



Service Pack 2025

Released July 2025

Your Trusted IT Solution

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We are excited to offer a significant upgrade to our Managed Service Plans. This upgrade will contribute to your computer's security and strong performance. Before you ask, there will not be a fee increase at this time. Please consider this our continued commitment to provide "**Peace of Mind**" at an affordable price.

We want to begin with a heart-felt "Thank You" for continuing to trust us with your computers, networks, and data in an ever-changing tech landscape!



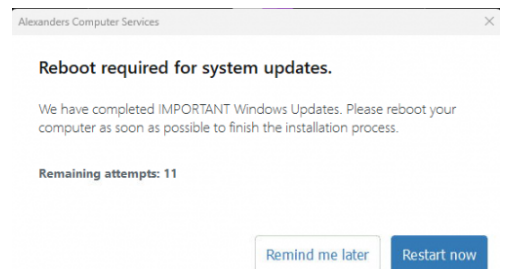
Gregg has expanded his ACS role focusing on customer relations. **Welcome back, Gregg!**

Important Reminders:

- As the value of your data increases, we continue to usher our clients to 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.
- Computers managed by ACS are now in a "**Zero-Trust**" environment. Occasionally, you will need to notify us when installing a new program that we have not already approved. The result of using Zero-Trust is near total elimination of viruses on your computers.
- For those under Managed Services Level 1-2-3, your



Windows and Software Patching has significantly improved and is more important than ever! Much of today's Windows patch installation requires a reboot of the computer to complete the installation. We will do our best to complete these **reboots** overnight. If you see this icon you can help by completing the reboot as soon as possible. If you see prompts from ACS to reboot your computer, please do so at your earliest convenience.



- Easy to use Support Ticket Submission for your IT needs. Simply RIGHT CLICK on the ACS icon in your Windows Taskbar next to the date/time. Choose "Support Request"

[Submit a SUPPORT Request Form](#)