West Technology Group

Bridging the technology gap for small businesses

Incorporated in St. Lucia in April of 2010, the West Technology Group strives to help small and medium-sized St. Lucia businesses maximize their productivity and profitability by providing reliable, affordable technical support. Functioning as our clients' comprehensive IT department, we deliver even more advantages than a full-time internal team, at a fraction of a cost.

Above all, it's our mission to deliver the following core benefits to our clients:

- Hardware and software purchasing
- Device monitoring and repair
- Data backup and disaster recovery
- Ongoing monitoring and maintenance
- Reliable help desk support
- One fixed, low monthly fee

West Technology Group's founder, Rashid Jean-Baptiste, brings more than 15 years of IT experience to the company. Prior to launching WTG, Rashid worked as a Telecommunications Technician for LIME St. Lucia (formerly known as Cable & Wireless). He also spent more than 10 years in senior IT roles at the Microsoft Corporation. Rashid holds a Bachelor of Science in Computer Information Systems from Florida A&M University.

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Microsoft®
Small Business Specialist

West Technology Group is a Microsoft Registered Partner specializing in small business solutions.

an IT department for
YOUR business

West Technology Group

Why Outsource Your IT Needs?

As the owner of a small or medium-sized business, you face some big challenges—especially when it comes to IT support. Hiring a full-time technology department may not be a viable option, but neither is neglecting your hardware, software, and networks.

Outsourcing IT needs to a dedicated third-party provider is a growing trend among today's small businesses—and for good reason. With an independent IT provider like West Technology Group, you can have the best of both worlds: reliable protection and support at a fraction of the price of in-house technicians.

Whether you have 5 employees or 100, you'll reap the many benefits of utilizing a full-service third-party provider:

- A singular point of contact for all technical issues
- Increased productivity and profitability
- Minimized downtime
- Protection of critical business data

Why Choose West Technology Group?

Low flat rate
Tired of getting blindsided by bills for expensive emergency services? With our plan, you'll pay one fixed monthly fee, regardless of the number of calls, visits, and emails. If an issue arises, you'll have unlimited access to our certified support team, with no hidden charges.

Proactive support
While other providers make their money by charging steep fees to fix what's broken, we take a preventative approach. Our world-class software monitors your systems 24 hours a day, 7 days a week, notifying us so we can tackle small issues before they become expensive problems.

Proven expertise
Our well-seasoned team has over 10 years of combined experience providing first-rate technology solutions. WTG has formed strategic partnerships with the industry's most respected technology companies, including Microsoft, Google, Cisco, and HP.

High returns
Your low monthly IT cost will quickly pay for itself in terms of reduced costs, increased productivity, and greater profits.

Peace of mind
With WTG on your side, you can rest assured your network will be protected from malicious attacks, hackers, spyware, and viruses. All critical data will be backed up and stored at a secure off-site location, minimizing business interruptions in the event of an outage or disaster.

What We Do

Hardware & Software Procurement / Deployment
Whether you're starting a new company or need to overhaul outdated technologies, we'll guide you through the process of purchasing and deploying new hardware and software, helping you get the best quality products at the best possible value. Our quotes include only the actual price of the hardware or software—we do not earn any commission from your purchase.

Help Desk and On-Site Support
While most IT support companies charge you for every point of contact, we give you unlimited access to our expert technicians without any extra fees. We provide timely, courteous support via phone and email, and can also visit you on-site if needed.

24x7 Device Monitoring & Repair
Once your systems are up and running, we'll continually monitor all of your devices—desktops, laptops, servers, printers, routers, switches, and mobile devices—to ensure secure, healthy functioning. Any viruses, malicious attacks, spyware, or unauthorized access will be swiftly resolved before they can impact your critical business data.

Online Backup & Recovery
Among the businesses that don't have a disaster recovery plan in place, more than 40% go out of business in the event of a natural disaster, fire, theft, or other catastrophe. We'll back up all of your business data to local and off-site locations and will perform regular testing to ensure a quick restoration in the event of a data loss.

General IT Maintenance
Achieving a healthy IT infrastructure requires a careful attention to detail, quick response to issues, and ongoing monitoring of all system components. When you partner with WTG, we'll manage all aspects of regular IT maintenance, including upgrades, reporting, service patches, IT administrative tasks, and more.