

We do IT differently for manufacturing, healthcare & critical systems.

Sierra Experts Inc. is a veteran-owned managed IT services provider headquartered in Pittsburgh, PA, supporting customers in 36 states. We deliver proactive managed IT and custom software across industries, with a primary focus on manufacturing and healthcare teams. We keep critical operations running, protect sensitive systems, and give your people a responsive partner.

COMPANY AT A GLANCE

Legal name	Sierra Experts Inc.
Ownership	Veteran-owned
HQ	2 Robinson Plaza, Suite 300 Pittsburgh, PA 15205
Reach	Customers in 36 states
Phone	412.722.0707
Web	sierraexperts.com

WHY SIERRA EXPERTS

- ♦ **100% in-house support.**
We never outsource. Every call goes to our team.
- ♦ **24/7 proactive monitoring.**
Networks, servers, and devices, around the clock.
- ♦ **One accountable partner.**
One team, one plan, no gaps between vendors.
- ♦ **People actually answer the phones.**
Call us and you talk to a real person.
- ♦ **We fix issues before they become emergencies.**
Small problems get handled early.
- ♦ **Predictable monthly costs.**
Clear, consistent pricing with no surprise bills.

PARTNERSHIPS & RECOGNITION

Microsoft CSP Direct Bill Partner ♦ ThreatLocker Certified Partner ♦ Veteran-Owned
Channel Futures MSP 501 (2026) ♦ CRN MSP 500 (2024 & 2025)



CORE CAPABILITIES

Managed IT Services

- ♦ 24/7 monitoring of networks, servers, and devices
- ♦ OS management, updates, and preventive maintenance
- ♦ Backup and disaster recovery; network management
- ♦ Proactive alerts and rapid remediation, remote or on-site
- ♦ Detailed reporting and quarterly strategic reviews

IT Support & Helpdesk

- ♦ 24/7 helpdesk, from everyday questions to critical issues
- ♦ Fully managed, or co-managed with your in-house IT

Cybersecurity

- ♦ Endpoint, ransomware, and email protection
- ♦ Firewall management and access controls
- ♦ Threat monitoring and detection; Microsoft 365 security
- ♦ Cyber-insurance readiness: MFA, EDR, tested backups
- ♦ Support for existing EDR, MDR, and XDR platforms

ThreatLocker Zero-Trust Managed Services

- ♦ Application Allowlisting, Ringfencing, Elevation Control, and Storage Control
- ♦ Learning Mode, policy tuning, then Secure Mode in stages
- ♦ Our team handles application approval requests day to day
- ♦ Supports key HIPAA, CMMC, and NIST SP 800-171 controls

Cloud & Microsoft 365

- ♦ Direct Microsoft CSP with flexible annual or monthly plans, SMB through Enterprise
- ♦ Migrations, security, and ongoing management

Virtualization & VMware Alternatives

- ♦ Proxmox VE and Hyper-V: we resell and support both
- ♦ Assessment, written plan, pilot, cutover, and rollback plan
- ♦ Veeam-aware backup planning with restore testing
- ♦ Support-only coverage for existing VMware environments

Hosted Infrastructure & Colocation

- ♦ Tier-3 Pittsburgh data center: PaaS, IaaS, colocation, hybrid
- ♦ Redundant power and CRAC; 24/7/365 support

Business Email & Email Security

- ♦ Managed Microsoft 365 and Hosted Exchange
- ♦ Email security powered by Hornetsecurity (a Proofpoint company): spam filtering, threat protection, encryption, archiving, continuity

CORE CAPABILITIES (CONTINUED)

VoIP & Business Communications

- ◆ VoIP, SIP trunks, and unified communications; 3CX partner
- ◆ Metro Ethernet, managed SIP, and MPLS connectivity

Custom Software Development

- ◆ Custom web-based, client-server, and ERP applications
- ◆ C#/.NET, ASP.NET, and SQL Server; integration with inventory and IoT systems

Web, Creative & Procurement

- ◆ Graphic and web design, website hosting, digital marketing
- ◆ Hardware and software reselling

INDUSTRIES SERVED

Manufacturing

Production uptime, plant-floor PCs and HMI's, OT-secure cybersecurity.

Healthcare

Secure patient data and reliable systems that support HIPAA compliance.

Financial Services

Compliance, data security, and reliability alongside in-house IT.

Multi-Location Businesses

Centralized management and standardized systems across sites.

Private Equity & Portfolio Companies

Scalable, standardized IT that supports growth and acquisitions.

Small & Mid-Sized Businesses

Dependable IT without the overhead of a large internal IT department.

Law & Legal

Secure, private support in the cloud, hybrid, or on-premises.

Education

Secure online environments and access to virtual learning tools.

Government

IT tailored to the security needs of government entities.

HOW WE WORK

- 1 Assessment & Planning**
We evaluate your current systems and identify opportunities for improvement.
- 2 Implementation & Optimization**
We set up and optimize your environment for performance and security.
- 3 Continuous Monitoring & Support**
We monitor your systems 24/7 and resolve issues before they escalate.
- 4 Ongoing Strategy & Improvement**
Reporting and quarterly reviews keep IT aligned with your business goals as you grow.

RESULTS FROM THE FIELD

< 10 hours

A chemical manufacturer with a three-host VMware cluster faced an unrealistic renewal quote. We moved the entire environment to Proxmox in less than 10 hours; licensing now costs a fraction of the renewal, with no performance limitations.

SERVICE AREA

Headquartered in Pittsburgh, with customers in 36 states. Regional markets include:

Pennsylvania: Pittsburgh, Philadelphia, Erie, Harrisburg

Ohio: Cleveland, Columbus, Cincinnati

Maryland: Baltimore

Sister company: Sierra Data Centers provides colocation in Pittsburgh and Metro Columbus (sierradatacenters.com).

AWARDS

- ◆ Channel Futures MSP 501, Top Managed Service Provider (2026, 2024)
- ◆ CRN / The Channel Company MSP 500, Pioneer Category (2025, 2024)
- ◆ Pittsburgh Business Times Fast 50 (2023)
- ◆ Pittsburgh Vetrepreneur of the Year® (2022)
- ◆ Clutch, Top IT Services Company in Pennsylvania (2021)

Start with a free IT assessment.

Call 412.722.0707 · Sales@SierraExperts.com

CONTACT

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