IPRO

Innovating Communication and Technology in Businesses

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About IPRO

We're a born and raised Texas company – providing exceptional white glove service for **over 15 years.**

We design your IT infrastructure - your technology foundation - ensuring its prime condition. We take on the planning, maintenance, and daily care , freeing you to concentrate on your business.

Just like your effortless personal use of applications and social media, we make your business tech equally intuitive. Trust us with the behind-the-scenes mechanics.

Our commitment is to devise the perfect tech solutions to help you reach your business goals. We customize and manage solutions that pave the path to your success.

We've collaborated with numerous clients, enabling their businesses with cloud technology, bringing savings in time, money, and stress.

We don't believe in a one-size-fits-all approach. We offer tailored, cost-effective solutions to cater to your unique needs.

Our Strategic Approach

From day one, we're all about a personalized, white glove approach. Our aim? Simple, understandable systems, not complexity.

Our mission is to surpass your expectations, empowering you to accomplish your objectives with simple and reliable technology solutions.

One of the biggest challenges businesses face is getting the technology needed to drive employee productivity most cost-effectively without sacrificing functionality–that's where we come in.

People Matter

The right team can change everything. We're here to join forces with you, supporting you every step of the way.

We accomplish this by:

- Explaining how our technology solutions get tailored to your unique needs in a way that is easily understood
- On-site and remote training
- Around-the-clock, proactive support of your infrastructure
- Flexible payment options

The IPRO Promise

With your partnership, we're committing to the long haul and take great pride in serving you and your business.

Our
Ideal Client

A perfect partnership awaits.

Our ideal client is someone seeking a dependable partner offering a worry-free approach to staying current with technology and supporting their business's growth journey.

Ask yourself the following questions.

Do you want to:

- Simplify your network infrastructure to work more efficiently?
- Focus on your business instead of managing technology?
- Stay current with evolving technology?
- Stop dealing with your technology vendors?
- Have a better understanding of your technology without the complicated jargon?
- Unmatched flexibility on equipment, hosting, features and pricing

If this sound like you? Welcome to the team.

Our
Solutions

An array of solutions for all your IT needs.

From desktop solutions to cloud technologies, our comprehensive solutions ensure a seamless experience for you and your employees.

Initially rooted in voice services, we responded to the growing demands of our clients and ventured into other IT infrastructures–all while keeping the reliability and attention to detail that IPRO was known for.

Our portfolio is anchored on the following core pillars:

UCaaS

Leveraging the power of cloud technology, we unify your business communication.

Network Security

Reinforce your network security with the most robust option available.

Managed IT Services

Get complete IT support and guidance so you can focus on growing your business.

Infrastructure as a Service (IaaS)

The backbone to seamless connectivity and endless possibilities.

IT Consulting

Accomplish your business goals under the guidance of IPRO's professional Team.

UCaaS

Leveraging the power of cloud technology, we unify your business communication.

Quick and Flexible Deployment

We offer adaptable on-site or cloud-based deployments to match your unique needs. Our UC solution integrates smoothly with your current IT setup, enabling a hassle-free transition to an enhanced UC platform.

Contact Center

Leverage our comprehensive suite of advanced functionalities to consolidate customer information that empowers your team with the right tools to view and understand customer journeys and actions across digital and assisted channels.

Custom Integration

Allows for more efficient information transfer between apps and agents, resulting in customer service improvements, faster resolution times, and greater efficiency to boost and protect your business reputation.

Multi-Media (Voice, Chat, Email, Video)

Businesses now communicate with their customers on multiple platforms, no longer just over the phone. We provide the ability to gather metrics on numerous forms of communication, including voice, video, chat, email and social media.

Interactive Voice Response (IVR)

Our automatic phone system, designed with a series of intuitive menus and customized implementations, ensures the best possible experience for your customers, even without interacting with a live team member.

eFax

Office presence is no longer needed to send or receive faxes. Access faxes at home, during business trips, or via mobile devices. If you possess an electronic document to send, it's doable from any device

Network Security

Reinforce your network security with the most robust options available.

Security Operations Center (SOC)
Our round-the-clock security team oversees your entire organization's IT infrastructure, offering continuous monitoring to detect cybersecurity incidents in real-time and address threats promptly and efficiently.

