Otaku Computer Guy!
IT Managed Services & IT Support

Otaku Computer Guy!
Your Friendly IT Managed Services & IT Support Partner

Who We Are

At Otaku Computer Guy, we combine expert IT knowledge with a love for technology and anime culture, offering a unique approach to IT Managed Services and IT Support. Whether you're an individual, a small business, or a growing company, we provide the technical support you need to stay secure, productive, and ahead of the curve.

What We Do

We specialize in delivering comprehensive IT services tailored to your specific needs, with a personal touch. From troubleshooting your devices to managing complex IT infrastructures, our mission is to ensure your technology is running smoothly, so you can focus on what matters most.

We customize solutions based on your budget, your needs, and the size of your business. We intelligently design solutions that give the same performance as enterprise-level solutions but with a smaller price tag.

Our Mission Statement

At **Otaku Computer Guy**, our mission is to provide reliable, innovative, and personalized IT support that empowers businesses and individuals to thrive in a digital world. We are passionate about blending cutting-edge technology with a deep understanding of our clients' unique needs, ensuring seamless and secure IT experiences. Whether through proactive IT management, rapid troubleshooting, or custom tech solutions, we strive to be the trusted partner that makes technology work for you — all while keeping things fun, approachable, and geek-friendly.

Why Choose an Otaku Computer Guy?

- **Personalized Service:** We treat every client like family, tailoring our services to fit your unique needs.
- **Reliable Support:** We provide 24/7 support to ensure your technology works flawlessly at all times.
- **Affordable Solutions:** Get enterprise-level IT services without the enterprise-level price tag.
- **Geek Expertise:** Passionate about tech? So are we! Our team stays on top of the latest trends to bring you the best IT solutions.
- **Local and Friendly:** We're your local IT experts, ready to solve problems with a smile.
- We customize a solution and design the fits the size of your business.

All our clients receive the basic services and support:

Remote Support

Onsite Support

Help Desk Support

Systems and network monitoring

Backups and recovery

Cybersecurity, antivirus malware, and Monitoring

The level and amount of support received each month vary depending on the monthly

subscription.

Let us figure IT out for you.

We aim to be the world's leading IT Support Company for small businesses. We passionately and rigorously deliver technology services and advances that are essential to the success of our customers' businesses and foster a work environment that will continuously encourage our employees to impress our clients and exceed their expectations.

We build the IT infrastructure you need and we will offer IT Managed Services and IT support to businesses of all sizes as you need and going in the near future.

Quality Customer Services

We're in the business of providing excellent IT support. Whatever your organization needs, we have the experience and expertise to deliver a full range of on-demand IT support and managed services to businesses of all sizes.
Our commitment to Service Dedication isn't an empty slogan; it's a concept intrinsic to our processes and daily tasks. To ensure this, we continually and obsessively track our performance, rigorously checking service delivery against SLAs and benchmarks.

We're fixing your issues! You shouldn't have to keep returning your IT Managed Services and IT Support to us after we say we've fixed them

Our Services include, but are not limited to:

1. **IT Support & Help Desk**
   Instant troubleshooting and remote support to resolve your tech issues quickly, ensuring minimal downtime.
2. **Network Management & Security**
   Protect your network with proactive monitoring, security protocols, and firewalls. Keep your data safe and your business secure.
3. **Cloud Services & Backup Solutions**
   Access your data from anywhere with reliable cloud solutions. Keep your files safe with automated backup services.
4. **Managed IT Services**
   Comprehensive IT management, including updates, patches, and device monitoring to prevent issues before they occur.
5. **Tech Consultation & Strategy**
   Receive expert advice on the best technology for your needs. We'll help you implement and scale solutions that grow with your business.
6. **Custom IT Solutions**
   Need something specific? We offer custom-built systems, servers, and networks tailored to your unique requirements.
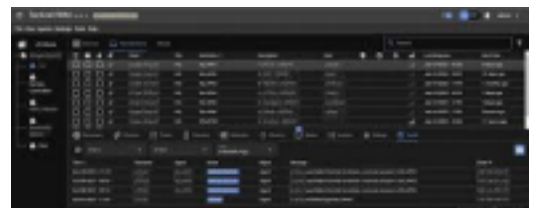
Our Partnerships and Applications

Otaku Computer Guy! Continues to partner with innovative companies to provide its clients and customers enterprise solutions without the enterprise price tag.

