching potential problems before they

disrupt your business. This approach not only saves money but also improves overall efficiency, ensuring your team can focus on their core responsibilities without constant tech interruptions.

Comprehensive Cybersecurity Protection
Cyber threats are constantly evolving, and the cost of a data breach can be devastating. Our managed IT services include advanced security protocols, 24/7 threat monitoring, data encryption, secure backups, and ongoing employee training to ensure your network is always protected. We stay ahead of the latest cyber risks, so you can stay focused on your business, confident that your data is secure.

Scalable Solutions for Growing Businesses
As your business grows, so do your technology needs. We design solutions that scale with you, whether you're adding new employees, expanding locations, or moving to the cloud. Our services are flexible, allowing you to adjust your support levels as your needs change, without the headaches of hiring and training new IT staff.

Expert Guidance and Strategic Planning
Technology should be a growth driver, not a roadblock. With an MSP, you get access to experienced IT strategists who can help you align your technology with your business goals. We'll guide you through the complex world of vendor management, recommend new technologies, and ensure your IT infrastructure supports your long-term objectives. This includes planning for future needs, integrating innovative solutions, and keeping your business ahead of industry trends.

Simplified Vendor Management
Managing multiple technology vendors can be a headache. We act as your single point of contact, handling communication, troubleshooting, and relationship management so you don't have to. This not only simplifies your operations but also ensures you're getting the best value from your technology investments.

Peace of Mind and Focus on Core Business
With our team handling your technology, you can focus on what you do best, running and growing your business. No more putting out tech fires, dealing with frustrating outages, or worrying about whether your data is secure. We take the stress out of IT management, giving you the freedom to concentrate on your goals.

> "A solid IT strategy is no longer a luxury, it's a necessity. By partnering with a managed IT provider, like Braver, you're not just keeping your systems running, you're investing in the future of your business. Let us handle the tech, so you can focus on what you do best.

SECTION 2

We Take Our Security Seriously

Braver protects ourselves internally by taking a comprehensive approach to network security, encompassing the five key elements of the NIST Cybersecurity Framework: Identify, Protect, Detect, Respond, and Recover. We regularly conduct risk assessments and vulnerability scans to understand our network's weaknesses and areas of concern.

Our security stack is continuously updated to stay ahead of the latest threats and vulnerabilities. We also implement regular security audits and assessments to identify and address any potential weaknesses in our system. With our security stack in place, we are confident in our ability to safeguard our network and protect the sensitive information and data of our users and clients.

IDENTIFY	PROTECT	DETECT	RESPOND	RECOVER
Remote Monitoring and Management (RMM)	Anti virus | Anti-Spam | Anti-Phishing	Endpoint Detection and Response (EDR) with 24x7 SOC	24x7 Security Operations Centers (SOC)	Communication Protocols- (Incidents are worked by engineers, Communicated by Service Delivery Managers)
Network/ Systems Discovery +	Background Checks + Security Training for all New Hires	Real time SEIM monitored internally and by External MSSP	Security Orchestration and Response (SOAR)	Azure Backup + External BDR of all servers hourly
Open DNS for DNS filtering	System Hardening	Network Scanning Identifying potential vulnerabilities in the system.	Developing a plan to address those vulnerabilities.	Monthly Testing | Monthly Off site Spin up
Regularly reviewing and updating the system's security controls to ensure they remain effective.	Network Segmentation	Internal + External Vulnerability Scanning by External MSSP	Comprehensive Incident response plan	Incident Analysis (Post incident review, Root cause analysis)
Documentation System	Implementing security controls to reduce the system's attack surface.	Yearly Internal penetration testing by External MSSP	Triage Process - Ticket prioritization system	Investigation (Identify root causes)
	Developing a plan to address those vulnerabilities.	SaaS Monitoring		Incident Documentation (Documentation of incidents, response actions, lessons learned, and recommendations for future improvements)
	MFA | 2FA on all AD Accounts	Threat Hunting		

CHAPTER 3

The Braver Advantage

The Future of IT—Why Braver Technology is the Preferred Partner for Managed IT Services

One Partner. Unlimited Potential.

The Power of a Flexible Managed Service Solutions for Growning Businesses.

Technology is a critical business asset that drives growth, efficiency, and innovation. Partnering with a trusted Managed Services Provider (MSP) can streamline IT management, enhance cybersecurity, reduce costs, and provide the strategic guidance needed to stay ahead of the competition. At Braver, we offer comprehensive business solutions with nationwide reach, 24x7 live help desk support, and fully customized IT services designed to fit your unique needs and goals.

Ready to Take Charge of Your IT?
Don't settle for piecemeal support and one-size-fits-all solutions. Choose an IT partner that aligns with your business vision, safeguards your critical data, and keeps your operations running at peak performance. With Braver, you're not just getting technology support — you're gaining a competitive edge.

