



Service Pack 2024

Released July 2024

Your Trusted IT Solution



Due to the ever increasing cyber threats, we deployed a **ZERO-TRUST** environment for each of our Managed Service Clients. This new level of protection assures that no unwanted program will be installed.

We want to begin with a HEART-FELT **“Thank You”** for the privilege of serving you for 20 years!

Join us in welcoming TOM to our Trusted Techs Group



Let the REBRANDING BEGIN - Gone are the days of being a “Break-Fix Shop” which only addresses the obvious need. Here are the days that we provide **“Peace of Mind”** by handling the security and stability of your computers and network. But clearly note, we are rebranding to better reflect the services that we CURRENTLY provide to our clients.

Important Reminders:

- As the value of your data increases, we continue to usher our clients to use secure online storage. If you have not yet moved your data to the cloud at least for backup and archiving purposes, please give us a call to understand the importance of this step.
- Hang up your phone as soon as a caller says, “Your computer is infected.” Never call a phone number that comes up on your computer screen.

We onboarded a **professional service ticketing system** giving our clients enhanced bi-directional communication. Once you submit a ticket via email to [“support@acs1.co”](mailto:support@acs1.co) or leave a voicemail on our office line, our technicians receive an alert to begin addressing your concerns. Upon resolution, a copy of our notes are then forward to you for review. If you have any questions, the ticket is reopened until it is resolved from your perspective.



We have often been asked, “What is an IDEAL CLIENT for ACS?”

Thank you for asking. We love serving residential and small business markets. ACS is a family-based business so we can easily relate to family needs or those of mom-n-pop companies. Most of our new clients come by referrals. According to the referral size, we award gifts ranging from a tank of gas to a weekend away on ACS.