



You power businesses. We power you. Stop worrying about your IT infrastructure and focus on creating a better product for your customers - a world class technology partner is here by your side.



The highest-rated MSP  
in NYC



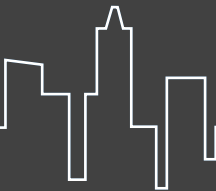
Over 20 years – an  
experienced leader in  
the technology services  
industry trusted by  
hundreds of businesses  
in NYC and beyond



Near-Perfect CSAT score  
highlights our  
dedication to  
world-class customer  
service and expertise



Best-in-class tools and  
processes to maximize  
your technology ROI



## Even a B2B SaaS company needs IT support...



- **A true technology partner.** Your business is important and you need someone who's going to give it the attention it deserves. We work closely with to ensure that you get the world-class service you need to ensure everything runs smoothly. You not only get our hands experiences, but you gain access to the years of accumulated knowledge we've built up.
- **Get full support without the expense.** SaaS companies often run lean during the first few years, but that doesn't mean they don't need tech support. MSPs allow you to get the support you need, without having to hire a full team to back you up. You can get levels 1, 2, or 3 helpdesk support to keep your business running 24/7.
- **Work smarter.** Stop expecting non-technical team members to solve IT problems and let experts take care of technology. Having non-technical staff solve IT issues takes them away from growing your business and serving your customers.
- **Maximize investor value.** With an MSP you can get the most of the money you've raised during your seed rounds. Rather than hiring one or two people at a full salary, you can bring an entire team into your organization for much less.
- **Protect your business.** Downtime and disasters can ruin your business. MSPs help keep you safe by minimizing downtime and helping you implement and maintain disaster recovery programs.

## Manhattan Tech Support provides:



- **Scalable, customized service.** MSPs allow you to get the exact level of service you require for one low monthly price. The best part is, it's easy to scale up as your business grows. Whether you need to outsource your entire IT department or have us co-manage with your in-house team, we help you maximize your tech investments.
- **Support for strategic projects.** MSPs can bolster your in-house team to focus on bigger projects like moving offices, provisioning and maintaining servers, and cloud migration.
- **Maximum security coverage.** An MSP helps you get the security you need to keep your platform protected and your highly sensitive customer data safe from hackers. You get a full team of security experts watching your business 24/7.



All this for  
one flat monthly fee

## Here's why having a tech partner for your SaaS business makes sense...



**8 hours**

The amount of time the  
average non-tech  
employee spends on  
technical issues each  
month.



**\$1,666**

The average amount  
downtime costs a business  
per minute.



**25%**

The number of SaaS  
companies that were  
targeted by ransomware  
attacks in 2020.



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