

Small Business Technology Services

Your IT department, without the headcount.

Most small business owners end up cobbling together a website, an email address, and a handful of tools that never quite work together — and no one owns the result. Acidni provides the whole technology function instead: projects that change the business, managed services that keep it running, and a Virtual CIO steering both. One partner, no headaches.

How we work with you

PROJECTS

Change the business

Defined engagements with a start and an end. We assess where you are, recommend what will actually move the needle, then build it. Projects are how the business changes shape — a new web presence, a system replaced, a process automated.

- ✓ Assessment and written recommendation first
- ✓ Website, email, and online presence setup
- ✓ AI adoption and automation projects
- ✓ System selection, migration, and integration

MANAGED SERVICES

Keep it running

The ongoing IT function, delivered at four levels — Bronze, Silver, Gold, and Platinum. Each level takes on more of your technology surface, so the work that quietly stops getting done in a small business simply gets done.

- ✓ Hosting, updates, patching, and backups
- ✓ Microsoft 365 and user administration
- ✓ Security baseline, MFA, and access reviews
- ✓ Online presence, reporting, and support

VIRTUAL CIO

Decide what is next

The layer above both. A longer-term engagement that sets technology direction for the business — which projects are worth running, what to spend, what to retire — and holds the day-to-day operation accountable to that plan. Included with the Platinum managed services level.

- ✓ Technology roadmap tied to business goals
- ✓ Budget planning and vendor oversight
- ✓ Which projects to run, and in what order
- ✓ Quarterly review with ownership

Assessment → recommendation → **projects** that change the business → **managed services** that keep it running → revisited by the **vCIO**

Managed services: four levels

Each level takes on more of your technology needs. IT-light businesses usually land on Bronze or Silver. Businesses where technology is central to how they compete usually run Gold or Platinum. Every business is different — we recommend a level as part of the assessment, and revisit it as part of the CIO function.

Bronze

ESSENTIALS

Everything we built stays online, current, and backed up — and you have somewhere to send changes. The floor beneath which nothing should be left running.

- ✓ Hosting, SSL, and domain renewals
- ✓ Platform updates and patching
- ✓ Backup monitoring and restore checks
- ✓ Security baseline maintained
- ✓ Monthly block of support and edit time

Typically **IT-light businesses** · Contact for quote

Silver

ESSENTIALS + USERS

Adds the day-to-day administration an internal IT person would own: the accounts your team logs into, and the presence customers find you through.

- ✓ Everything in Bronze, plus:
- ✓ Microsoft 365 administration
- ✓ Staff onboarding and offboarding
- ✓ Access reviews and MFA enforcement
- ✓ Online presence and local SEO upkeep
- ✓ Analytics and monthly reporting

Typically **IT-light businesses** · Contact for quote

Gold

BROAD COVERAGE

Adds the areas that matter once technology is load-bearing for the business: the automations you now depend on, the spend behind them, and faster response.

- ✓ Everything in Silver, plus:
- ✓ AI and automation monitoring
- ✓ Device and endpoint guidance
- ✓ Vendor and subscription management
- ✓ Priority response
- ✓ Quarterly technology review

Typically **IT-strategic businesses** · Contact for quote

Platinum

FULL IT DEPARTMENT

Adds the Virtual CIO engagement on top of everything above — the strategy seat that decides what the business should do with technology next, and owns the plan.

- ✓ Everything in Gold, plus:
- ✓ Virtual CIO engagement
- ✓ Technology roadmap and budget
- ✓ Project planning and oversight
- ✓ Vendor negotiation on your behalf
- ✓ Direct line to senior leadership

Typically **IT-strategic businesses** · Contact for quote

What each level covers

TECHNOLOGY AREA	BRONZE	SILVER	GOLD	PLATINUM
FOUNDATION				
Website, hosting & domain	✓	✓	✓	✓
Business email & Microsoft 365	✓	✓	✓	✓
Backup & recovery	✓	✓	✓	✓
Security baseline & patching	✓	✓	✓	✓
Support & content changes	✓	✓	✓	✓
USERS & PRESENCE				
User onboarding & offboarding	—	✓	✓	✓
Access reviews & MFA enforcement	—	✓	✓	✓
Online presence & local SEO upkeep	—	✓	✓	✓
Analytics & monthly reporting	—	✓	✓	✓
AUTOMATION & OVERSIGHT				
AI & automation monitoring	—	—	✓	✓
Device & endpoint guidance	—	—	✓	✓
Vendor & subscription management	—	—	✓	✓
Priority response	—	—	✓	✓
Quarterly technology review	—	—	✓	✓
STRATEGY (VIRTUAL CIO)				
Technology roadmap & budget	—	—	—	✓
Project planning & oversight	—	—	—	✓
Virtual CIO engagement	—	—	—	✓

Levels are month-to-month and can move up or down as the business changes. You own your website, domain, content, and accounts either way.

