

2025
EDITION

SOURCEPASS™

The Value of Managed IT

IT solutions that evolve with your business.

Considering Outsourcing Your IT?
Learn How Managed IT Services
Transforms Orgs in This Guide.



24x7 AWARD WINNING SERVICE

Managed IT Services

Streamline your IT and empower your team.

Expertise you can count on.

Keeping technology updated, secured, and running at peak performance can be a challenge for any business, but you also need to ensure your employees have the support and guidance they need to be successful.

Our Managed IT Service plans deliver a responsive and innovative engagement to support your IT needs, improve employee experience, and drive growth for your business.

We provide the technical support, engineering expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business.

Our team focuses on delivering a high-touch support experience combined with **Quest™**, our innovative IT platform, to deliver a next-generation client experience that keeps you updated and in control.

Flexible Plans, Powerful Security.

Choose from fully managed or co-managed service plans that are scalable and customizable to meet your exact business needs.

Whether your company is a growing small business focused on growth, or a mid-market firm needing the expertise of an experienced cloud and security-focused IT partner, our team provides an engagement that aligns with your needs and budget.

Our Managed IT Services plans include powerful security tools and our 24x7 security operations center (SOC) services to protect your employees, devices, and network against security threats while ensuring your data and applications remain available and protected against loss.

Benefits of Hiring an MSP

- ✓ **Complete Coverage**
Rest assured knowing that your IT systems are being monitored at all times to optimize performance, reduce downtime, prevent security attacks, and protect your data.
- ✓ **Industry Expertise**
With advanced certifications and training, our team will ensure that your business stays current with the most up-to-date technologies.
- ✓ **Predictable Budget**
With our flexible monthly subscriptions, you'll be able to accurately project your IT spend without any surprises.
- ✓ **Availability**
Enjoy 24/7 monitoring and access to a highly-diverse team that is unaffected by sick leave, vacation, or turnover with 3x more availability than traditional in-house individuals.
- ✓ **Performance & Reporting**
Receive in-depth analytics on asset management, issue reporting, resource allocation, account activity and full insight into the overall IT health of your organization.



**SOC 2
TYPE II
CERTIFIED**



Sourcepass provides the technical expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business. Start your journey today by contacting us at 646.681.5528 or visit www.sourcepass.com.

Technical Services & Strategic Guidance

Our plans include high-impact IT services to provide your company with an efficient, cost-effective, and responsive IT experience.



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Responsive support for your business.

Our managed IT service plans include administration and support for your employees, their devices, your network, and all of the cloud solutions your company needs.

Our support team provides rapid response to your employees to ensure they remain secure and productive. Contact us using Quest™ or reach us by phone, email or our website to enjoy a responsive, high-touch IT support experience.



- ✓ Unlimited 24x7 Remote Technical Support
- ✓ Onsite Support for Issue Resolution
- ✓ 24x7 Security Threat Monitoring & Response
- ✓ 24x7 Network & Device Health Monitoring
- ✓ Patch Management & Firmware Updates
- ✓ Cloud Backup & Disaster Recovery Management
- ✓ Dedicated Client Success Manager
- ✓ Virtual CIO for Strategic Guidance
- ✓ Quarterly Business Reviews
- ✓ Streamlined Employee & Endpoint Onboarding
- ✓ Procurement Services & Software Licensing
- ✓ Quest™ Online Portal & Mobile App



Project expertise at your fingertips.

Effectively implementing the proper technology solutions can help you drive growth, reduce risk, and improve overall business agility.

Our certified project managers and expert systems engineers work closely with you on every project, bringing the expertise to design, implement, and support industry leading solutions that deliver a positive impact for your business.

- ✓ Certified Systems Engineers
- ✓ Certified Project Managers
- ✓ Project Management Platform & Detailed Reporting
- ✓ Microsoft 365 & Azure Expertise
- ✓ Cyber Security Solution Expertise
- ✓ IT Infrastructure & Networking Expertise



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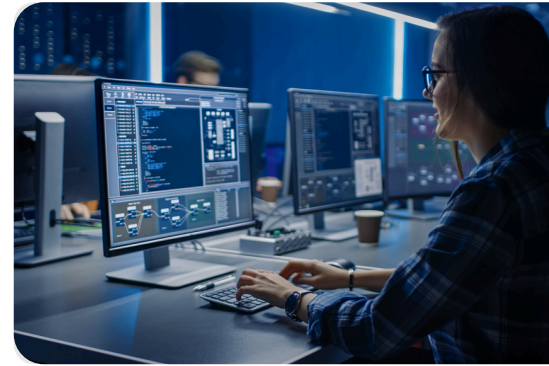
Intelligent Security to Protect Your Business

Our service plans include powerful security solutions and options that provide a secure, modern ecosystem for your business, all managed by our team of cyber security professionals.

