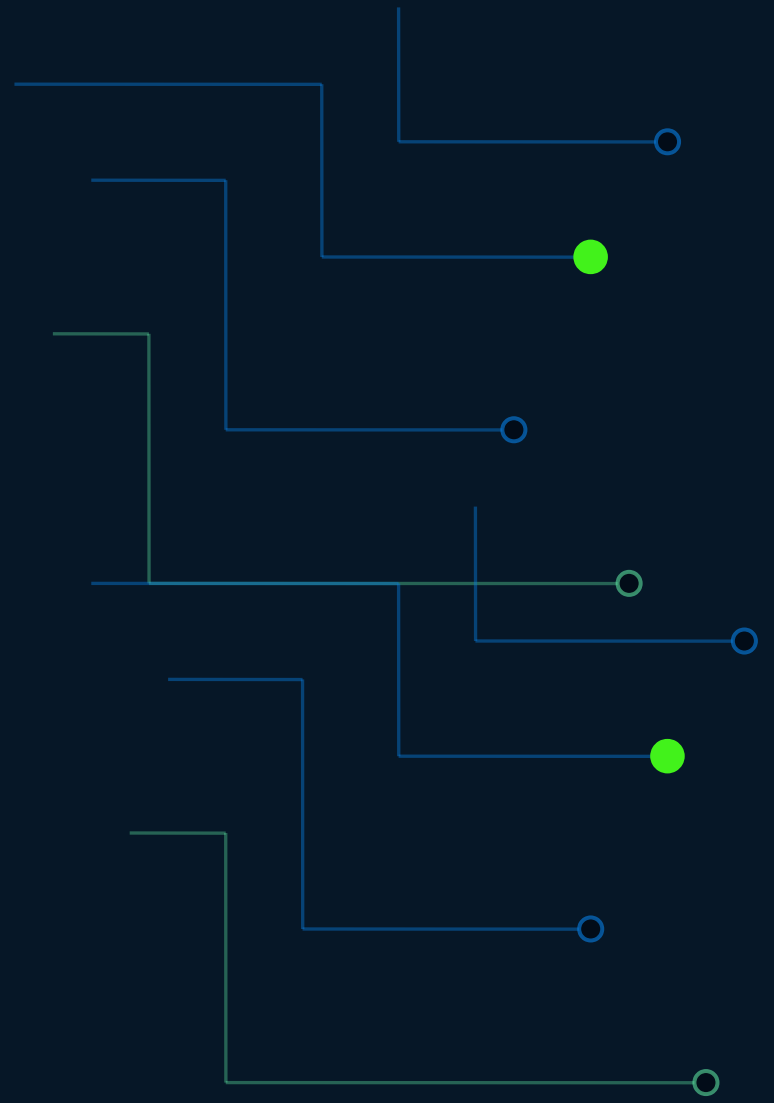
Comnexiom

COMNEXIOM MANAGED IT SERVICES

Your whole IT department. One accountable team.

Unlimited IT support, proactive care, cybersecurity and a written SLA, for one flat monthly fee. Serving businesses nationwide.

Book your Free Technology Risk & Opportunity Review



SOUND FAMILIAR?

Your IT should not feel like this.

01

Staff wait for help

A stuck employee becomes a missed deadline, an interrupted colleague and a customer who waits.

02

The same issues return

Fixes never get documented, so the same workstation problem comes back again and again.

03

Nobody owns security

Security and recovery sit between vendors, and nobody clearly owns them until something breaks.

04

Projects stall

Office moves, migrations and upgrades drift when nobody owns scope, vendors, testing and handoff.

The fix: one team that owns support, maintenance, security and projects under one written agreement.

ONE FEE · WHOLE IT DEPARTMENT

One flat monthly fee. Your whole IT department.

Comnexiom connects daily support, proactive care, security and IT projects under one service agreement, so technology problems stop distracting your team from the business.

- **Unlimited IT support**
  On every plan, for your staff.
- **One accountable crew**
  Named ownership, priorities and escalation.
- **A written SLA**
  Response targets by priority, in writing.
- **A real roadmap**
  Technology guidance tied to your goals.

HOW YOUR FEE IS SET

Complete Care and Elite Care are both quoted per device and per user.

Your proposal lists the exact users, devices, locations and services covered. No generic company-size price, and no surprise invoices.

