

STI MSP

MANAGED SERVICE PROVIDER

STI Monthly Newsletter – February 2026

STI News



One of the main goals at STI is to provide excellent customer service. We know having a team that understands our principles and ethics is critical. With that in mind, there have been some staff changes I'd like to share. We added a few new team members.

Please join us in welcoming Diamond Carter and Michael Daviess to the STI Technical Team.

Diamond Carter has joined the Technical Helpdesk reporting to Dana Schubert. She previously worked at Barclay's Bank as a Desktop Support Technician.

Fun Fact: Diamond loves baking and spending time with her cats. Her father was in IT, and Diamond would help him from a very young age. She likes to say she has a lifetime of experience working with computers.

Michael Daviess has joined the Integration Team reporting to Greg Williams and will provide remote and onsite support to clients throughout PA, NJ, and DE.

Fun Fact: In his free time, Michael enjoys building PCs and testing new technology. This is important. One of the questions I ask potential technicians is what they have at home. History has shown us that the best IT folks do it because they love it.

We are very excited for them to meet our clients as they learn STI's tools, processes, and standards.

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Tariffs & Pricing Updates



Tariffs are taxes or duties paid on certain imports or exports. They have been in the news a lot over the past year. Some have been raised to levels not seen in a very long time. Historically, these costs are passed on to consumers.

STI continues to see modest increases. To protect ourselves and our clients, quote guarantees have been reduced from 30 days to 7 days. Waiting to decide whether to move forward with an upgrade could cost you more if you wait.

We know how difficult it can be to fund ongoing updates to your business. We have helped clients with payment terms and other strategies in the past. We work together to help you upgrade equipment in an efficient manner. We understand the headwinds that businesses face from time to time.

We will also continue matching or beating competitor pricing whenever possible. Remember, when you buy from us, you also get discounted labor rates. It all adds up to big savings for you. All inquiries can be made to hwsales@stimsp.com

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Business Email Is No Longer an Option



Using a professional email service and owning your own private domain are critical for both security and credibility.

STI recommends Microsoft M365 Business Premium. It provides support for advanced cybersecurity tools and works seamlessly with the tools that are included with your STI service agreement.

Free email platforms, like those listed above, lack adequate security, reduce professionalism, and limit the cybersecurity tools that STI can deploy. They are not free. When you agree to use these services, you are allowing the company to see your information and sell it to 3rd parties.

Business email is easy to set up. The first step is finding a name that is available and makes sense for your business. We have helped many clients set up their domain and business email accounts. There are many benefits. It allows for business improvements like mail lists. Mail lists make communication with your customers more intuitive. For example, you can setup email addresses like info@domain.com or sales@domain.com. These mail lists addresses can be forwarded to specific people in your company. It allows for easy changes when personnel responsibilities change. A professional domain also is the first step for a future website.

We will be happy to help you through the process if you are still using one of the free services.

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Tip of the Month: Prescription Savings



I am going outside the box for this month's tip. Healthcare costs have risen dramatically over the years. The cost of prescription medication has also risen. I have health insurance which helps offset some of the costs. There are medications that my family is prescribed that still have an out-of-pocket expense. As an example, I have an allergy prescription that costed me about \$50 per month. My wife has a medication that costs over \$100 per month, even with insurance. We checked GoodRX and some pharmacy programs that the chains offer. There were some savings to be found, but not much.

About a year ago, I saw Mark Cuban give an interview about a company he started because he heard his employees complain about the price of medication. He did research and learned about PBM's and how medications are highly marked up in the US to pay for the middlemen. He named the company Cost Plus Drugs. They sell generic medication and they put a fixed uplift over the actual cost of the meds. They also charge a flat shipping fee no matter how many prescriptions you get filled. I figured I'd check it out. I went to <https://www.costplusdrugs.com/> and entered some of our medications in their search bar. Surprisingly, my \$50 per month medication was \$19 for 90 days. My wife's \$100 per month medication was \$30 for a 90-day supply. We began ordering from them. It takes about a week for them to arrive. They were well packaged and looked exactly like what we were getting from the local pharmacy. There are some meds they do not carry. Controlled substances, for example. What they do carry is very inexpensive and has saved us hundreds of dollars. The website walked us through the forms that got sent to our doctors. My electronic chart site shows CostPlusDrugs as an option, along with Walgreen's and the other pharmacies we have used. This allows us to choose it if we know it is a medication they carry. I hope this helps you and your family in 2026.