Your IT Compliance Expert

A Partner You Can Count On

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Who We Are

IT business consulting is personal, so your IT partner should be too. With Charles, you'll always get a human on the phone to help.

You can expect customer service to be as responsive as your fiber optic internet. No lag here—we take our response time seriously. And that's not all.

As the Northeast's compliance expert, we believe that knowing your business is our business. We understand how you work, what your goals are, and exactly which new technologies will get you there.

We pride ourselves on our hard work, ethics and second-to-none services. Our engineers are dedicated to making sure your systems are fast, reliable and secure. When your technology is highly regulated, your choice of IT Provider is high stakes. Don't worry—we've got this.

"Great things in business are never done by one person, they're done by a team of people."

Steve Jobs

What It's Like to Work With Us

You take IT personally and we do, too.

Charles IT is the Northeast's compliance expert, but we know that's only half the work. You depend on exceptional customer service.

In a world where technology is killing the human touch, Charles IT believes in creating raving fans and delivering real results. We get there by walking the walk with you, and we can be as involved as you need us to be. Need an entire IT department? No problem. Does one of your employees need help with setting up a printer? We do that too. In other words, we provide all levels of IT support—you decide.

We think knowing your team is just as important as knowing your technology. That's how we help you find the right solutions that can take your business from functioning to flourishing.

By spending time with your team, we can help them work smarter, faster and more efficiently. Bonus? Our experts can also pinpoint opportunities for new time-saving technologies that translate into more time for your team to realize their potential.

One more thing you should know: we're on the clock when you're not because at Charles IT, we understand that the buck stops with us. Our certified tech experts bring the know-how and the work ethic to keep your IT up and running.

"People are the most important thing. Business model and product will follow if you have the right people."

Adam Neumann, co-founder of WeWork

Our Core Values and Key Performance Indicators

Passionate People

Creating relationships is at the heart of what we do. While our world may be filled with data, systems, and software, we know you're human. So we make sure to treat you that way. We believe that a cohesive team can consistently outperform a collection of talented individuals. That's why we make sure that 100% of our team goes through a comprehensive CIT Bootcamp.

Exceptional Service

At Charles IT, our love for what we do powers performance. This means you'll get a real person answering the phone every single time. In fact, 95% of all calls are picked up in under 30 seconds. In normal business hours, you can count on a 15-minute ticket response time and 4 hours to resolution. For emergency calls, you'll receive a response in 5 minutes or less.

Honest and Forthright

With Charles IT, there are no lies, no false promises, and no finger pointing if something doesn't go to plan. We're honest and forthright in everything we do, and we always strive to keep our promises, fulfill our commitments, and follow through. Don't just take our word for it: our 2021 Customer Satisfaction (CSAT) Score of 98.69% speaks for itself.

Endless Improvement

Our team of tech experts carefully crafts a stack of solutions for the specific needs and personal framework of your business. The key to your growth, and at the core of our values, is the endless quest for improvement. In this fast-paced, dynamic environment — however technology may change, and however those changes affect you, Charles IT is here to ensure your continued success.

Who We Serve

SOC 2, HIPAA, DFARS, CMMC. We got this.

We believe that long-term partnerships allow you (and us) to excel into the future together. Our clients come from all kinds of industries and those businesses vary in size, but there are a few things they have in common.
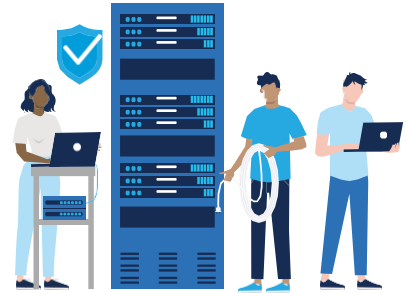
1   **Our clients need an IT partner who understands highly regulated industries with high stakes compliance needs.** Whether your priority is SOC 2, HIPAA, DFARS, or CMMC compliance, we've got IT covered.

2   **Our clients understand the value of a strategic partnership and welcome technology and change as an opportunity for business growth and efficiency.** With Charles IT, the strength of our relationships allows us to take you from where you are now to where you want to be.

3   **Our clients need an IT partner who helps them rest easy.** At Charles IT, our over-and-above expertise and attention to detail help you simplify IT so you can get back to doing what you do best, running your business.

"Our success has really been based on partnerships from the very beginning."

Bill Gates

A Few of Our Top Clients

Healthcare Clients

When you operate in a highly regulated, governed industry, and manage multitudes of confidential patient data, you can't afford a breach in security. That's where we add value — because we understand HIPAA regulations and we know how important reliability and monitoring are to you.

