



IT Service Solutions.

Cutting-Edge Technology

Outstanding Customer Service

Solutions You Can Rely On

Dual Path provides comprehensive IT solutions custom-fit to your needs.

Dual Path IT Professional Services are delivered by a team with decades of combined knowledge. All of our solutions are backed by our US based Helpdesk Team, Professional Services Team, and 24/7 Network Operations Center (NOC) to provide you support when you need it.

Key Features

IT Helpdesk

- Tier 1 and Tier 2

Desktop Support Services

- Windows 10 OS, browser, basic app support
- Desktop hardware break/fix
- Printer/copier/scanner/fax hardware support

Desktop Engineering and Architecture

- Desktop OS architecture, patching, upgrades
- Desktop group policy management
- 3rd party software deployments and patching
- Desktop hardware recommendations





Infrastructure Engineering and Architecture

- Server OS architecture, patching, upgrades
- Server group policy
- Cloud Computing: Azure/AWS IaaS, PaaS, etc
- Server virtualization and hypervisor administration
- Backups/Disaster Recovery (BDR)
- Server/storage hardware recommendations
- Email administration (O365/Google Workspace)
- Database administration
- Sharepoint/Intranet administration
- File sharing and collaboration administration
- Automation and scripting (PowerShell)

Network Engineering and Architecture

- Local area networks (LAN)
- Wireless local area networks (WLAN)
- Wide area networks (WAN)
- Routers/firewalls/switching
- Network access control (NAC)



Unified Communications/Telephony Engineering and Architecture

- Telephony
- Conferencing
- Conference room hardware
- Mobility
- Mobile device management



IT Strategy and Leadership (vCIO)

- Strategic consulting
- Technology planning
- Business initiatives, goals, projects, timelines, statuses, and future recommendations
- Growth and capacity planning
- Technology budget planning
- Vendor assessment
- Business Continuity Planning
- Client Education



Security

- Identity and Access Management (IAM): Active Directory, MFA/SSO
- Email Security, SPAM and Phishing Prevention
- 24/7 Managed Security Operations Center (SOC)
- Endpoint Detection and Response (EDR)
- Cyber Security Insurance Readiness
- Vulnerability Scanning and Remediation
- Cyber Security Training and Phishing Tests



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