Our expert engineers average more than 20 years of experience and welcome the challenge of solving your IT issues so you can focus on successfully running your business.

OUR HISTORY

Richard Webb is the founder and owner of Zylatech, LLC. As a former IT professional he understands the importance of reliable technology and competent IT support. He started his career in the IT field in 1994 working on the Herman Miller help desk. After several years as a network administrator and IT consultant some after hours work turned into an unexpected opportunity to start a new business. Sixteen years later Zylatech has built a superb reputation as a dependable IT resource.

Zylatech serves the West Michigan area including Grand Rapids, Kalamazoo, and the lakeshore.

IN A NUTSHELL

From a small office/home office to a larger 100-user network our staff of skilled professionals can handle server migrations with minimal downtime, troubleshoot a backup failure, or engineer a complete IT solution.

OUR GOAL

To honor God while providing a timely response, quality service, and a genuine staff-like relationship at an affordable rate.

First-class system administration in an infinitely evolving world.

COMPLETE IT SOLUTIONS FOR SMALL AND MEDIUM BUSINESSES

Zylatech
DISCOVER TECHNOLOGY

PO Box 766
Cedar Springs, MI 49319
www.zylatech.com

Grand Rapids: 616.608.0005
Kalamazoo: 269.929.9005
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Zylatech
DISCOVER TECHNOLOGY

Connecting business with customized IT solutions.

Every small/medium business needs IT service and support at some point. Often businesses or organizations have become large enough to require a reliable network of servers, PCs, and printers, but not large enough to justify a full time administrator. That's where we come in.

NETWORK ADMINISTRATION

Zylatech strategically designs and implements new servers and systems and supports existing networks. We have experience working with various industries such as financial, bankruptcy, law, professional services, manufacturing, transportation, healthcare, retail, and local government. We are proficient in Microsoft software and Linux solutions. Whether you need help with a virus on your network or need someone to look at an issue with your e-mail — we can help. Our expert engineers can setup new internet service, configure a firewall, or work with your software vendor to resolve an issue. Support is always available on an "as-needed basis" or a scheduled visit. We offer hourly billing, discounted pre-paid block time, or custom contracts. No commitment required. We want you to have a choice in what works best for your business.

TELECOMMUNICATIONS

Zylatech partners with major telecom carriers to provide voice and data circuits with 99.99% uptime. We sell and support on premise or hosted voice over IP phone systems. Using open source technology we can customize a low cost phone system to your specific requirements. Because it is open source it supports a wide variety of SIP desk phones and accessories. We also handle the back end infrastructure such as prioritized voice and data switching.

SERVER MONITORING

We offer affordable weekly, bi-weekly, and monthly server maintenance plans. An engineer will manually check the integrity of your servers and backup system. We review free disk space, event logs, mail queues, system updates, antivirus definitions, and backup jobs. The maintenance plan is customized to your network. By having this proactive measure in place your business can avoid costly downtime caused by hardware and system failures.

We provide first class network administration efficiently and cost effectively. We identify the best solutions to fit your goals and budget. Increase your productivity by partnering with a trusted technology company.

Zylatech delivers outstanding service and support for businesses desiring assistance with everyday IT needs, tough problems, as well as, upgrades and projects.

SERVER IMPLEMENTATION
We standardize on HP's server hardware platform and recommend both Microsoft Windows Server and our custom Linux package for small business. Linux is a solid and free alternative to Microsoft Windows.

SECURITY
Effective security targets a variety of threats. We implement centrally managed antivirus software and anti-spam solutions. For internet security we position Cisco firewall devices for superior protection.

BACKUP AND STORAGE
We use enterprise level backup software to keep your data protected. When a sizable amount of data storage is required we can setup a high speed storage area network (SAN) device to connect to your server.

SYSTEMS INTEGRATION
We deploy and support new and refurbished PCs and laptops. We will join your system to the network and configure essential applications such as Office, QuickBooks, e-mail, and industry-specific software.

VIRTUAL PRIVATE NETWORKS
Whether you are connecting your business to a secondary remote site, or providing employee access to your network, our knowledge of VPN protocols allows us to quickly establish remote connections for your business.

WIRELESS NETWORKING
We deploy Ubiquity Unifi wireless products for proven reliability for establishing secure wireless and public guest access. Also Unifi access points securely isolate public users from the internal network.

VIRTUALIZATION
Virtualization makes it possible to consolidate hardware by running multiple operating systems and applications on the same server at the same time. Thus making it easier to manage network administration.

HELP DESK SUPPORT
We provide a prompt response to both critical issues and quick questions. We have a simple e-mail ticket system for submitting support requests and our technicians can connect to your system using our remote support software. We want it to be hassle-free to get the assistance you need.