



FULL SERVICE

IT SUPPORT

for **SMALL BUSINESSES**
and
GROWTH-READY TEAMS



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What We Do

Dunewood Technology Solutions helps entrepreneurs, startups, non-profits, and small businesses move from reactive IT headaches to reliable, purpose-driven technology. As a trusted managed services partner, we align infrastructure, security, and strategy so technology simply works, supporting growth, protecting what matters, and freeing leaders to focus on their mission. From day-to-day support to long-term planning, Dunewood delivers practical solutions built for stability, clarity, and impact.

We handle all IT tasks for you, like:



Onboarding new employees



Issuing new laptops and equipment



Password and user management



Restricting access and offboarding employees



Budgeting and asset management



Cybersecurity and compliance services



Backup and disaster recovery services



Managing your servers (cloud or on-site)



Managing your company's email



Why Choose Dunewood

01

We Manage All of the Human Resources

Our services cost far less than hiring internal IT staff; no need to find extra help on sick days or paid time off or worry about replacing a key IT team member.

02

Cybersecurity is Included in All Packages

Our cloud-based protection provides security in real-time, intrusion detection and prevention, DNS website filtering, and integrates with our remote monitoring and management solutions.

03

We Are a Customer Support-First Organization

Our customer support team is trained to help first and follow through to solve nagging computer issues for you and your team, without leaving you frustrated.

04

We Support Remote and Hybrid Teams

We support your team whether they are in the office or working halfway across the country (or world), including deploying laptops to remote employees.

Customer Onboarding Process

We know that any lasting business relationship starts from a place of understanding. We have carefully developed an onboarding process that details every vital step, from our initial discovery meetings to the transition to ongoing support.



1. Discovery & Planning

We start by getting to know your business. We take the time to learn your workflow, goals and existing infrastructure.



2. Stabilization Analysis

We analyze the foundation of your IT environment and identify what needs to be strengthened, updated, or replaced to create a stable, secure, and reliable infrastructure.



3. Ongoing Management

We then move to our management phase where we keep your IT running and bring any noise down to a “hum.”

We have carefully developed an onboarding process that details every vital step, from our initial discovery meetings to the transition to ongoing support.



Discovery

We know that any lasting business relationship starts from a place of understanding. By investing a little bit of extra time into discovery, we save many more headaches later on by not having to go back and “retrofit” our plan to accommodate unexpected surprises.

- **Set Your Goals**

We start by establishing your business goals and determining each and every IT need you have. This includes understanding your current priorities, identifying gaps, and aligning your technology with where you want your business to go in the short and long term.

- **Evaluate Your IT**

We then review your current IT assets and determine how they can be better used in service of your goals. This includes assessing performance, identifying inefficiencies, and uncovering opportunities to improve reliability, security, and overall system effectiveness.

- **Build A Plan**

Using the information gathered in the first two steps, we carefully develop a plan that charts a confident course to the optimization of your IT. This plan is structured, practical, and designed to support your growth while minimizing disruption.

We assess the foundation of your IT, uncover weak points and outdated fixes, and create a plan for a more stable, secure, and reliable environment.



Stabilization

Before any further action is taken, a one-time stabilization phase must be conducted to ensure that all components of your IT infrastructure are functioning as needed.

This is crucial in order to address any potential issues that you're currently facing and prevent any new problems from occurring in the future. The stabilization process involves upgrading existing hardware and systems, as well as making sure they will sustain their performance well into the future.

Optimization results in...



Faster running
systems



Minimal user-facing IT
issues



Comprehensive
security in place



A detailed employee
onboarding and
offboarding checklist



All hardware running
optimally and
managed properly

Once we have things stabilized, we take over the day-to-day management, keeping your IT running smoothly and the technology noise to a minimum.



Management

Reliable, problem-free IT requires careful attention to both the day-to-day and the long term. We manage your technology across three core disciplines to keep everything running at its best.

The Three Pillars of Our IT Management Services

- **Keep Your IT Running**

We manage your IT assets through ongoing maintenance and provide fast, effective support for every user request. Most tickets are acknowledged within minutes and resolved within the hour.

- **Keep Your IT Secure**

We assess, remediate, and continuously manage your security posture to achieve and maintain an ideal state. Our security stack includes multi-factor authentication, firewalls, awareness training, backups, and active monitoring.

- **Keep Your IT Moving Forward**

We plan the future of your IT environment to ensure budgets, upgrades, and projects are handled with intention. We collaborate with you on ROI, compliance requirements, and any unique challenges your business faces.

Cybersecurity

Your business faces real threats every day. Cybercriminals target small businesses precisely because they tend to have fewer protections in place, and a single successful attack can result in costly downtime, data loss, and reputational damage that is difficult to recover from.

Dunewood provides security in real-time, intrusion detection and prevention, DNS website filtering, and integrates with our AI-assisted remote monitoring and management solutions.



Endpoint Detection and Response

Threats are identified and neutralized at the device level before they can spread across your network.



DNS Protection

This is an additional layer of protection between an employee and the internet by blacklisting dangerous sites and filtering out unwanted content and websites.



Managed Backup

Encrypted, automated backups ensure your data can be restored quickly in the event of an attack or system failure.



Password Management

Securely generate, store, and share passwords in an encrypted vault, strengthening the human firewall across every device and location.



