



IT SERVICES PROPOSAL

ABOUT NERDSTOGO

Who Are We?

At NerdsToGo, we understand that running a business is challenging enough without the added stress of managing IT and cybersecurity. That's where we come in — to make your technology work seamlessly, so you can focus on growing your business. We're local, approachable, and take the time to get to know you and your team, offering personalized care and attention that you won't find just anywhere.

Each NerdsToGo location is rooted in its community, delivering the friendly, neighborly service you expect, backed by the resources and expertise of a nationwide network. This unique combination allows us to offer cutting-edge solutions with a personal touch.

What We Do

Cybersecurity is at the core of everything we do. We know how critical it is to protect your systems, data, and reputation from ever-evolving threats. That's why we take a proactive approach — monitoring, maintaining, and securing your IT environment to prevent issues before they arise.

Whether you need remote support or on-site assistance, our team ensures your technology operates smoothly and securely. From keeping your systems up to date to empowering your team to stay safe online, we are dedicated to safeguarding your business.

Why Work With Us?

Choosing NerdsToGo is about more than just IT — it's about trust. When you partner with us, you're not just getting a service provider; you're gaining a dedicated partner who understands your business, listens to your needs, and delivers reliable, straightforward solutions.

We don't throw around tech jargon or overwhelm you with buzzwords. Instead, we focus on providing clear, effective support you can depend on. Let us handle your IT and cybersecurity needs, so you can concentrate on what truly matters: growing your business and taking care of your customers.

Thank you for the opportunity to propose a solution. We look forward to being your trusted IT partner and helping your business thrive.





YOUR TAILORED IT SOLUTION

Based on our understanding of your business needs, here's what we recommend:



RESPONSE TIME COMMITMENT

We always aim to hit our "Response Target" when it comes to responding to your issues, however we absolutely guarantee we will respond by the "Response Guarantee" times listed below:

PRIORITY	EXAMPLE	RESPONSE GUARANTEE	RESPONSE TARGET
 Emergency	Entire Company Offline	4 Hours	15 Mins
 Urgent	Department Offline	8 Hours	1 Hour
 High	User PC Offline	24 Hours	4 Hours
 Normal	New User Setup/Maintenance	48 Hours	8 Hours

FLEXIBILITY AND ADJUSTMENTS

Our goal is to provide IT services that meet your business's unique needs with the highest level of quality and care. Our initial proposal is based on the best information available at the time, but as we work together and gain a deeper understanding of your IT environment, adjustments may occasionally be needed to better align with your requirements.

- **Scope and Pricing Modifications:** If we discover new details that affect the scope of services or resource allocation, adjustments may be necessary, which could impact pricing. Rest assured, any changes will be openly discussed and agreed upon to ensure they fit your business objectives and budget.
- **Collaborative Approach:** We believe in clear, open communication and will work with you to ensure all updates are made with your input and consent, keeping your needs and goals at the center of everything we do.

This approach reflects our commitment to flexibility and partnership, ensuring we can continue to deliver the best possible IT support as your needs evolve.

NEXT STEPS

We're excited to partner with you and support your business's IT needs. To move forward, please review this proposal and confirm your agreement by signing below. If you have any questions or require adjustments, we're happy to discuss and refine the details to ensure everything aligns perfectly with your goals.

Once we've received your signed proposal, here's what to expect:

- **Confirmation:** After your approval, we may provide a formal Master Services Agreement (MSA). It's the "legalese" version of our partnership — simply a way to ensure everything is clear and documented.
- **Kickoff Meeting:** We'll schedule a meeting to review the plan, align expectations, and discuss timelines.
- **Implementation:** Our team will begin implementing your tailored IT solution and keep you informed every step of the way.

X

Client Signature

Date of Acceptance