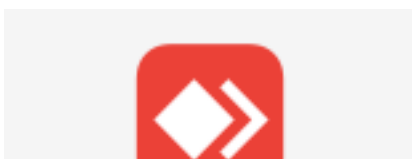**TacticalRMM by AmidaWare Inc.**

Tactical RMM gives Otaku Computer Guy! the ability to TeamViewer-like remote desktop control, real-time remote shell, remote file browser (download and upload files), remote command and script execution (bash, batch, PowerShell, Python, nutshell and bash scripts), event log viewer, services management, windows patch management, automated checks with email/SMS/Webhooks alerting (cpu, disk, memory, services, scripts, event logs), automated task runner (run scripts on a schedule), remote software installation via chocolatey, and software and hardware inventory. We can manage the environment with ease and get alert easily to problems. We resolve issues remotely after your business closes for the day.

AnyDesk by AnyDesk Software GmbH

Our remote help desk software allows us to remote into an

active desktop with the end-user on the phone or its build chat feature to troubleshoot application issues and give live training in the software. AnyDesk, provides our remote support for clients and customers. AnyDesk is a remote desktop application distributed by AnyDesk Software GmbH. The proprietary software program provides platform-independent remote access to personal computers and other devices running the host application. It also offers remote control, file transfer, and VPN functionality.

DriveSavers

Otaku Computer Guy! does in-house data recovery if the device or hard drive spins up and the data is accessible. But we can arrange for dead devices to be sent to DriveSavers. Since 1985, DriveSavers has recovered data from hard drives and other storage media that have crashed, mechanically failed, experienced physical damage, and worse. Could you call now to begin the data recovery process?

They can recover data from: Harddrives, iPhones, RAID, and SSD

Customer Benefits

– Automatic 10% customer discount

– No data–No charge policy

– Free shipping —FedEx pickup available

– Free evaluations

– Custom payment plan

Otaku Pricing Packages

IT Services & Support packages offer clients four service tiers to choose from: Basic, Complete, Premier Unlimited. They also help to dramatically reduce capital and operating costs while increasing your IT staff's productivity and responsiveness with better control over desktops, servers, and applications. These cost-effective solutions improve IT efficiency, availability, flexibility, and infrastructure manageability while actually reducing costs.

Our robust packages alleviate clients ' concerns associated with managing complex networks. Otaku Computer Guy! support

protocols shroud client networks from external/internal threats with updated applications and security measures that ensure hardware/software application functionality and the integrity of mission-critical data. Without this nagging concern, our clients can concentrate their attention and vital resources on "getting the job done!" Comparisons and monthly costs.

We bundle all the necessary services to keep your business running at peak performance into one package.

All our packages include network security and cybersecurity, Backup, and data recovery.

We have a pricing package that will fit your needs!

Starter to Basic packages

Packages	Otaku Starter	Otaku Beginner	Otaku Basic
Online Remote support	2-Hour Support per month,	4-Hour Support per month	6-Hour Support per month
Firewall /VPN/ Proxy/ & IDS/IPS	●	●	●
On-Site Support Plain and simple, we do whatever it takes to keep your network running smoothly	2-Hour Support per month,	4-Hour Support per month	6-Hour Support per month
Tactical RMM/AnyDesk/ Huntress Agents	●	●	●
Help Desk Support - Support hotline for all your employees	2-Hour Support per month,	4-Hour Support per month	4-Hour Support per month
Emergency Support - On-call emergency response engineers	n/a	n/a	n/a
Network & Systems Monitoring - We proactively monitor your network and find problems before they impact your network uptime	●	●	●

Assigned IT Manager and/or Technician - We provide a dedicated account manager to be your single point of contact for all your computer needs	n/a	n/a	n/a
Ongoing Strategic Consulting - We give you unbiased consulting to ensure you make the right decisions about your business technology	n/a	n/a	n/a
Backup & Recovery Management - Off-site backup of your valuable data assets	●	●	●
Patch Management - We keep your entire network up-to-date with current software releases	●	●	●
Email Virus and Spam Protection Support & Services	n/a	n/a	n/a

