PALOUSE
SOFTWARE & SUPPORT

Who We Are



Local expertise. Personal service. Stronger protection for your business.

Palouse Software & Support, LLC is a locally owned and operated technology services company based in Oakesdale, Washington. We specialize in helping small businesses protect their computers, safeguard important information, and maintain reliable, secure technology.

Meet the Owner

Ben Crossett | Owner & Operator

Ben Crossett of Oakesdale, Washington is the owner and operator of Palouse Software & Support, LLC. He brings over 17 years of professional experience in software development, information technology, and business systems.

Ben is a graduate of Eastern Washington University with a Bachelor of Science in Computer Science and a graduate of Washington State University with a Master of Science in Software Engineering, with a focus on cybersecurity.

Computer security is more than a service to Ben — it's a passion. He is committed to continually learning about emerging cyber threats, evolving security technologies, and new methods of protecting businesses from ransomware, malicious software, data loss, and other online risks.

EASTERN WASHINGTON UNIVERSITY
B.S. in Computer Science

WASHINGTON STATE UNIVERSITY
M.S. in Software Engineering
Focus on Cybersecurity

Locally Owned & Operated
Proudly serving Whitman County and surrounding communities.

Proven Experience
17+ years in software development, IT, and business technology.

Proactive Protection
Focused on preventing problems before they disrupt your business.

Personalized Service
A local partner who takes time to understand your business.



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LOCAL PEOPLE. RELIABLE TECHNOLOGY.
A STRONGER TOMORROW.



What Happens When IT Fails?

Technology problems become business problems.

Reduce disruption. Protect information. Keep your business moving.

The Real Cost of Unplanned IT Problems

A single computer failure, cyberattack, or missing file can interrupt daily operations. Proactive IT management helps lower risk and prepare for problems before they grow.

01 Business Downtime

A failed computer or unexpected outage can delay customers, payments, and important daily work.

02 Ransomware & Cyber Threats

A malicious file or stolen password can disrupt systems and put business information at risk.

03 Data Loss

Accidental deletion, device failure, or damaged files can put critical business records out of reach.

04 Unexpected Repair Costs

Emergency repairs and urgent recovery work can consume time and create unplanned expenses.

Digital Defense helps you prepare - not just react.



Ready to protect your business?

Schedule your complimentary IT assessment.

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The Digital Defense Advantage

Four layers of protection. One local IT partner.

Proactive security, reliable backups, and ongoing computer care to help keep your business running.

How We Help Protect Your Business

01 Why Managed IT Matters

Prevent problems instead of just fixing them.

Proactive care helps reduce downtime and unexpected disruptions. Local support keeps your business focused on what matters.

02 Cybersecurity Protection

Next-generation antivirus and ransomware defense.

Continuously detects suspicious activity and helps block modern cyber threats. Centrally managed protection adds another layer of business security.

03 Secure Data Backups

Protect important files and recover with confidence.

Encrypted daily off-site backups help keep business data protected. Immutable backup copies help resist tampering; recovery limits data loss.

04 Proactive Computer Monitoring

Catch warning signs before they become outages.

24/7 monitoring checks computer health and generates alerts for key issues. Security patches and software updates help address known vulnerabilities.

Local expertise | Proactive protection | Peace of mind



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Our Services | Digital Defense

Proactive cybersecurity, backups, and monitoring for your business.

Cybersecurity & Monitoring

Practical protection for the computers your team relies on.

1 Next-Generation Threat Protection

Managed antivirus and ransomware defense helps detect and block suspicious activity.

2 Encrypted Off-Site Backups

Daily workstation backups, with monitoring to help identify failed or missed jobs.

3 Continuous Device Monitoring

Automated monitoring and alerts identify device health and performance concerns.

4 Windows Security Patching

Ongoing security updates help reduce exposure to known vulnerabilities.

5 Quarterly Security Reports

A clear summary of device health, security activity, patching, and backup results.

