FERRUM 26
01001010101001101001010101
TECHNOLOGY SERVICES, LLC

A FERRUM WHITE PAPER

CO-MANAGED IT

Backup for the IT team you already have, not a replacement for it.

What Co-Managed IT is

Co-Managed IT is backup for an in-house IT person or team, not a replacement for them.

You already have IT staff. Good. Keep them. Co-Managed IT gives them a bench: the same tools our engineers use, a help desk behind them, and specialists on call when the work goes past what one team can carry.

Your IT lead stays in charge. We recommend, they decide.

Who it is for

A business whose IT staff are good and overloaded: the projects keep slipping, nobody covers nights or vacations, and security gets whatever time is left.

What your IT team gets

The same tools we use

Access to the platforms our own engineers work in, not a cut-down client version.

Enhanced client portals

One real-time view of the whole IT operation, in place of a monthly report.

Ticketing

Your team is added to our ticketing platform as part of the relationship.

Integration with your own system

If you already run a ticketing system, our software development team connects it to ours through its API. We build the connection. Nobody logs into two systems.

A help desk behind you

Overflow, after-hours and vacation cover. Calls are answered in about 27 seconds on average.

Specialists on call

Security, compliance, cloud and network engineers when the work goes past what one team can carry.

Projects

Migrations, office moves, new locations, Microsoft 365, cabling, Wi-Fi and cameras. We run the project, or we cover day-to-day support while your team runs it.

Security and managed tools

Included with a managed commitment.

How the split works

You choose the split. Some teams keep day-to-day support and hand us security, monitoring and after-hours. Others do the reverse. There is no standard package: who owns each task is agreed in writing.

1. A conversation with your IT lead about what the team is carrying, what keeps slipping and what they wish they had time for.
2. We say plainly where we fit and where we do not.
3. We agree in writing who owns each task.
4. Your team is added to our tools, or we connect our platform to yours.

What it looks like in practice

An online retailer's only IT person left in October, before the holiday rush, with little documentation. We kept the business running through the holidays and found more than $228,000 a year in spending it did not need.

How we engage, and the proof

27 sec
Average time to answer a support call. Every other channel is answered in under 5 minutes.

98%
Client retention over the last decade, not counting businesses that closed.

4 lists
CRN lists Ferrum was named to in 2026: MSP 500, Security 100, Tech Elite 250 and Fast Growth 150.

How we engage

It starts with a conversation.
We learn how the business works before we recommend anything. Pricing comes from that conversation, not from a per-user or per-computer sheet.

Three ways to engage.
A managed commitment (month-to-month up to long term), Flex Time (discounted pools of hours), or pay as you go. Managed commitments include our security suite and managed tools. Flex Time and pay as you go do not.

Who you deal with.
An account manager owns the relationship and a technical POD owns support. PODs are sized to client load, and every new hire completes 120 days of training.

Same delivery everywhere.
Teams in the Chicago area, Southern and Northern California, Denver, Dallas-Fort Worth and on the East Coast, working the same way in each.

YOU ARE HERE FOR A REASON.

Tell us what is and is not working. We will tell you plainly where we fit and where we do not.

Start a conversation

ferrumit.com/contact-us

FERRUM 26
01001010101001101001010101
TECHNOLOGY SERVICES, LLC