Manufacturing Clients

In this industry, time is of the essence. With the need for controls that streamline processes and manage costs, you must have an IT partner that can provide manufacturing software, detailed reporting, inventory management systems, and proactive support. For those manufacturing clients doing Department of Defense (DoD) work, we provide special services. Because cyberattacks pose a threat to our national security and Defense Industrial Base (DIB), the DoD has formulated a framework called Cybersecurity Maturity Model Certification (CMMC) with multiple cybersecurity requirements to combat these threats. Charles IT can assess gaps in your cybersecurity and devise a plan to remediate them to help you achieve CMMC compliance.

Financial Clients

Financial advisors, investment brokers, banks, and credit unions share a unique need for our IT services. The American Institute of Certified Public Accountants (AICPA) developed SOC (System and Organizational Control) compliance to outline a basic structure for data and IT security measures for any business that handles confidential client data, such as sensitive financial information. Charles IT helps make sure these clients are compliant by performing a Gap Assessment for cybersecurity vulnerabilities so we can devise a plan to remediate and ensure a successful SOC 2 certification.

Nonprofit Clients

When you're in the business of serving others and must navigate the world of grant funding, you need to be sure that your IT solutions are efficient and scalable. With years of experience serving nonprofits, Charles IT knows your pain points. With best-in-class solutions that can jump start your efforts and providing reliable support, you can put the focus back on your mission.

How We Help
Compliance

In today's world, both security and regulatory obligations are continually mounting and becoming more complex. Trying to stay on top of them is a full-time job. Why not consolidate and outsource some —or all — of these services to Charles IT?

Our experts bring decades of experience in security and compliance services to the table. Here are the steps we take to assess your mission critical items and safeguard them from attack.

1   Identify the threats to your organization with compliance and security assessment services.

2   Determine how your internal system performs.

3   Conduct penetration testing to let us know how vulnerable you are to external attacks.

4   Review compliance requirements and provide industry-specific benchmarks for data that is regulated by federal guidelines. Charles IT can perform the following assessments to ensure your business operates smoothly, and legally: DFARS, CMMC, HIPAA, SOC 2, and more.

How We Help
IT Security

You're not a security expert, and you don't need to be. Hiring a managed security service provider —or MSSP—means that you'll have the experts ensuring that your company is protected from end to end.

It's no secret that even companies with large IT departments are experiencing an uptick in security breaches. As threats increase and laws continue to expand the definition of a company's liability for consumer data, your business is at risk for increased liability.

As an MSSP, it's our business to keep your company secure, find and eliminate threats, and provide you peace of mind without extensive overhead. With access to our targeted solutions and tools, you can reduce costs, gain actionable insights, create ways to scale your team's abilities, and, most importantly, get back the time you need to run your business.

Our IT Security Services Include:

SIEM: Security Information and Event Management tools automatically look for threats and alert our team to critical threats, to be reviewed by an expert.

Endpoint Encryption: Endpoint encryption blocks access from unauthorized users and devices.

Multifactor Authentication: Multifactor authentication adds an additional layer of security that can protect every single password.

Security Awareness: Security awareness training helps new and existing employees understand the tools and skills they need to help safeguard the business.

External & Internal Vulnerability Scanning: Performed regularly, these scans reveal potential entry points and the potential for new threats, to protect your infrastructure and data.

Dark Web Monitoring: We peek into the remote corners of the internet and notify you if hackers have compromised your login and password credentials.

How We Help
IT Services

With Charles, you can choose from a variety of IT services to create a plan that helps you work smarter. Plus, we'll never recommend a product that we don't use ourselves.

Backup and Disaster Recovery: How would you survive a drastic loss of data? If your company doesn't have a backup and disaster recovery plan in place, we need to fix that. Our business continuity solutions ensure that, in the event of a disaster, you can quickly revive your network and get back to work. We make sure your vital data is regularly backed up and that files can be restored in as little as 30 minutes in the event of a problem. Charles IT systems will take over as a virtual server to resume operations until any issue with your network can be resolved. We also offer remote server backup to keep your files and data safe and secure.

Private Cloud: Meet DaaS, a virtual desktop as an Internet-based hosted desktop service. Your business should be as mobile as you are. DaaS offers all the benefits of desktop virtualization with all of the layers of security you need. Best of all, with our private cloud, you won't have to buy, build, or manage all your own infrastructure because we'll have your back.

Managed VoIP Phones: Selecting the right communication technology to keep up with today's demands and security regulations can be a challenge. Charles IT has partnered with a phone solution provider that created a software-based telephone system installed onto your PC or server. Beyond installation and management, we show you how your communication system can take your team and performance insights to the next level.