Professional IT Support

Digital Defense clients receive preferred support rates for technical assistance.

Remote Support

Help with everyday issues, troubleshooting, and remote guidance.

On-Site Support

Scheduled assistance when hands-on help is needed.

Free Onboarding

We configure protection tools and inventory covered devices.

Free onboarding | Proactive oversight | Regular reporting | Optional enhancements

Monitoring is automated; technician availability and response terms are outlined in the service agreement.

Ready to protect your business?

Request a complimentary IT assessment.

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CUSTOMIZED SERVICE PROPOSALS

Coverage Built Around Your Business

Explore the right combination of managed IT, cloud security, and support.

A Clear, Personalized Proposal

Every organization is different. We review your systems, discuss your priorities, and recommend the services that fit your business - without asking you to choose from a one-size-fits-all package.

Workstation Protection

Secure and monitor covered Windows computers with appropriate endpoint protection, patching, and backups.

Email & Cloud Security

Add Microsoft 365 email protection and separate cloud backups where needed.

Network Monitoring

Optional monitoring of network equipment and selected infrastructure to help identify issues.

Technical Support

Remote assistance and scheduled on-site service, with clear expectations for availability and billing.

How to get started

1. Initial review
2. Tailored recommendation
3. Clear service agreement

Your final scope depends on covered devices, mailboxes, selected services, and business requirements.

Let's design your Digital Defense plan

Contact us for a customized proposal.

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Email & Cloud Protection

An important additional layer of business security.

Protect email accounts, cloud files, and the people who rely on them.

Why Email Security Matters

Phishing messages, account takeovers, and accidental file deletion can affect any business. Protecting your computers alone does not cover every email and cloud risk.

Phishing & Malicious Email

Help detect suspicious messages and reduce exposure to common email-based threats.

Account Security Management

Review security settings, policies, alerts, and suspicious activity in supported Microsoft 365 accounts.

Microsoft 365 Cloud Backup

Maintain separately managed backups of supported Microsoft 365 data to assist with recovery.

Ongoing Oversight

Monitor alerts, review protection settings, and help address potential security issues.

Optional Email & Cloud Protection

Available separately from the Digital Defense workstation package.

Ask about a customized quote for your business and mailboxes.

Services and coverage depend on your Microsoft 365 licensing and selected plan.

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Your Quarterly IT Report

Clear visibility into the technology protecting your business.

Understand what is monitored, maintained, and recommended.

A Snapshot of Your Technology Health

Digital Defense includes a quarterly security and performance summary.
Below is an illustrative example of information your report may include.

QUARTERLY SECURITY & PERFORMANCE SUMMARY

Sample format | No actual client data shown

Computers Monitored
Device inventory and health
Status: To be completed

Protection Status
Security monitoring overview
Status: To be completed

Patching Review
Updates applied / needing attention
Status: To be completed

Backup Monitoring
Backup activity and exceptions
Status: To be completed

Recommended Actions: _____

What This Means for Your Business

See the work performed, understand potential issues, and plan improvements.
Reports are tailored to the services and devices covered by your agreement.



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Your Path to Digital Defense

A clear process. A stronger, safer business.

From your first IT assessment to ongoing protection, backups, monitoring, and local technical support.

Our Onboarding Process

FIVE SIMPLE STEPS

1 Free Initial IT Assessment

We review your computers, network, security, backups, and business needs, at no cost and no obligation.

2 Proposal & Service Review

We share our findings and review recommended services, pricing, and the next steps with you.

3 Signed MSP Agreement

We agree on the services, responsibilities, and terms before beginning managed IT work.

4 Client Onboarding & Inventory

We inventory devices, set up security and backup tools, and configure monitoring with minimal disruption.

5 Ongoing Protection, Monitoring & Support

We monitor threats and backups, manage security updates, and provide ongoing remote and scheduled on-site IT support.

Ready to get started?

Schedule your complimentary IT assessment today.

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