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TECHNOLOGY SERVICES, LLC

A FERRUM WHITE PAPER

MANAGED NETWORK AND CONNECTIVITY

Cabling, Wi-Fi, carriers and a backup connection, run by one team.

What this covers

Everything between your people and the internet: the cabling, the Wi-Fi, the switches and firewalls, the carrier circuits and the backup connection.

One team designs it, installs it and keeps it running, so nobody points fingers when something drops.

Most network problems show signs before an outage. We watch for them, and we build in a backup path wherever an outage would hurt.

Who it is for

Any business where a dropped connection stops work. It matters most to operators with more than one location.

What we provide

Monitoring and maintenance

Switches, firewalls, wireless and the links between your locations are watched and kept current.

Cabling and Wi-Fi

Site survey, design for how the space is used, installation, and a labeled, documented system at handover.

Security cameras

Design, installation and recording, managed by the same team as the network.

Internet service

We compare what is available at each location (fiber, cable, fixed wireless, cellular), recommend what fits, and coordinate the install.

Our own 5G backup

We supply the backup connection ourselves, monitor it, and it takes over automatically when the main connection drops.

Carrier management

When a circuit goes down, we open the ticket with the carrier, stay on it and keep you updated.

Carrier bill audits

Our carrier team audits agreements and invoices. One audit found $130,000 a year in waste, at no additional fee.

Multi-location networking

Offices, stores, warehouses, clinics, properties and remote workers run as one secure network.

Zero trust access

Being connected does not mean being trusted.

Voice

Phone service managed alongside the connection, so call quality has one owner.

How it works

1. We survey the site, or review the network you have.
2. We design it, with a backup path wherever an outage would hurt.
3. We install around your hours. Buildings stay open.
4. We hand over a documented system and, if you want, keep managing it.

Where it stops

Cabling, Wi-Fi and camera work can be a one-time project with no ongoing commitment.

What we will not claim

We will not promise the internet never goes down. Carriers have outages and hardware fails, which is why the backup path exists.

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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