

WHAT AN MSP ACTUALLY DOES

Most of our work happens before anything goes wrong.

An MSP — managed service provider — is an outsourced IT team on a flat monthly fee, covering proactive monitoring, patching, security, backup, strategy, and a real person on the phone. Break-fix IT waits for the call; we work to make that call unnecessary.



⚠ BREAK-FIX IT

- Waits for something to break
- Billed by the hour, variable every month
- Has no context when you call — different tech each time
- No incentive to prevent future issues
- Security, backup, and strategy are add-ons

✓ THE METHODOLOGY APPROACH

- Monitors and prevents 24/7 so issues rarely land on your desk
- Flat monthly fee — budgetable, predictable
- Your environment is documented; any tech picks up where the last left off
- Incentive aligned: the fewer tickets, the better we're doing
- Security, backup, and strategy are the core of the contract

WHAT YOU'RE ACTUALLY BUYING

Six things we do every day you may not see.

⚙ PILLAR 01

Patch & monitor

Every server, laptop, and firewall is watched 24/7. Updates install quietly overnight. Failures trigger a ticket before you notice.

🔄 PILLAR 02

Backup & recovery

Microsoft 365, servers, and critical data are continuously backed up. We test restores quarterly — not when we need them.

🔒 PILLAR 03

Identity & access

MFA everywhere, conditional access, and 24/7 detection on every user account. Compromised logins get contained in minutes.

🛡 PILLAR 04

Endpoint & email

EDR on every device. Advanced email filtering for phishing, BEC, and impersonation. The inbox is the new perimeter.

👤 PILLAR 05

People & training

Bite-sized security training delivered monthly, paired with realistic phishing simulations. Reporting tells you who's confident and where to coach.

📄 PILLAR 06

Documentation & strategy

Network diagrams, asset inventory, vendor list. Quarterly business reviews where we plan the next 12 months with you.

AND WHEN SOMETHING DOES GO WRONG

A real technician answers in under 60 seconds. Emergencies get a 15-minute response, in writing.

See what's running in your environment. Book a free 30-minute assessment — no obligation.

60s AVG. ANSWER **15m** EMERGENCY **24/7** MONITORED



SCAN TO SCHEDULE