Ask for your quote

CHOOSE YOUR CREW

Complete Care vs. Elite Care

	COMPLETE CARE	ELITE CARE
Best for	Fully managed IT, projects included	Remote help desk; on-site and projects as needed
How it's quoted	Quoted per device and per user	Quoted per device and per user
Agreement term	36 months	24 months
One-time onboarding fee	None	Equal to one month of service
Unlimited remote IT support	Included	Included
On-site support	Included	Billed hourly at a discounted rate
IT-related projects	Included	Scoped and quoted separately
SIEM / SOC security services	Included	Included
Virtual CTO planning	Unlimited	Up to 8 hours per year

on either plan: hardware, software and licenses, Microsoft 365 licenses and backups, IoT, cameras and third-party services such as internet and phone lines.

WHAT'S INCLUDED

Everything a good IT department does, every day.

01 End-user help desk

Unlimited remote support for your staff. Every request gets a ticket number and an owner.

02 24/7 monitoring

Intelligent alert monitoring of hardware, OS, applications and performance, with proactive maintenance.

03 Patching

Microsoft and third-party patches, released after testing, plus recurring-issue follow-up.

04 Cybersecurity

Endpoint protection, advanced email protection, SIEM/SOC services, password manager and awareness training.

05 Cloud, devices & network

Microsoft 365 and account administration, onboarding and offboarding, firewalls and Wi-Fi.

06 Technology leadership

Documentation, monthly reporting, virtual CTO planning and an improvement roadmap.

Sold separately: hardware, software and licenses · Microsoft 365 licenses and backups · IoT · cameras · internet and phone lines.

CYBERSECURITY · VERIZON 2026 DBIR

Attackers aim at people, patches and partners.

48%

of breaches involved ransomware

up from 44% the year before

62%

of breaches involved the human element

clicks, mistakes and misuse

31%

of breaches started with a vulnerability exploit

now the top way in

Source: Verizon 2026 Data Breach Investigations Report (verizon.com/about/news/breach-industry-wide-dbir-finds; 2026 DBIR executive summary). Percentages are shares of confirmed breaches in Verizon's dataset.

HOW WE DEFEND

- SIEM and SOC security services
- Endpoint anti-virus and anti-malware
- Advanced email protection
- Tested Microsoft and third-party patching
- Password manager
- Security awareness training

WRITTEN SLA · BOTH PLANS

Response targets by priority, in writing.

PRIORITY 1 · EMERGENCY	PRIORITY 2 · CRITICAL	PRIORITY 3 · NORMAL	PRIORITY 4 · LOW
30 min – 1 hr	**3 hours**	**4 hours**	**Scheduled**
response · business hours	response · business hours	response · business hours	response · business hours
2 hours	**4 hours**	**4 hours**	**Scheduled**
response · after hours	response · after hours	response · after hours	response · after hours

24/7/365 alert monitoring

Plus an on-call engineer for business-impacting emergencies.

Resolution

ASAP, best efforts on every priority. Every issue gets a ticket number.

Business Hours

Monday to Friday, 8:30 AM to 5:30 PM ET, excluding holidays.

ONBOARDING

From signature to steady state in about 30 to 60 days.

1

WEEK 1

Prepare

Kickoff meeting, contact list, logins, licenses and vendor authorization letters.

2

WEEKS 2–5

Discover & deploy

Systems assessment. Monitoring, endpoint protection, patching and email protection installed after hours. Help desk goes live.

3

WEEKS 5–8

Align

Staff learn how to request help. New-hire and departing-staff checklists. A written roadmap.

4

ONGOING

Improve

Planning reviews, plain-language monthly reports and proactive account management.

Scheduled around your business hours. Switching providers? We coordinate a short transition period with your current one.

WHO IT'S BUILT FOR

Built for teams of 10 to 50. Ready for more.

PROFESSIONAL SERVICES

CPA, legal, engineering

Keep billable people out of the IT detention block.

CONSTRUCTION & TRADES

Office and field

Keep the office and the field crew in the same galaxy.

MANUFACTURING

Production floors

Keep production moving. Leave the emergency heroics to the movies.

STARTUPS

Non-technical founders

Set up IT right on day one: Microsoft 365, devices, network and security.

Already have an IT person?

Co-Managed IT adds the skills, tools or extended coverage your internal team needs, while they keep the knowledge and the decisions.

SERVING

Businesses nationwide

Headquartered in Atlanta, Georgia

Comnexiom

Free Technology Risk & Opportunity Review

30 minutes on Microsoft Teams with Jeff Davis, focused on your business, your risks and your goals.

No scans, no system access, no obligation.

WHAT YOU LEAVE WITH

- **Your top risk**
  Named in plain language.
- **One practical fix**
  Something you can act on now.
- **A clear next step**
  No pressure, no obligation.
- **A short written summary**
  Sent after the call.

Solutions@comnexiom.com · (770) 580-0440 · comnexiom.com

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