

Managed IT Service Overview

Canadian SMBs - 30-80 seats

SERVICES

One team runs your network, cloud, Microsoft 365, backups, and security.

Named engineer, written SLA, 24/7 monitoring.

Microsoft Cloud Partner - AWS, Azure, DigitalOcean, Canadian datacenters.

Procurement resource | Bilingual EN/FR | amensecurity.ca

Core service pillars

- 24/7 monitoring and alerting (RMM plus security integrations)
- Remote support with optional on-call coverage
- Patch management for Windows, macOS, and line-of-business apps
- Microsoft 365 administration and security baselines
- Backup verification and quarterly restore drills
- Quarterly vCIO roadmap sessions

First 30 days and next steps

- Week 1 - Discovery, asset import, critical alert tuning
- Week 2 - Security baseline, MFA rollout, admin hardening
- Week 3 - Backup validation and documentation handoff
- Week 4 - SLA review, success metrics, end-user training
- Free assessment - written gap report within 48 hours
- Contact: amensecurity.ca/en/contact