

MANAGED SERVICES PROVIDER

1 to 6 week onboarding

Comprehensive Managed IT Services - Your Technology Partner for Growth

Service Summary

Transform your business with our enterprise-grade managed IT services designed specifically for organizations leveraging Microsoft technologies. Our comprehensive solution combines 24/7/365 monitoring, proactive security management, and expert technical support to keep your business running smoothly while you focus on what matters most - growing your company.

As a Microsoft tier-one Cloud Solutions Provider, we deliver seamless integration with your existing Microsoft ecosystem, from Azure infrastructure to Microsoft 365 productivity suites. Our "follow-the-sun" support model ensures your critical systems are always protected, monitored, and optimized by certified professionals across North America.

Experience the peace of mind that comes with having a dedicated team of IT experts managing your technology infrastructure, security posture, and user experience - all while reducing costs and eliminating the complexity of managing multiple vendors.

Always-On Protection & Monitoring

24/7 monitoring with immediate response to critical issues.

Enterprise-Grade Security Without the Cost

Complete cybersecurity protection with Microsoft Defender management, security training, and SIEM monitoring.

Proactive Technology Management

Automated patch management, strategic planning, and continuous optimization.

Seamless Integration Expertise

Ensuring optimal configuration and management across your entire Microsoft ecosystem.



Access to Dedicated SkyTerra Professionals:
Experienced Certified Microsoft Engineers



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

Ongoing Managed Services

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

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

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

Security & Compliance

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





SkyTerra Technologies is a cloud advisory and security firm delivering architecture, development, managed workplace, digital transformation, cybersecurity, and IT outsourcing. We successfully deliver proven solutions whether our clients are on-premises, in the cloud, or in hybrid environments. SkyTerra is a Microsoft Tier 1 Cloud Solutions Provider with several Solutions Partner and Advanced Specialization designations. We offer direct access to trusted enterprise-level support through our experienced Microsoft Engineers, Support Analysts, and Project Management professionals. Armed with years of industry experience, our team understands complex environments, the organizational impact of change, and how to mitigate risk while delivering predictable outcomes.

CORE COMPETENCIES

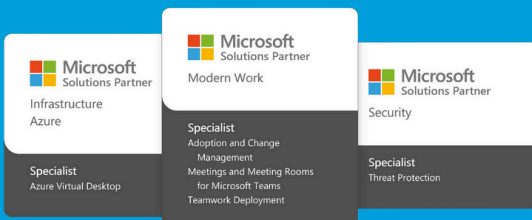
- Managed Service
- Cloud Services
- Cybersecurity Consulting
- Digital Transformation
- Data Backup & Recovery
- IT Help Desk Services
- End User Support & Help Desk
- IT Staffing & Augmentation
- Data Governance
- MSSP
- SharePoint Managed Services

SERVICES

- Microsoft Consulting
- Security Review
- Security Remediation
- Migration & Integration
- Managed Threat Detection
- Incident Response Plan
- Business Premium Fast Start
- SharePoint
- Microsoft Viva Learning
- Azure
- Teams Voice
- Data Governance & Compliance
- Power BI/Power Platform

MICROSOFT TIER 1 CLOUD SOLUTION PROVIDER

- Microsoft FastTrack Ready Partner
- One of Microsoft's top 50 CSP providers in the country
- Multiple-country Tier 1 Microsoft Cloud Solutions Partner—in the United States, Canada, Europe and Government Community Cloud (GCC)
- Experienced with Fortune 500 enterprise-level technology
- Largest Microsoft Cloud provider based in the Northeast



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