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TECHNOLOGY SERVICES, LLC

A FERRUM WHITE PAPER

MANAGED SECURITY

What we watch, how we respond, and what we will not promise.

What Managed Security is

Managed Security is around-the-clock watching of your systems, with people who act on what they see and already know your business when they do.

It comes bundled with every managed commitment. It is monitoring and response without the scare tactics, and with no promise that you will never be hit.

Most attacks start with an email and a person having a busy day. So we look at how your staff actually work, not just at the equipment.

Who it is for

Any business holding data it cannot afford to lose, or being asked by a customer, insurer or auditor to prove how it protects it.

What we provide

Managed detection and response
Systems are watched for signs of attack, and we act on them.

Security operations center
Analysts monitor alerts around the clock so a warning is not missed.

Security risk assessment
Where you are exposed, ranked by what matters most. Some fixes cost nothing.

Email security and awareness training
Protection against email attacks, and training so staff recognize them.

Zero trust network design
Being inside the network does not earn access by itself.

Penetration testing
We try to break in and find the gaps before an attacker does.

Camera integration
Physical security connected to the rest of your systems.

Compliance support
HIPAA, PCI and SOC 2: policies, evidence and audit preparation.

Incident response
A plan ready before the bad day, and responders who know your environment.

How it works

1. We start with what you cannot afford to lose: patient records, payment data, the ability to open the doors.
2. We look at how your staff actually work, because that is where the real risk is.
3. You get a plan in priority order, not a product list.
4. Monitoring and response run continuously from there, with reviews on your cadence.

What we will not claim

No provider can guarantee you will never be attacked, and we do not say it. We commit to lowering the risk, telling you honestly where you stand, and having a plan ready.

Judged by people outside the company

Ferrum was named to the CRN Security 100 in 2025 and again in 2026.

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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