CO-MANAGED IT + CUSTOMIZED FLEXIBILITY

Not every business has the same IT requirements, which is why we offer fully managed and co-managed IT services. Whether you need a complete outsourced solution or just extra support for your internal IT team, we'll work with you to create a tailored plan that fits your structure and objectives.

- **Seamless Collaboration:** Work alongside your in-house IT for enhanced support and faster issue resolution.
- **Fill in the Gaps:** Bridge knowledge gaps and reduce the risk of staffing shortages.
- **Scalable Support:** Flex support up or down based on your evolving needs.
- **Round-the-Clock Monitoring:** Gain access to 24x7x365 help desk and infrastructure monitoring to minimize downtime.
- **Improved Efficiency:** Keep your business running smoothly with proactive maintenance and rapid incident response.

STRATEGIC STANDARDIZATION & SCALABILITY

To thrive in today's competitive market, your IT environment needs to be scalable, cost-effective, and built to support growth. We help unify your infrastructure, optimize workflows, and modernize your technology stack to enhance efficiency and reduce operational complexity.

- **Simplified System Integration:** Streamline processes and eliminate technology silos.
- **Cloud Migration and Optimization:** Modernize your infrastructure for agility and cost savings.
- **Unified Communications:** Connect your team with integrated VoIP and collaboration tools.
- **Digital Modernization:** Web hosting, app development, and data center solutions.
- **Regular Strategic Reviews:** Ensure your technology aligns with your business goals and evolving needs.

One Partner. Unlimited Potential.

SECURITY THAT NEVER SLEEPS

Our layered cybersecurity approach provides constant protection for every device, server, and user in your network. With real-time threat detection and rapid response, we keep your business secure and resilient.

- **24x7x365 Threat Monitoring:** Continuous oversight to detect and stop attacks.
- **Managed Detection & Response (MDR):** Rapid identification and mitigation of threats.
- **Endpoint Security and Management:** Protect every entry point into your network.
- **Patch Management and Vulnerability Mitigation:** Reduce your exposure to known threats.
- **Incident Response and Disaster Recovery:** Minimize downtime and recover quickly from unexpected events.

COMPLIANCE CONFIDENCE ACROSS YOUR PORTFOLIO

Staying compliant isn't just about checking boxes — it's about protecting your reputation, minimizing risk, and avoiding costly fines. Our certified team ensures your technology meets the latest industry standards and government regulations, keeping you prepared for audits and inspections.

- **Security Risk Assessments:** Identify and address potential vulnerabilities.
- **Policy Documentation:** Build a solid foundation for compliance.
- **Regulatory Alignment:** Meet industry standards like HIPAA, SOC 2, CMMC, and more.
- **Audit Prep and Ongoing Management:** Stay ready for any review, any time.

ONE STOP IT SOLUTIONS FOR YOUR BUSINESS

Managing technology for a growing business requires consistency, security, and scalability. At Braver, we provide comprehensive IT services through a centralized, fully managed approach, ensuring your business runs smoothly, securely, and efficiently. Whether you need day-to-day support, proactive cybersecurity, or custom software development, we've got you covered.

Managed IT Services
We provide end-to-end IT support, including 24x7 help desk access, proactive infrastructure monitoring, system updates, and executive-level technology consulting to align your IT strategy with your business goals.

Cybersecurity
Our 24x7 Security Operations Center (SOC) offers around-the-clock protection, including managed detection and response (MDR), vulnerability scanning, compliance management, end-user training, and regular risk assessments to keep your data secure.

Cloud & Infrastructure Services
From cloud migration and hybrid infrastructure optimization to disaster recovery and ongoing security management, we create reliable, scalable IT foundations tailored to your business needs.

Software & Application Development
Custom software solutions that automate business processes, streamline operations, and improve productivity—designed to meet the unique needs of your business.

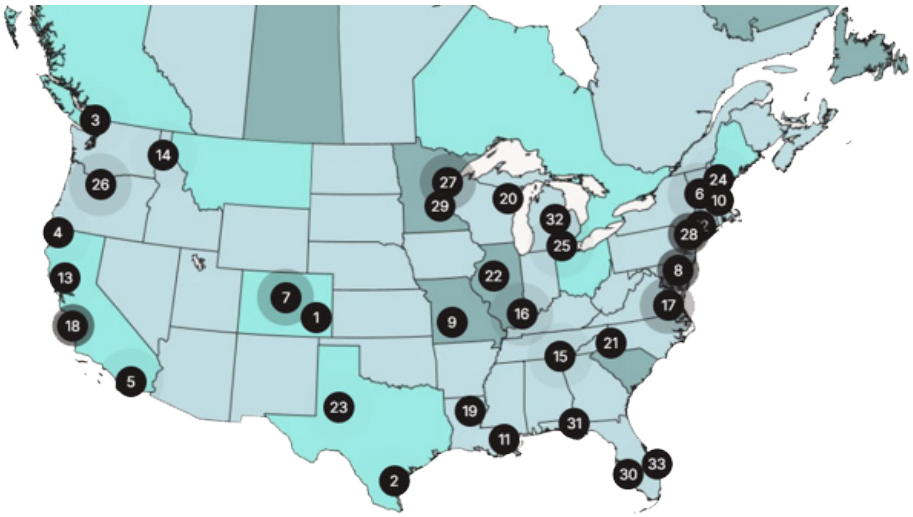
VoIP & Unified Communications
Modern, secure voice and messaging solutions that empower teams to collaborate efficiently across locations, platforms, and devices.

