Tucker's
HELP DESK
SMALL BUSINESS IT SUPPORT

LOCAL IT. PERSONAL ACCOUNTABILITY.

Your IT department.
One local point of contact.

Comprehensive IT support for dental and medical offices across Greater Austin.

From everyday computer problems to networks, security, backups, and specialized equipment, Tucker understands how your technology fits together - and helps you manage it.



Tucker Cullum

Owner, Tucker's Help Desk

Experience supporting dental imaging, clinic networks, and specialized equipment.

Firefly Aerospace's first IT hire.

Fewer IT interruptions. More time for patients.

Protection from $35 per computer / month. $150 monthly minimum.
Scheduled support: $150/hour outside included time. Backups quoted separately.

Start with a free 30-minute onsite IT check-up.

Let's look at what's working, what's causing frustration, and what needs attention.

512-765-4357 | tucker@tuckershelpdesk.com

Every layer connected.
One partner who understands it.

Get a partner who understands your entire technology environment. Tucker handles day-to-day issues, coordinates with vendors, plans improvements, and understands how changes in one system affect the others.

FOUNDATION	NETWORK	WORKSTATIONS	APPLICATIONS
Cabling & internet	Wi-Fi & shared devices	Computers & equipment	Software & imaging

SECURITY + BACKUPS | Protection across your environment

The breadth of support you need

Everyday help: computers, printers, scanners, and software connections.
Email and accounts: Microsoft 365, Google Workspace, multifactor authentication, and employee account setup/removal.
Specialized systems: imaging connectivity and vendor coordination.
Projects: networks, cabling, backup internet, and equipment changes.

HIPAA-related IT support

Technical support for your office's HIPAA compliance efforts, scoped after assessment. IT services alone do not establish compliance.

Backups deserve their own plan

Data backup setup and ongoing management are available by separate quote. Neither monthly protection plan includes backups.

Email and account administration uses your included support allowance or is billed separately. Projects and additional services are quoted to match your needs.

“He is professional, efficient, and friendly.”

Taylor Juarez | Owner, Dahlia Cafe

Excerpt from Google review, August 13, 2025

Austin Cardiology Clinic

Backup internet that kept the office connected.



THE PROBLEM

Repeated internet outages and separate wired and Wi-Fi networks prevented office devices from working together.

THE WORK

Tucker finished, tested, and labeled cabling; connected shared equipment; and installed business networking equipment with three Wi-Fi access points and automatic backup internet.

THE RESULT

One connected office. Tucker reports no loss of internet connectivity while the two-provider failover configuration was in use.

About 2 hours to restore connectivity

After the clinic canceled its backup internet service, a primary-provider outage struck. Tucker helped reconnect the backup provider, restoring connectivity in about two hours. The primary service remained down for more than a week.

“He has been our reliable IT support. Always pleasant, honest and reliable.”

Huseng Vefali | Owner, Austin Cardiology Clinic

Google review excerpt, August 11, 2025; reflects service before the final network upgrade.

03 / SIMPLE PRICING

Clear plans. Clear expectations.

Choose ongoing protection, with support time if you need it.

Managed Protection

$35

per computer / month

24/7 threat monitoring

Managed software updates

Protection health monitoring

Monthly reporting

Support labor billed separately

Protection + Support

$85

per computer / month

Everything in Managed Protection

20 minutes of support per computer, pooled across your office monthly

Priority scheduling

Quarterly IT reviews

$150 monthly minimum. Server pricing available.

Example: an office with 6 computers

$210/month for protection, or $510/month with 2 pooled support hours.

Scheduled support: $150/hour outside included time.

Urgent and after-hours service have separate rates. Additional labor and recovery work are scoped and authorized before work begins. Projects and equipment are quoted separately.

Quarterly reviews: a proactive check-in on recurring issues, equipment, and priorities.

Backups: setup and management available by separate quote.

Support hours: Monday-Friday, 9 a.m.-5 p.m. Central. After-hours assistance by availability.
Neither plan includes backups or unlimited support. 24/7 security monitoring is separate from help-desk availability.

Free 30-minute onsite office check-up

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