

12 Things We Do Better



35 years of service and support. We are very proud of the multi-decade relationships we share with nationally recognizable clients, but what this really speaks to is how deeply our clients can trust us and how well we can manage their technology needs. Customer loyalty is not a coincidence here.

No surprises. Say goodbye to unexpected costs with One Step Secure IT. We carefully audit all of your assets, closely track when warranties expire, and use a proven methodology we have developed over 35 years to accurately predict when your technology will be decommissioned. Our clients are always aware of upcoming costs and investments giving them the opportunity to set money aside and plan in advance.

Compliance specialization. Compliance is no longer negotiable, it's a must. We work with our clients to understand the expectations of compliance, establish policies and procedures to remain compliant, continuously evaluate compliance, address missing factors, and document everything to prove compliance, over and over again.

Diminishers of downtime. With 24/7/365, around the clock monitoring and analysis of your network, we can quickly identify and resolve issues before they become costly problems for your business. Our process includes making sure you are in alignment with a list of more than 100 best practices to drastically minimize downtime. We also take the time to carefully review your service tickets by each device to determine if any devices are showing symptoms of decline and need to be repaired or replaced.

Trusted partner network. With access to our vast network of technology partners, you always have the most effective systems and strategies in place for stable and consistent IT performance, advanced cyber security, and improved operational efficiency.

No hostage guarantee. Everybody guarantees satisfaction, we do as well. But, what we find to be most important is giving you the freedom to run your business the way you need to. When you partner with One Step Secure IT, you are sharing the keys to your technology without having to turn over the master key to your business. We always have your best interest at heart with no hidden agenda, even if that means helping you transition your business in a different direction. We maintain all current documentation of your infrastructure and are prepared to hand it over without objection.

No geek speak required. Far too often "IT Experts" use overly technical lingo and acronyms that can be difficult to follow, especially when you are trying to resolve a problem. We make sure our clients understand us and stick with us every step of the way.

One size does not fit all. Since our start in 1985, we have worked with more than 1,500 businesses to deliver technology services and improve lives through the use of technology. We understand that no two businesses are the same and that a true, successful partnership requires a deep understanding of your unique environment, business goals, and budget—only then can we pair our expertise with your vision to make a winning combination.

Depth of knowledge. We aren't the trunk slamming, one man band who shows up with their toolkit tightly packed in the trunk of their cars. We constantly invest in our team of 60+ technology enthusiasts and are steadily growing each day with specialists that range across cybersecurity, compliance, and technology consulting to make sure your company is in good hands no matter what challenges arise.

Peace of mind. One Step Secure IT executes on cybersecurity best practices religiously, applying the same strategies and tools we use internally to keep bad actors from playing a negative role in your company's story. Sleep like a baby with One Step Secure IT on watch.

Tailored Roadmap. After taking the time to thoroughly review your network in contrast to best practices and principles that have been developed over the past 35 years, we will present an executive summary report to your leadership team. Your custom roadmap will outline the recommendations we have for your infrastructure based on the priority of what we view as most important to the future growth and security of your business. Your roadmap is a great resource to help you understand where you are now and where you need to be, while making it easy to plan ahead for future events.

Our company culture is contagious. We get the most out of technology and when you work with One Step Secure IT, you will too! Our team is full of innovative problem solvers that when faced with "no," respond with "what if"—the kind of habits we aim to create. We embrace the culture of data security and train our employees, and yours, to be the greatest asset in keeping sensitive information safe. By nature of our harmonious partnership, we'll work side by side to find better, smarter, and more strategic ways to deliver WOW.

Call us now and realize these benefits today!

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