Getting set up

For most small businesses the first project is getting the essentials built properly. Every business is different, so every quote is custom — pick the starting point that fits, and we tailor it to you.

Starter

GET ONLINE

For new or very small businesses that need the essentials.

- ✓ 1–3 page website, mobile-ready
- ✓ Domain + first year hosting
- ✓ 1 business email (Microsoft 365)
- ✓ Google Business Profile
- ✓ Contact form + SSL

Contact for quote

Growth

GET FOUND · MOST POPULAR

For established businesses ready to grow online.

- ✓ Everything in Starter, plus:
- ✓ Up to 6-page custom site
- ✓ Up to 5 business emails
- ✓ Local SEO + social setup
- ✓ Online booking + analytics
- ✓ 3 months of support

Contact for quote

Complete

GET AHEAD

For a full digital operation with automation.

- ✓ Everything in Growth, plus:
- ✓ Unlimited pages / store-ready
- ✓ Up to 15 emails + shared boxes
- ✓ AI chatbot + auto follow-ups
- ✓ Advanced SEO + reporting
- ✓ Security suite + priority support

Contact for quote

Add-ons: Logo & brand identity · Online store · Extra email accounts · Custom AI automations · Content updates

What we set up for you

Professional website

Mobile-friendly, fast, and designed to turn visitors into customers.

Domain & hosting

We register, configure, and host everything so it just works.

Local SEO

Show up when people search for what you offer in your area.

Security essentials

Backups, multi-factor login, and protection built in from day one.

AI & automation

Chatbots, automated booking, and review requests that save you hours.

Business email

Professional email on your own domain, powered by Microsoft 365.

Google Business Profile

Get found on Google Search and Maps by nearby customers.

Social media setup

Consistent, professional profiles across the platforms that matter.

Ongoing support

A real person to call when you need a change or have a question.

Analytics

See what's working — in plain terms, not confusing dashboards.

Why Acidni

- ✓ **Microsoft Gold Partner.** Enterprise-grade tools and standards, right-sized for a small business budget.
- ✓ **25+ years of experience.** From NASA and major recovery programs to the businesses on Main Street.
- ✓ **Local & personal.** Florida-based, and you'll always talk to a real person who knows your setup.
- ✓ **One team for all of it.** Strategy, projects, security, and automation handled in one place.
- ✓ **The four people you can't afford to hire.** A technology leader, a web and marketing hand, a security administrator, and someone who can wire the tools together — covered at the level your business actually needs.

How it works

① Assessment

We learn the business, look at what you already have, and find where technology is holding you back.

③ We build & connect it

Website, email, and tools set up, secured, and tested — all handled for you.

② Recommendation

A written plan: which projects to run, in what order, and which managed services level fits. No pressure, no jargon.

④ We keep it running

Your managed services level takes over at go-live, and we revisit the plan as the business changes.

Frequently asked questions

What is the difference between a project and managed services?

Projects change the business — a new site, a system migration, an AI adoption package. Managed services keep it running afterwards. Most engagements start with a project and continue on a managed services level.

Which level is right for us?

IT-light businesses usually land on Bronze or Silver. Businesses where technology is central to how they compete usually run Gold or Platinum. Every business is different, so we recommend a level as part of the assessment — and revisit it as the business changes.

How does the Virtual CIO fit in?

The vCIO sits above both areas, setting technology direction and deciding which projects are worth running. It is a longer-term engagement, and it is included with Platinum.

How long does it take?

A Starter site is typically live in 1–2 weeks once we have your content; Growth and Complete builds usually take 3–6 weeks depending on scope. You'll get a timeline in your quote.

Do I own everything?

Yes — once paid for, your website, domain, content, and accounts are yours. We set everything up in your name wherever possible.

What does it cost?

Every business is different, so every quote is custom. You get a written, fixed quote before any work begins, and third-party costs (domain, Microsoft 365 licenses) are passed through at cost.

I already have a website or email. Can you take it over?

Absolutely. We audit what you have, fix what's broken, migrate what's worth keeping, and manage it going forward — no need to start from scratch.

Do we still need an IT person or an MSP?

Most of our small business clients do not. If you already have an MSP handling desktops and network gear, we work alongside them and cover the layer they typically do not — direction, web presence, Microsoft 365 administration, and automation.

Not sure which level fits? That's the assessment.

Free consultation and a custom quote — no obligation. Email jgill@acidni.net and we'll usually reply within one business day.