Products & Services

Tech Support Designed for Your Business

The Buckeye BrainiacPro team is an elite squad of technology experts dedicated to providing customized products and services for your business.

- Virus & malware removal and protection
- Data backup & recovery assistance
- Computer optimization
- Network configuration & monitoring
- Private WiFi access for employees
- Public WiFi access for customers

- Local customer service
- Unlimited phone support
- Support for multiple business locations
- Business expansion solutions
- Strategic IT Planning
- Third-party vendor communication

- Username & password management
- Workstation & PC setup
- Email setup & troubleshooting
- Operating system updates & installation
- Software installation (Microsoft Office, Adobe Reader, Flash, etc.)
- Network printer setup & troubleshooting

HOW IT WORKS

First, we will conduct a comprehensive site analysis of your business to thoroughly understand your needs. Then, you'll receive a recommendation for your service level, equipment, installation, and ongoing support.

All service levels include BrainiacPro expertise and managed IT network support.

BrainiacPro Lite	Supports 1–5 users/devices
BrainiacPro Plus	Supports 6–15 users/devices
BrainiacPro Ultra	Supports 16–25 users/devices
BrainiacPro Elite	Supports 26–49 users/devices

Enhance your service with add-ons available on all Internet speed plans:

Unlimited Data

Double Upload

Managed WiFi*

*Managed WiFi options are determined after a site analysis.

CUSTOMIZABLE SERVICE

Our team will collaborate with you to develop a plan that suits your needs. The example below shows options for a local pizza franchise with two locations.

LOCATION 1
25 Users 1

2 LOCATION 2
15 Users

Individual service addresses each location separately.

1 + 2
BrainiacPro Ultra   BrainiacPro Plus

Collective service addresses the locations together.

1 2 +
BrainiacPro Elite

Second location support

PACKAGES

Bundle Managed WiFi with 200 Mbps or 1 Gig High-Speed Internet for the optimal experience.

Business IT solutions made easy.

NEW PRODUCT

BUSINESS WiFi
POWERED BY eero

Get control over your network with reliable, secure, and affordable technology. Even the least tech-savvy users can manage their WiFi effortlessly with one easy-to-use app.

Professional Setup
Our BrainiacPro team will get your devices connected and ready to manage in the included app.

Easy Login
You can maintain separate networks for your employees and your guests.

Access for Everyone
Smart Queue Management technology automatically prevents your employees and guests from slowing down the Internet.

Safe & Secure
Keep your employees' and guests' data safe, no matter how many people are connected to your Internet.

Device Management
Set up employee profiles to manage and monitor dozens of devices and turn WiFi access on and off with just one click.

Network Support
Troubleshoot issues and get support for Buckeye Broadband-owned devices.

A monthly subscription to BrainiacPro can protect your business and save your bottom line.

60% of small businesses that suffer a cyber attack **go out of business** within six months.[†]

A typical network outage requiring a one-time visit from an IT specialist can cost an average of **$460**

90% of small business owners identify the costs of maintaining and upgrading technology as their most significant challenge.[*]

In fact, **48% of technology expenses are spent on outsourced tech support**[*] and IT support trends are expected to continue to rise.

BrainiacPro gives you peace of mind with all your IT products and services included in one monthly payment.

*TekEfficient
tekefficient.com/top-5-tech-challenges-for-small-businesses-smbs/

†US Securities and Exchange Commission
technicalactiongroup.ca/common-technology-problems-facing-small-businesses-and-how-to-solve-them/

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Business IT solutions made easy.