- Keep your network free from viruses with our virus and spam protection			
Email Continuity	n/a	n/a	n/a
Exchange On-Priemes or Online Exchange or Google Workspace	n/a	n/a	n/a
Sharepoint Support	n/a	n/a	n/a
Office 365 or Google Workspace Support	n/a	n/a	n/a
Cloud Services Support	n/a	n/a	n/a
Regularly Preventive Maintenance Visits	n/a	n/a	n/a
Corrective Maintenance	n/a	n/a	n/a
Performance Monitoring	n/a	n/a	n/a
Project Management	n/a	n/a	n/a
Pricing	90,00 Monthly	$150.00 Monthly.	$250 MOnthly

*****Note: rate will rollover into a 150.00 hourly rate after 1 hour over your lotted Support per Month.up****

Medium Packages

	Otaku Lvl: 1	Otaku Lvl:2	Otaku Lvl:3	Otkau Lvl: 4	Otaku Lvl:5
Online remote support	8-Hour Support per month	9-Hour Support per month	10-Hour Support per month	12-Hour Support per month	13-Hour Support per month

Firewall /VPN/ Proxy/ & IDS/IPS	●	●	●	●	●
On-Site Support Plain and simple, we do whatever it takes to keep your network running smoothly	1 Free on Site Visits Per month	2 Free on Site Visits Per month	3 Free on Site Visits Per month	4 Free on Site Visits Per month	5 Free on Site Visits Per Month
Tactical RMM/AnyDesk/ Huntress Agents	●	●	●	●	●
Help Desk Support - support hotline for all your employees	8-Hour Support per month	9-Hour Support per month	10-Hour Support per month	12-Hour Support per month	13-Hour Support per month

Emergency Support - On-call emergency response engineers	2-Hour Support per month,	3-Hour Support per month,	4-Hour Support per month,	5 -Hour Support per month,	6 -Hour Support per month,
Network & Systems Monitoring - We proactively monitor your network and find problems before they impact your network uptime	●	●	●	●	●
Assigned IT Manager and/or Technician **- We provide a dedicated account manager to be your single point of contact for all your computer needs**	n/a	n/a	n/a	n/a	n/a
Ongoing Strategic Consulting **- We give you unbiased consulting to ensure you make the right decisions about your business technology**	n/a	n/a	n/a	n/a	n/a
Backup & Recovery Management **- Off-site backup of your valuable data assets**	●	●	●	●	●
Patch Management **- We keep your entire network up-to-date with current software releases**	●	●	●	●	●
Email Virus and Spam Protection Support & Services **- Keep your network free from viruses with our virus and spam protection**	n/a	n/a	n/a	●	●
Email Continuity	n/a	n/a	n/a	n/a	n/a
Exchange On-Priemes or Online Exchange or Google Workspace	n/a	n/a	n/a	n/a	n/a
Sharepoint Support	n/a	n/a	n/a	n/a	n/a
Office 365 or Google Workspace Support	n/a	n/a	n/a	n/a	n/a
Cloud Services Support	n/a	n/a	n/a	n/a	n/a

Regularly Preventive Maintenance Visits	n/a	n/a	n/a	n/a	1
Corrective Maintenance	n/a	n/a	n/a	n/a	n/a
Performance Monitoring	n/a	n/a	n/a	n/a	n/a
Project Management	n/a	n/a	n/a	n/a	n/a
Pricing	$350.00 Monthly	$650.00 Monthly	$750.00 Monthly	$850 Monthly	$950 monthly

