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TECHNOLOGY SERVICES, LLC

A FERRUM WHITE PAPER

MANAGED IT

What it includes, how it works and where it stops.

What Managed IT is

Managed IT is the whole IT function, run by us: the help desk, the systems behind it, security, and the planning.

Every IT provider will tell you they do help desk, patching and monitoring. So do we. The difference is how. You get an account manager who knows your goals and a technical POD who knows your people and your systems, so you are never explaining your business to a stranger.

We start by finding out what is getting in your way. Then we run your IT so it stops being the thing that slows you down.

Who it is for

A business with no IT staff, or one that wants its only IT person freed up for other work. Our smallest client is a two-person office. Our largest so far is a retailer with 180 locations and 1,500 employees.

What we provide

Help desk
Everyday support for staff from people who already know your setup.

On-site support
A technician on site when the problem needs hands.

Monitoring and upkeep
Systems are standardized, watched around the clock, patched and kept current. Small problems are fixed before they become outages.

Security
Our security suite and managed tools come with every managed commitment.

Backups and continuity
Backups, plus a plan for what the business does when something goes wrong.

Consulting and projects
IT planning and budgeting, office moves, new locations, migrations and Microsoft 365 work.

Vendor and carrier management
We deal with your internet, phone and software vendors. Our carrier team audits carrier agreements, invoices and cellular bills, at no additional fee or labor charge for managed clients.

Software and integration
Our own software development team connects business applications. If it has an API, we can work with it.

AI guidance
Where AI helps the business and where it creates risk.

Strategic business reviews
On the cadence that fits you: twice a week for some clients, monthly or quarterly for others.

How it works

1. A conversation about the business and where technology is getting in the way.
2. A review of what you have, and recommendations in plain language.
3. Onboarding. The fee runs from zero to a custom price based on the work needed, and we tell you why.
4. Day-to-day support from your POD, with your account manager owning the relationship.
5. Reviews on your cadence, and changes as the business changes.

Where it stops

Managed IT can also run alongside an in-house IT person. Once the split of work matters, that is Co-Managed IT, and we have a separate white paper for it.

What we will not claim

We are not perfect and we will never claim to be. What we commit to is 150% every day, and to working with you on technology that solves real business problems.

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

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