errorHandle

IT for nonprofits, small teams and public agencies · New York

CAPABILITY STATEMENT

errorHandle LLC

Updated November 2026

WHO WE ARE

errorHandle LLC is a New York IT consulting firm. We modernize what an organization already runs on, then run it — email, devices, security, backups and websites — so no one on staff has to become the IT person. **Every consultant is our own employee, based in the United States.** We do not outsource support, and the people who answer are the people who built the setup.

CORE COMPETENCIES

- **Managed IT support**
  Day-to-day help for email, laptops, printers and software. Starters set up before their first morning, leavers shut off the same day.
- **Cybersecurity**
  Multi-factor authentication, conditional access, tested backups and phishing simulation. Assessments and staff training.
- **Microsoft 365 & SharePoint**
  Nonprofit pricing claimed where eligible, licenses matched to real headcount, SharePoint and Teams built around how teams work.
- **Cloud & data migration**
  File servers, shared drives and Google Workspace moved to Microsoft 365, one team at a time, with no loss of access.
- **Websites & hosting**
  Built, hosted and maintained. SSL, dedicated IP, patching, and a written audit before any work begins.
- **AI & automation**
  Built for the organization, not a platform to learn: email follow-ups and acknowledgements, and an AI receptionist answering 24/7.

HOW TO ENGAGE US

- **OGS PBITS**
  Prime contractor, award 23269. New York State agencies and authorized users can purchase directly off the contract.
- **Direct engagement**
  Monthly managed support, project work or hourly. Scope and cost in writing before anything starts.
- **Nonprofit pricing**
  Microsoft and other vendor nonprofit rates claimed on your behalf where the organization qualifies.

FREE BEFORE YOU ARE A CUSTOMER

A written audit of your website and whatever you run on — what is urgent, what can wait, no obligation. **A phishing simulation** to your staff, with a report on who clicked.

DIFFERENTIATORS

- **OGS PBITS prime contractor** — award 23269
- **US-based consultants.** No offshore help desk, no subcontractors
- 15+ years of founder-led IT experience
- Public sector and nonprofit focus
- Security-first: MFA and tested backups as standard, not upsells
- Scope and cost in writing before work starts
- Free website and infrastructure audit before any engagement
- Customers change their own license counts, same day, no ticket

COMPANY SNAPSHOT

ENTITY	errorHandle LLC · New York
PHONE	(347) 471-1466
EMAIL	mehran@errorhandle.com
WEB	errorhandle.com
BUSINESS	Small business

PAST PERFORMANCE

- United Nations
- Nassau County IDA
- Arab-American Family Support Center
- ABCNY
- Agarabi Engineering, PLLC
- RIST

PARTNERSHIPS

Microsoft Partner · 1Password Partner · RingCentral · TechSoup · Arcserve · Fortinet · SonicWall · Google Workspace

NAICS
541511 · 541512 · 541513 · 541519 · 541611 · 611420 · 561320

UNSPSC
80101507

CONTACT
(347) 471-1466 · errorhandle.com