Email Solutions: Email has come a long way, and that's good news for business. Secure services like the Microsoft Office 365 suite and Google Apps let you stay connected with your team in new and innovative ways using video and dynamic collaboration tools that can boost productivity. We've been here before so when it comes time to migrate an email system, you can rest assured that a conversion will happen smoothly with no losses.

How We Help
IT Support

A good partner is always there. We offer the right amount of support, right when you need it. With Charles IT at your service, you won't just get support when something goes down, you'll get continuous, meticulous monitoring services that prevent problems before they take root.

This means you won't need a Plan B. With that kind of peace of mind, you'll also gain the assurance of predictable budgeting. Either of these plans allow you to choose the number of hours you need each month for us to fully outsource or co-manage your plan. Find your perfect fit.

1

Charles IT Proactive Support Agreement

This plan provides regular maintenance, monitoring, and support of your IT environment. You'll know that our team is vigilantly identifying issues and waiting by the phone for any problems that you want to address. It's the ultimate plan for proactively approaching IT maintenance: we work as an on-call resource for your internal IT staff.
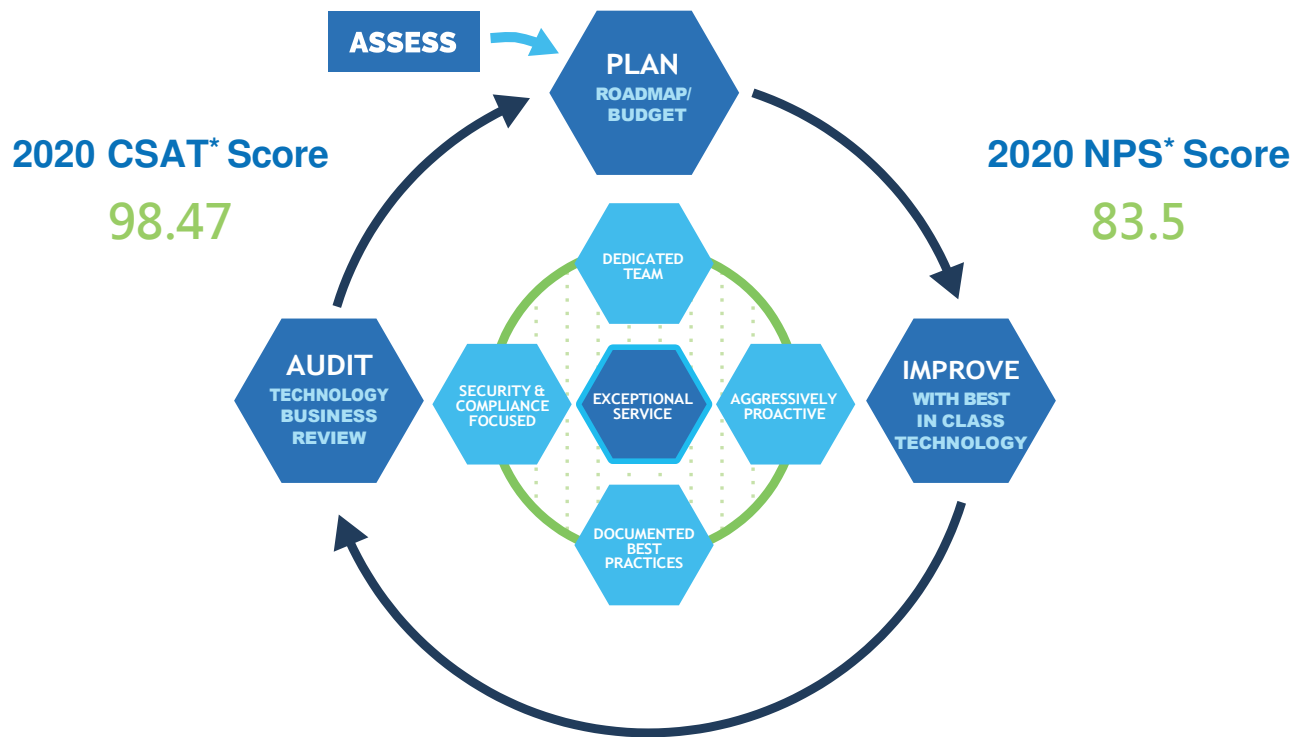
2

Charles IT Unlimited Support Agreement

This is the perfect solution for businesses who never want to worry about any aspect of their IT ever again. We take care of everything for an easily budgeted, fixed monthly fee. With this service, you'll get technology planning and management services, online backup and data recovery solutions, 24/7 computer monitoring, proactive remote maintenance, remote and on-site support, and emergency coverage. Plus, this level of engagement gives us the insight to make recommendations for solutions that can be customized for you. In essence, this plan includes everything, from soup to nuts.

