Managed
IT Complete

BULLETPROOF
a GLI company

24/7 IT MONITORING & SUPPORT FOR RESILIENT, SECURE (AI-READY) OPERATIONS

BUILT ON GOVERNED IDENTITY, ENDPOINTS, AND M365 CONTROLS

In the AI era, organizations can't afford downtime, fragmented support, or reactive IT - because availability, governance, and secure access become even more critical. Bulletproof Managed IT Complete is an end-to-end IT operations with integrated security controls - building a stable, governed foundation that organizations need before adopting AI-powered productivity tools. We provide a 24×7 Service Desk, identity and access management, and proactive device and endpoint security management. We manage servers, backups, firewalls , and core network infrastructure, keeping your environment secure, stable, and compliant while your team focuses on the business.

> *It brings us peace of mind knowing that we have a team of IT experts available 24/7 to support our company's technology needs when we need it most. Their customer service is easy to use, and we can access information or assistance at any time of the day. We look forward to building a strong partnership with the Bulletproof team."*
>
> **Brennon Somerville,**
> Finance & Operations Manager,
> Joint Economic Development Initiative Inc. (JEDI)

THE BUSINESS IMPACT OF INEFFECTIVE IT

- **Downtime is expensive:** Average cost is $5,600 per minute; a two hour outage can exceed $672K in lost revenue and SLA penalties.
- **Unpatched systems = breaches:** Delayed updates leave openings attackers exploit; containment costs often exceed $500K.
- **Slow recovery hurts operations:** Restores frequently exceed 40 hours, leading to six figure legal, compliance, or ransomware expenses.
- **Compliance drift is costly:** Misconfigurations and weak governance can trigger penalties up to 4% of global revenue.
- **IT budgets get drained:** Staffing gaps, burnout, and unpredictable "break/fix" fees inflate yearly OPEX.

WHY BULLETPROOF?

With **20+ years of experience across North America,** Bulletproof is an award winning partner trusted by organizations to strengthen IT, security, and compliance. Our certified experts operate as an extension of your team, delivering stable, secure, and cost effective IT operations with dependable 24/7 support.

Managed IT Complete

Turnkey IT operations across Service Desk + Cloud + Infrastructure—secured and optimized.

We provide comprehensive, always on IT management built for organizations that want smoother operations, fewer disruptions, and stronger protection across their entire environment. We handle routine tasks, triage, patching, backups, monitoring, and continuous optimization—freeing your internal teams to focus on strategic initiatives.

WHAT YOU GET

- **Bundled day to day IT services** across devices, apps, cloud, and infrastructure
- **24/7 Service Desk** with dedicated technicians
- Cloud optimization & Microsoft 365 governance
- Proactive patching, monitoring & maintenance
- Infrastructure & network management
- Dedicated Customer Success Manager
- Integrated security controls and best practices
- Optional Onsite Support

WHAT'S INCLUDED IN THE COMPLETE PACKAGE:

Managed IT Service Desk

Reliable, fast support that keeps your users productive.

- 24/7 end user issue resolution
- Remote device management (Windows, macOS, iOS, Android)
- Application troubleshooting
- Performance and connectivity support
- Accelerated ticket resolution to reduce downtime and IT workload

Managed Cloud

Secure, optimized, and governed Microsoft 365 + cloud environment. Governance, backup, and configuration hygiene that helps teams prepare for AI-enabled collaboration while reducing data and compliance risk.

- M365 workload management (Exchange, Teams, SharePoint, OneDrive)
- Daily cloud to cloud backups with 24 hour restore SLA
- Teams Voice management (routing, number porting, provisioning)
- SharePoint governance (site structure, metadata, reporting)
- Mobile app protection policy & Intune configuration

Managed IT Infrastructure

Proactive management of your entire IT backbone.

- Server management (on prem, virtual, Azure)
- Endpoint lifecycle & compliance management
- Backup and disaster recovery monitoring (Veeam, Datto, Cohesity, Barracuda)
- Firewall management (Fortinet, Cisco)
- Network management (routers, switches, wireless)
- Automated patching & continuous health monitoring
- Managed Remote Access Service: A unified remote access platform leveraging Fortinet (IPsec / ZTNA / SASE) integrated with Microsoft Entra ID & Intune—designed, deployed, and fully managed by Bulletproof.

KEY BENEFITS:

- Close IT & security skill gaps without adding headcount
- Predictable, always-on operations that reduce disruption to modernization and AI initiatives.
- Backup + restore SLAs designed to minimize downtime when every minute matters
- Lower operational costs with predictable monthly billing
- Proactive monitoring and rapid response
- Eliminate routine IT tasks so your team can focus on growth
- Strengthen security & compliance through continuous updates and governance
- Ensure consistent, 24/7 support for your entire workforce

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