



Your Technology Partner for Growth

# Comprehensive Managed IT Services



## Service Summary

- Enterprise-grade managed IT services for Microsoft technologies
- 24/7/365 monitoring, proactive security, and expert support
- Seamless integration with Azure and Microsoft 365
- Follow-the-sun support model across North America
- Reduce costs and vendor complexity with dedicated IT experts



## Immediate Setup & Onboarding (Weeks 1-6)

- Complete IT environment discovery and documentation
- RMM agent deployment and monitoring setup
- Microsoft Sentinel SIEM and Azure Lighthouse configuration
- Security training implementation
- Patching policies and maintenance windows
- Privileged identity management (PIM) account creation



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# Ongoing Managed Services

- 24/7/365 Help Desk with guaranteed response times
- Proactive Monitoring for servers, workstations, and network
- Automated Patch Management with scheduling
- Security Management with Microsoft Defender and incident response
- User Support for onboarding, offboarding, and daily assistance



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## Strategic Reporting & Planning

- Monthly status reports with KPI analysis
- Quarterly business reviews and technology planning
- Annual budget planning with cost optimization
- Compliance reporting for cybersecurity posture



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# Microsoft Services

- Azure infrastructure monitoring and optimization
- Microsoft 365 administration (Exchange, SharePoint, Teams)
- Endpoint management through Intune and Autopilot
- Identity & access management with Microsoft Entra ID



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# Security & Compliance

- Continuous security monitoring with Microsoft Sentinel
- Monthly phishing simulations and training
- Vulnerability assessments and remediation
- Incident response with documented procedures



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## Key Value Propositions

- Always-On Protection & Monitoring: 24/7 monitoring and response
- Enterprise-Grade Security: Microsoft Defender, training, SIEM
- Proactive Technology Management: patching, planning, optimization
- Seamless Integration Expertise: Microsoft ecosystem management



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