Email Protection
With email being the most common threat vector for cyberattacks. IPRO provides robust defenses against spam, phishing, business email compromise, account takeover, malware, and advanced persistent threats.

Endpoint Protection
Protect all your devices — laptops, desktops, smartphones, servers, etc. — within your network by leveraging IPRO's threat intelligence that effectively detects, blocks, and remedies cybersecurity threats to keep your network secured.

SIEM
Obtain a holistic view of your company's information security with IPRO's security information and event management toolsets, which enable real-time monitoring and analysis of security-related events and facilitate tracking and logging of security data, vital for compliance and auditing purposes.

Unified Threat Management
Protect your business through an all-in-one security approach that offers a single protection point against antivirus threats, content filtering, email and web filtering, anti-spam, and more.

Managed IT Services

Get complete IT support and guidance so you can focus on growing your business.

Predictable Cost
Confidently budget for custom-tailored best-in-class technology support for your entire company with our comprehensive managed IT services, all available at a predictable, flat monthly fee.

One Point of Contact
Feeling overwhelmed juggling interactions with multiple technology vendors? IPRO will take on the task of managing your vendors, becoming your one reliable point of contact for all your technology needs.

Proactive Monitoring and Management
Whether you're in a PC or Mac Environment, IPRO's team can monitor and manage your infrastructure 24/7 to ensure your systems run flawlessly. We anticipate issues before they arise, ensuring uninterrupted business operations.

Backup and Disaster Recovery
Your data is the lifeblood of your business. IPRO's Backup and Disaster Recovery (BDR) solution regularly backups your valuable data while ensuring easy and swift recovery in unforeseen circumstances.

Compliance
Navigating the complex world of regulatory compliance can be daunting for any business. With IPRO's extensive IT services, meeting diverse industry compliance standards such as HIPAA, SEC, SOC, PCI DSS, ISO, and COPPA becomes manageable. We supplement this with our wealth of resources and professional advice, further assisting you in effectively upholding and maintaining your compliance obligations.

Infrastructure as a Service (IaaS)

The backbone to seamless connectivity and endless possibilities.

Scalability

IaaS allows your business to effortlessly scale up or down your infrastructure resources based on what the company demands at the current time, allowing you to adapt quickly to changes and opportunities.

Custom-Built and Maintained

Skip the purchasing of costly hardware and having the expertise to keep your infrastructure up and running. With IaaS, certified technology experts will design and maintain your infrastructure at a fixed monthly fee. Focus on your business growth while IPRO handles the technology.

Deployment Flexibility

IPRO's IaaS offers various deployment options, including private, hybrid, and public cloud. IPRO will assist your company in determining the deployment option(s) that best aligns with your business strategy and goals.

Future Proof Your Environment

As technology evolves, your business should too. Stay ahead of the curve with IaaS – your technology will remain on the cutting edge, adapting seamlessly to the latest advancements. There's no need to worry about outdated hardware or software, or missing crucial updates.

IT Consulting

Accomplish your business goals under the guidance of IPRO's professional team.

VCIO
IPRO vCIO brings industry expertise and a strategic perspective to align your IT infrastructure with your business goals and needs. Benefit from high-level guidance, strategic IT planning, and effective cost management without the commitment of a full-time executive role.

Business Continuity Planning
Unplanned events or disruptions can significantly impact your business in every aspect. The IPRO team will sit down with you and assist in designing and implementing robust continuity plans that prepare your business for the unexpected – from power outages to cyberattacks.

Professional Services
Whether you're planning a new initiative or need help executing an ongoing project, the IPRO team brings your business the necessary expertise, strategic insight, and hands-on support. We are committed to ensuring your project's completion is efficient and effective while aligning with your business objectives.
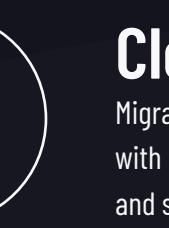
Cloud Migration
Migrating to the cloud with IPRO's expert team can alleviate common IT bottlenecks associated with on-site hardware, such as maintenance, constant upgrades, and reliance on different hardware and software.