CHARLES

How We Do IT

We listen. We assess. We respond.

ASSESS → **PLAN** ROADMAP/ BUDGET

2020 CSAT* Score
98.47

2020 NPS* Score
83.5

DEDICATED TEAM

AUDIT TECHNOLOGY BUSINESS REVIEW

SECURITY & COMPLIANCE FOCUSED · EXCEPTIONAL SERVICE · AGGRESSIVELY PROACTIVE

IMPROVE WITH BEST IN CLASS TECHNOLOGY

DOCUMENTED BEST PRACTICES

* CSAT is a key performance indicator for customer service and product quality in businesses.
NPS stands for Net Promoter Score, a metric used in customer experience programs.

ASSESS

Regardless of whether you are a new or long-term client, Charles IT constantly assesses your current state of IT to ensure that it's on track. We are extremely data-driven and will provide you with a clear breakdown of where you stand.

PLAN

Each time our team meets with your key stakeholders, your strategic roadmap and budget are updated. This helps you plan for what's next — from technology needs to financial concerns, so that you can budget accordingly. Our roadmap allows you to understand the big picture of IT so that you can focus on running your business.

IMPROVE

Most importantly, our process helps you transform your business to the next level. By strategically targeting and implementing projects such as new location buildouts and server or phone upgrades, we allow you to work more effectively — and efficiently.

AUDIT

We meet with your key stakeholders at least semi-annually (if not more!) to review the previous period and where you want to be in the next. We then audit your IT against our best-in-class standards to ensure that your business stays secure.

What's a typical day like with Charles as your IT partner?

DEDICATED TEAM

With Charles, you have a dedicated team that's just the right size — big enough that people can take vacations without affecting your business, but small enough that you know everyone by name. (Bonus: this team includes dedicated procurement to help you save time and money by finding the right product at the best price.)

DOCUMENTED BEST PRACTICES

Our team spends countless hours testing, reviewing, and developing the newest, best-in-class standards that are applied to your business. Your business IT activities are thoroughly documented and constantly updated. This is because we understand that your processes are continuously evolving. As you change, we adapt.

AGGRESSIVELY PROACTIVE

3am? Snowstorm? We're here for you. Our team works around the clock to make sure your systems are up and running the moment you walk in the front door.

SECURITY & COMPLIANCE FOCUSED

HIPAA, CMMC, SOC2, CSF — we got this. Sleep easy at night knowing your system is secure. When compliance audits occur, we are there every step of the way to make sure all the boxes are checked, and that you are compliant.

EXCEPTIONAL SERVICE

From the day your agreement starts with Charles IT, we are proactively monitoring your business, reacting within minutes to any issues, and constantly pushing your business forward with cutting edge security solutions. Our goal is simple: You will always know that we have your business secured, and we are there when you need us.

What Our Clients Say

Real Relationships, Raving Fans.

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Charles IT has been a great partner of ours since 2016. Navigating the continuously evolving technologies with the stringent compliance requirements in the DOD aerospace manufacturing industry is a daunting task, and Charles IT has been by our side every step of the way. As we doubled our employees and added new facilities, Charles IT worked around the clock to ensure we were always operational and protected.

Brian M.
Aerospace

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Any time a company either chooses or switches IT firms there is a degree of apprehension. Will they deliver on their promises? Will they be easy to work with? Are they available day and night? Will they keep things simple so a CEO in their 50s can understand? I can tell you that Charles IT has been so much better than we could have ever imagined. They are not a vendor; they are a true partner. I wish we found them years earlier.

Joel J.
Financial

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MARC Community Resources is a private nonprofit providing a continuum of services for people with intellectual and developmental challenges. We moved – amidst the pandemic – from 3 locations into one new one. The Charles IT team helped us every step of the way. The transition was smooth and was without disruption to service. Many staff were working remotely, while others were in both old and new locations. Charles IT ensured our physical move – which included a server upgrade – was seamless for staff and families. We highly recommend Charles IT for fast, reliable, trustworthy IT service. I would be happy to refer them and answer any questions a potential client may have.

Linda I.
Nonprofit

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Medical Imaging is an IT driven workflow. Charles IT has a deep understanding of technologists, support teams and physician systems. The team is able to jump in anywhere along that path to design or troubleshoot to ensure we practice at our very best.

Kathy S.
Healthcare

ZAK

CHARLES

You Can Count On Us

Hello!
Let's Talk About IT.

CHARLES

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