Your IT department, without hiring one.

Helpdesk and ongoing support for growing businesses, priced per employee per month so it grows with you.

Support · Keep it working

WHO WE ARE

Tera Systems is a technology services company based in Norwalk, Connecticut. We support homes, businesses and property owners on site and remotely: one team for every place your technology lives, from the devices on your desk to your network, your buildings, your software and the parts you make.

THE CHALLENGE

- Staff lose hours to IT issues with no one to call.
- Updates and security patches are missed, leaving systems exposed.
- Onboarding new employees and devices is slow and inconsistent.
- Leaders have no clear view of the health of their technology.

OUR SOLUTION

01 Business-hours helpdesk
A real team your staff can reach for everyday IT problems.

02 Monitoring and patch management
Devices watched and kept up to date, so problems are caught early.

03 Onboarding
New employees and devices set up quickly and consistently.

04 Monthly reporting
A regular summary of what was done and the state of your systems.

05 Enterprise Guard
For businesses that need more: a dedicated response SLA, quarterly business reviews and advanced security.

THE TERA SYSTEMS PLATFORM

Support Keep it working

Home Tech

→ **Managed IT**

Connect Link it together

Networks & Security

IoT & Smart Properties

Hydrogen IoT Deployment

Build Create what's next

Software & Data

HOW WE WORK

1

Free discovery call

A 30-minute conversation to understand your situation and goals. No cost, no obligation.

2

Plan and quote

A clear plan with the right service for your need. Fixed-price services can be booked online straight away.

3

Fix, connect or build

Our team delivers remotely or on site, then stays with you through the client portal.

HOW THIS SERVICE WORKS

Two retainer levels, Business Plus and Enterprise Guard, billed per employee per month. Annual prepay is available at a discount. See current pricing at terasystems.io.

WHO IT'S FOR

- Small and growing businesses
- Professional offices
- Teams without in-house IT
- Businesses outgrowing ad-hoc support

WHY TERA SYSTEMS

One business day

We reach out within one business day.

Client portal

Tickets, billing and payment history in one place at portal.terasystems.io.

Remote or on site

Work is delivered remotely or in person, depending on the job.

Secure checkout

Book and pay online by card at terasystems.io; taxes are calculated at checkout.

Book your free discovery call

terasystems.io/contactus · "Discuss your project"

Current services and pricing: terasystems.io · Support: support@terasystems.io
Support hours: Monday to Friday, 9:00 to 17:00 New York time. The website chat is open any time.

Referred by a partner?

Use your partner's link to book, or mention their name on the call.

Partner: _____