The IPRO Process

We've Made Working with Us Simple.

While some IT providers operate through complex processes that can lead to confusion and extended implementation times, we at IPRO strive for simplicity. We keep you involved in our process at each stage, ensuring transparency and clear expectations. Your satisfaction remains our top priority.

1. Technology Needs Assessment

Before we recommend solutions to overcome challenges and help achieve your business goals, we take the time to understand your business operations. Together, we'll look at the challenges your organization faces and what your future goals are so we can begin to make recommendations for the right technology solutions to meet your needs.

2. Designing the Technology Solution

With the results from our technology needs assessment, we'll design a solution that overcomes challenges and propels you toward your business goals. Our designs are scalable, so as your business grows and your needs change, your technology will change to accommodate you.

3. Sharing the Plan

The IPRO team will sit down with the key decision-makers at your organization. We'll present the technology solutions needed to begin your business process improvement. We'll show you exactly what we're going to do and explain why we're doing it. We also cover the benefits you'll experience once implementation is complete.

4. Implementation

Your technology solutions are implemented with as little disruption to your business as possible. We'll install the technology required and configure everything. When we're finished, it'll be ready to use and integrate seamlessly into your existing business applications.

5. Ongoing Support and Security

When your technology solutions have been implemented, we don't take off. We provide ongoing support, secure the network, and ensure your data is backed up and recoverable in the event of equipment failure or natural disaster. Working side by side with you, we achieve your long-term business goals through the use of efficient technology.

Testimonials

Favorite People on the Earth

"Scott Flynn is one of my favorite people on the Earth. I wish I could have him involved in every technology project I ever have to work on. We really owe him a tremendous amount of gratitude for shepherding this project for us and making it a success.

I also need to thank everyone on the IPRO team that were out helping with the installs, and training and to the folks providing us with ongoing support. It's been a really great experience working with everyone and has just highlighted how much better you guys are than anyone else we have worked with in the past.

We are looking forward to a long and prosperous relationship (for all involved)."

Jason Dwire
Viverae

Smoothly, Without Interruption

"Freeman Automotive Group has been doing business with Mitel and IPRO for over ten years. Before implementing Mitel, we had a hodge-podge of unlike systems. Our ability to communicate effectively was anything but stellar.

Since teaming with IPRO, we have been able to replace the systems and services in all eight of our dealerships with Mitel solutions, which provide us the functionality we need to run smoothly, without interruption.

The automotive market is extremely competitive and is dependent on seamless communication with our clients. There is no doubt that both the products and service we receive from IPRO keep us out in front of the competition."

Mike McFarlen
Operations Manager, Freeman Auto Group

Prompt and Knowledgeable

"Coldwell Banker is a full-service real estate company located in San Antonio and throughout the Texas Hill Country. We have over 450 professionals, and many of them rely on mobile technologies every day.

IPRO was instrumental in helping us install and integrate our Mitel solution. Specifically, we needed to ensure our new phone system was seamlessly added to our virtual environment – all while maintaining 24/7 service for our entire company. With our new IPRO solution, we were able to deliver many new important features to our sales agents. The ability to "tween" calls, or have your desk line ring simultaneously to your mobile device. That has been a powerful addition.

From our perspective – developing this relationship was critical to our success. IPRO provided us with endless hours of support as needed, and their technicians are prompt and knowledgeable. IPRO had the product and the support we were looking for in a partner.

D'Ann Harper
Coldwell Banker

Love Working With IPRO

"We love working with IPRO because they make it easy to make changes and report and resolve issues. Their VOIP solutions make my job easier!"

Rusty Thomas
Texas Workforce Commission

Trusted Friend and Business Partner!

A frew years ago, IPRO helped us replace our dinosaur analog phone system (and a newer digital system that never worked) with a complete Mitel solution that really keeps our business humming. They were able to customize the system to meet our needs and have helped us improve it to meet our growth. Our phone system is the key to our success and must be reliable and adaptable. We especially appreciate IPRO's quick response to problems and creative solutions that continue to improve our communications with our customers and vendors. IPRO is more than a service provider... they're a trusted friend and business partner! "

Scott Baer
IT Manager, Boedeker Plastics

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