

IT/MSP Services

Suite of IT Services

Our managed IT services provide comprehensive security, backup, and support solutions, along with proactive hardware management and network monitoring to keep your business running smoothly.

- **Unlimited Remote Help Desk Support (5 am-5 pm)** – Get expert assistance whenever you need it.
- **Remote Monitoring & Management (RMM - Datto RMM)** – Ensures system performance and uptime.
- **Endpoint Detection & Response (EDR - Datto EDR)** – Advanced threat detection that protects endpoints from cyber threats.
- **24/7 Security Operations Center (SOC - RocketCyber)** – Continuous monitoring and threat response.
- **IT Documentation (IT Glue)** – Keeps critical IT details organized and accessible.
- **Professional Services Automation (Autotask PSA)** – Enhances IT service management.
- **Endpoint Backup (Datto Endpoint Backup)** – Protects workstations from data loss.
- **O365 & Google Backup (SaaS Protect)** – Ensures cloud-based data recovery.
- **Phishing Defense (Graphus)** – Stops phishing attacks before they reach your inbox.
- **Antivirus Protection (Datto AV)** – Blocks malware and viruses in real time.
- **Dark Web Monitoring** – Detects compromised credentials to prevent breaches.
- **SaaS Security Alerts (SaaS Alerts)** – Monitors cloud applications for suspicious activity.
- **DNS Filtering** – Blocks malicious websites and prevents unauthorized access.
- **Hardware Management** – Procurement, setup, maintenance, and lifecycle management of IT hardware.
- **Connectivity Setup & Monitoring** – Stable, secure internet, network, and infrastructure performance.

IT/MSP Services



FULL USERS

\$175/MO

Who They Are:

- Employees working in-office or remotely utilizing a VPN to access the company network securely. This plan is for laptop and desktop users.

Services Included:

- Unlimited access to our remote help desk for IT support.
- Full suite of technical services and support.

EMAIL ONLY

\$10/MO

Who They Are:

- Field employees or non-office workers using mobile devices and web-based apps such as Microsoft 365 not connected to the office via VPN or RDS. Intended for cell phone and tablet users only.

Services Included:

- Limited access to support services.
- If a lite user requires IT assistance, support will be provided at a rate of \$200/hour.

ADDITIONAL DEVICE

\$25/MO

**FULL USERS ONLY*

Who They Are:

- Supplemental devices used by full users that require MSP coverage but do not warrant a separate full user charge.

Examples:

- A desktop at the office and a laptop for travel.
- A computer at a seasonal vacation home used occasionally.

MSP Onboarding Process

The MSP onboarding process establishes the foundational IT environment necessary for managed services. It includes gathering credentials, deploying core tools such as RMM, antivirus, EDR, and backups, configuring hardware and connectivity, and implementing baseline security measures like anti-phishing, DNS filtering, and spam protection.

This process does not include project-based work such as large-scale hardware upgrades, complex network redesigns, or extensive migrations beyond the initial onboarding scope. Such projects are assessed separately and quoted as additional services.

Have you experienced frustrating IT performance such as poor response times, negligence or lack of expertise, and withholding key data? We're here to help!

Get in touch

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