Website Hosting and Design
Custom-designed websites backed by secure, high-performance hosting. We ensure responsive design, consistent uptime, and seamless digital engagement across all devices.

Local ‘Boots on the Ground’ with a Nationwide Presence

Braver is a trusted partner of NewCharter

Combining our local, boots-on-the-ground support with the national reach and resources of one of the industry’s leading IT networks. This partnership enhances our ability to deliver cutting-edge technology solutions, world-class cybersecurity, and innovative digital transformation strategies — all with the personalized touch our clients expect. Together, we’re setting a new standard for IT excellence.



Are we a fit...

Braver is a full-service technology partner, providing comprehensive IT services, help desk support, vCIO guidance, and strategic IT consulting. Our clients span various industries, each with unique systems, networks, and technology needs.

We thrive in partnerships with organizations that see technology as more than just a support function — those that recognize it as a critical asset for growth and innovation. Our ideal clients are ready to modernize their operations, strengthen cybersecurity, streamline processes, and eliminate inefficiencies. Whether it’s enhancing security, integrating new technologies, or optimizing legacy systems, we’re dedicated to making IT a powerful enabler of business success.

TEAM

Our team members collaborate, share knowledge, communicate, and most importantly support one another. Our core values shape the culture of our organization and define the character of our company. This means you have a well-oiled machine with a positive, thriving work environment on your side.

CLIENTS

We treat our clients as if they were our friends and partner with them to build lasting relationships. Since our earliest days, our clients have been the starting point and drive everything we do. We are devoted to meeting them on their individual path, developing the strategy and systems needed for stability and growth.

VENDORS

A true partnership is a two-way street based on a foundation of mutual trust and respect for one another’s expertise. Our vendors embrace this philosophy. We have a solid framework in place and tailor our partnerships on a case-by-case basis, meeting regularly to review programs that will best fit our client’s needs.

SECTION 3

COMPANY PURPOSE

and Core Values

At Braver, our purpose is straightforward — to be a true partner in your success, not just another vendor. We've spent decades helping businesses optimize their technology, align their strategies, and set new standards for growth and stability.

Our core values guide every decision we make, shaping our relationships with clients, partners, and employees. We prioritize respect, innovation, and personalized service, ensuring you get the most out of your technology with solutions tailored to your unique goals. With Braver, the only thing you'll need to worry about is remembering your password.

CUSTOMER FOCUSED

Our employees put the clients at the center of our business decision-making, developing loyalty and building trust. We demonstrate that the customer experience matters across our organization, uncovering and meeting customers' needs, delivering excellent customer service, and incorporating customer feedback into our strategy. **Enthusiastic | Goes Above and Beyond | Loves Making Clients Happy | Cleans Work Environment | Passionate | Follows Up**

PERSONABLE

Our employees are personable, friendly and get along well with other people. Most would say we are outgoing, charming, nice, bubbly, amiable, pleasing, or generous, but overall we all add up to being pleasant. **Great Personality | Friendly | Team Player | Helpful | Supportive | Sense of Humor | Great to Work With | Positive | Easy to Talk to**

KNOWLEDGEABLE

Our employees are knowledgeable and have or show a clear understanding of many different facts about the world or a particular subjects. Collectivly we are exceedingly-educated and well versed in helping you with network management. **Smart | Willing to Learn | Thinks Outside the Box | Experienced | Offers Suggestions | Multitasking | Innovative**

DEDICATED

Our employees go above and beyond the scope of what's written in their job description. Living out this core value not only encourages people to do business with us, but it also encourages our employees to continue to work for us, a few who have been with us for over 10 years! **Meticulous | Hard Working | Company Focused | Loyal | Thorough | Willing to Help | Focused on Item at Hand | Accomodating**

PROFESSIONAL

Our employees work and behave in such a way that others think of them as competent, reliable, and respectful. The professionalism we expect from our team is a collection of traits that put together make up an exceptional employee, and in turn, a successful company. **Well Groomed | Timely | Honest | Respectful | Genuine | Patient | Efficient | Structured | Good mentor | Reliable/Dependable**

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