Advanced Email Protection

Continuously detects and resolves threats in your mailboxes. AEP will neutralize zero-day malware attacks, block phishing attempts, and end credential theft.

Frequently Asked Questions

→ **How long does onboarding take?**

Most clients are fully onboarded within 30 days. The timeline depends on the size and complexity of your environment, which we assess during the discovery phase.

→ **Do we need to replace all of our current equipment?**

Not necessarily. We evaluate your existing hardware and identify what can be upgraded, or replaced. Our goal is to maximize what you already have wherever possible.

→ **What happens if we need help outside of business hours?**

We offer after-hours support options for urgent issues. Your account includes clear escalation procedures so you are never left waiting when something critical comes up.

→ **Are we locked into a long-term contract?**

We offer a no-term master service agreement (MSA) as a foundational contract that sets the general rules for a business relationship without setting a specific expiration date or end time. It stays active indefinitely until one party decides to terminate it on purpose.

→ **What if we already have some IT support in place?**

We work with businesses at every stage. Whether you are replacing a previous provider or supplementing an internal resource, we design a plan that fits your situation.

Our Project Services

Sometimes there's a technology need that goes beyond the everyday IT support we provide. Maybe you're moving offices, upgrading your network, improving your Wi-Fi, adding a conference room, strengthening your cybersecurity, or moving to a new cloud platform.

That's where Dunewood Projects come in. We work with you to plan, implement, and manage these larger technology initiatives from start to finish.

Projects are scoped and priced separately, giving you the flexibility to make important technology improvements when they make sense for your organization without adding unnecessary monthly costs.

- **Website Development**
- **Social Media Marketing**
- **Security Camera Systems**
- **Licensed Background Music**
- **Door Access Systems**
- **Productivity Suite Migrations**
- **Event Audio & Video Services**



"From the creative solopreneur to small and medium-sized businesses, we look for customers who share a vision to collaborate with us in relation to the technology they require to keep them doing what they do best. We believe there is an intersection between what business demands and technology delivers; and it's at that junction we find our ideal customer."

Kirby Chittenden - Creative Director



Our Story

Kirby and Jeff Chittenden launched Dunewood Technology Solutions in 2018. Both founders are Grand Valley State University graduates and bring decades of knowledge and experience in information technology solutions.

Growth is in our DNA. We're committed to continuous learning personally, professionally, and as a team. Whether it's mastering new technologies, refining our craft, or exploring fresh perspectives, we stay agile and open to what's next.

The Dunewood Team possesses a keen understanding of IT best practices and is committed to client service. We take pride in delivering IT support services that are both technically proficient and client-friendly, making the process both effective and convenient for our partners.

Our mission is to bridge the gap between business needs and technological capabilities, creating a dynamic synergy that empowers organizations to thrive in an ever-evolving digital landscape.

Our Core Values



Integrity

We do what's right, even when it's not easy. We lead with honesty, keep our promises, and always strive to be transparent and accountable in our actions and decisions.



Collaboration

By working closely with our solution partners and integrating their input, Dunewood ensures that technology solutions are tailored, effective, and user-friendly.

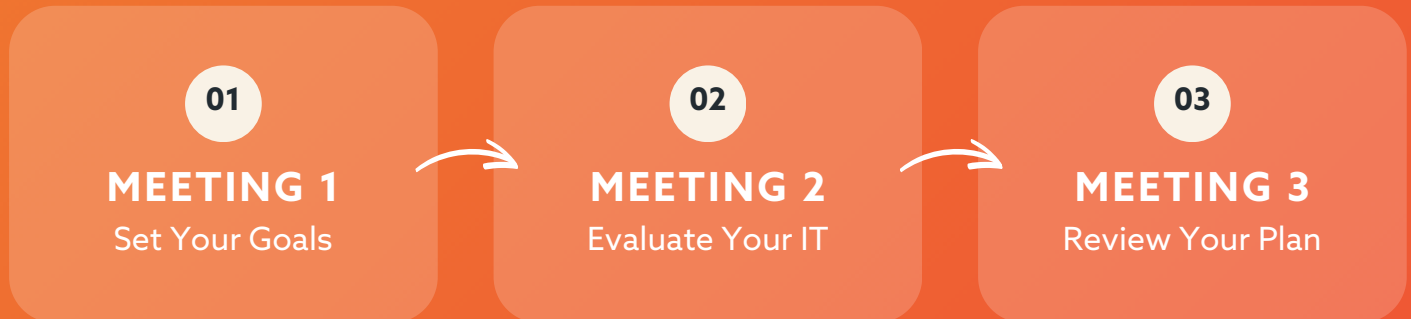


Competence

We hold ourselves to a high standard of excellence in everything we do. Our team brings deep expertise, sharp instincts, and a drive to deliver dependable, high-impact solutions.

Next Steps

The first step to working with our team is to engage in our discovery process. We offer IT discovery to qualified businesses, and although there is no charge for this service, you will spend three 60-minute meetings with our team, where we will work with you to develop your IT strategy and price estimate.



At the end of our discovery process, you will:

- ➔ Have a clear understanding of your current IT infrastructure.
- ➔ Have a detailed price estimate with costs for stabilization and ongoing work.

Ready to Get Started?

Call, email, or schedule online for a free consultation.



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Scan to
Schedule
Meeting



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Engaging in our discovery process does not require an obligation to use our services.