*****Note: rate will rollover into a 150.00 hourly rate after 1 hour over your lotted Support per Month.up*****
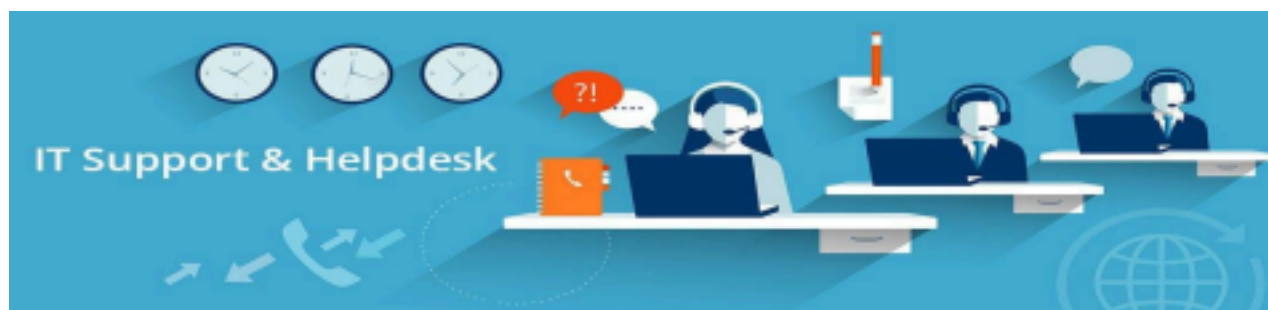

Top Tier Plans

	Otaku\ Copper	Otaku Silver	Otaku GOLD	Otkau Platinum	Otaku UNLIMITED
Online Remote Support	14-Hour Support per month	15-Hour Support per month	16 -Hour Support per month	17 -Hour Support per month	Unlimited Support
Firewall /VPN/ Proxy/ & IDS/IPS	●	●	●	●	●
1 Free on Site Visits Per month	6 Free on Site Visits Per month	7 Free on Site Visits Per month	8 Free on Site Visits Per month	9 Free on-Site Visits Per Month	Unlimited Support
Tactical RMM/AnyDesk/ Huntress Agents	●	●	●	●	●
Help Desk Support - support hotline for all your employees	14 -Hour Support per month	15 -Hour Support per month	16 -Hour Support per month	17 -Hour Support per month	Unlimited Support
Emergency Support - On-call emergency response engineers	6 Hour Support per month,	7 -Hour Support per month,	8 Hour Support per month,	9 Hour Support per month,	Unlimited Support

Network & Systems Monitoring - We proactively monitor your network and find problems before they impact your network uptime	●	●	●	●	●
Assigned IT Manager and/or Technician - We provide a dedicated account manager to be your single point of contact for all your computer needs	●	●	●	●	●
Ongoing Strategic Consulting - We give you unbiased consulting to ensure you make the right decisions about your business technology	n/a	n/a	●	●	●

Note: rate will rollover into a 150.00 hourly rate after 1-hours over your lotted Support per month.up.

Customize your Package - Add-On
Something missing from your package? I need additional support. ****

All are below addons are included in the Unlimited Package***

Additional Services - Add-Ons	Pricing
Exchange Online or Office 365 Azure Support	$150 Per Month
On_Premises Exchange	$150 Per Month
Google Workspace & Cloud Support	$150 Per Month
On-Premises SharePoint Support	$150 Per Month
Preventive Maintenance Visits	$100 Per Month
Email Continuity	$100 Per Month
Email Virus and Spam Protection Support & Services	$100 Per Month
Active Directory/OpenLDAP/ SAMBA Management	$150 Per Month
Powershell/Scripting	$100 Per Month

On-site support technician 5 days a week.	$250 Per Month
Project Management and Counselin	
Corrective Maintenance	$100 Per Month

At Otaku Computer Guy! We give customized services and support as we can.Our Motto is "Most bang for your Buck!"

Ask about our referral program. Unleash the Power of Referrals!

Otaku Computer Guy! MSP & IT Support Program

Ready to level up your network and earn some sweet rewards? Otaku Computer Guy! is thrilled to introduce our revamped Referral Program! Do you know a business that could use our top-tier MSP services and IT support? Send them our way, and you'll be swimming in commissions and discounts!

Why Refer to an Otaku Computer Guy!?

Reliable IT Support: We're the heroes your friends need, providing seamless and efficient IT solutions

● Earn 10% on every new client that signs a minimum 1-year contract.
Check out the potential loot:

● Repair & Troubleshooting Discounts: Get 5% off our repair and troubleshooting services

for every successful referral (minimum 1-year contract).

Let's Connect!

Ready to take your IT to the next level?
Contact **Otaku Computer Guy** today to get started!

Phone: (917) 653-2232
Email: info@otakucomputerguy.com
Website: www.otakucomputerguy.com