Managed Cyber Security

Based on Microsoft 365 along with the industry's leading security solutions, we've specifically designed our security suite to empower your employees, safeguard your business data, and simplify your IT.

Our cyber security professionals closely monitor your IT environment 24x7, providing robust oversight, rapid response to threats, and timely communication to keep your business safe.



- ✓ Endpoint Protection for PCs, Macs & Servers
- ✓ Microsoft 365 & Azure Protection
- ✓ Cloud Backup & Disaster Recovery
- ✓ Phishing & Spam Protection
- ✓ DNS & Content Filtering
- ✓ Dark Web Monitoring
- ✓ Security Awareness Training
- ✓ 24x7 SOC Threat Monitoring & Response
- ✓ SIEM Security Monitoring
- ✓ Monthly Vulnerability Scanning
- ✓ Application Allowlisting & Ringfencing
- ✓ Endpoint Rights Elevation Control



Security Advisory Services

Improve security resiliency, mitigate risks and fulfill compliance requirements for NIST, CSF, CMMC, and HIPAA with expert guidance and deep technical expertise.

Leverage our powerful Governance, Risk, and Compliance platform along with a dedicated cybersecurity risk advisor to achieve compliance goals for regulated industries and sensitive environments.

- ✓ Cybersecurity Risk Advisor
- ✓ GRC Platform & Cybersecurity Roadmap
- ✓ Policy, Vendor, & Compliance Management
- ✓ Due Diligence & Insurance Questionnaires
- ✓ Monthly Vulnerability Scanning & Review
- ✓ Annual Security Risk Assessment



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Dedicated to excellence.

Sourcepass has achieved SOC 2 Type II and ISO 27001 certifications, reflecting our commitment to safeguarding the confidentiality, integrity, and availability of data, environments, and cybersecurity processes for both customers and trusted partners alike.



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Build a winning strategy.

Our experienced, award-winning team focuses on developing a personal relationship with our clients, learning about your business needs and how best to apply technology to solve problems and create new opportunities.



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Strategic IT Leadership

Throughout our engagement, our team of Client Success Managers and Virtual CIOs will partner with you to create a technology roadmap and strategic plan to support your business goals.

From budgeting forecasts to technology updates and emerging solutions, you'll have an expert team advising you how to achieve your long-term goals.

- ✓ Dedicated Client Success Manager
- ✓ Virtual CIO for Strategic Guidance
- ✓ Quarterly Business Reviews
- ✓ Annual Technology Assessment
- ✓ Annual Budgeting
- ✓ Procurement Services
- ✓ Service & Project Reporting
- ✓ Cybersecurity Reporting
- ✓ Inventory Reporting
- ✓ Quest™ Portal & Mobile App



Digital Transformation

Many businesses are transitioning to a hybrid workplace to empower employee productivity, increase business agility, and modernize their IT infrastructure to meet today's dynamic environment.

Our team will guide you along every aspect of your cloud journey, establishing a roadmap for key feature adoption to simplify your IT environment, bolster cyber security, and accelerate growth.

- ✓ Microsoft Modern Workplace
- ✓ Microsoft 365 Migration & Security Hardening
- ✓ Azure Migration Services
- ✓ Artificial Intelligence Readiness Assessments
- ✓ Robotic Process Automation



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Introducing Quest™ by Sourcepass

Gain access to Quest™, our innovative and powerful platform that delivers quick access to service requests, real-time project status, and powerful automation for onboarding new employees and more.



Next generation client experience.

Quest™ by Sourcepass is a SaaS-enabled platform that uses AI and real-time integration to our toolset to provide a fully automated IT system. Accessible via web, desktop, and mobile app, Quest™ is designed to keep you in sync and in control for a premium IT experience.

The Tech Support Easy Button

Using Quest™, your team can quickly access self-help resources or request technical support from our team with ease. All of our interactions are updated in real time, keep everyone up to date on our efforts.

Quest's simplified interface can be customized for your company's applications to quickly identify and route requests to the right subject matter expert while providing links to self-help information for common issues.

In addition to support resources, Quest can provide your team with a powerful dashboard, quickly linking employees to the application they need every day.

- ✓ Request Technical Support
- ✓ Quickly Access Ticket Status
- ✓ Access Self-Help and Key Applications
- ✓ Review Project Status
- ✓ Easy Access via Desktop or iOS App

Powerful Automation

To support growing companies, we provide a customized experience to automate employee onboarding and role changes, with direct integrations into HR systems, identity management platforms, and popular applications.

This allows us to deliver powerful workflow automation to create accounts, provision applications, assign security rights, and initiate the procurement process for any required PCs, software, or accessories needed.

Beyond the required IT components, we can also gather information and route requests to specific departments such as HR, marketing, facilities or any other team that needs to be part of the hiring process.

- ✓ Automate Employee Onboarding
- ✓ Simplify Role Changes
- ✓ Accurately Offboard Departing Employees
- ✓ Automate Procurement & Licensing



Download Quest™ Today

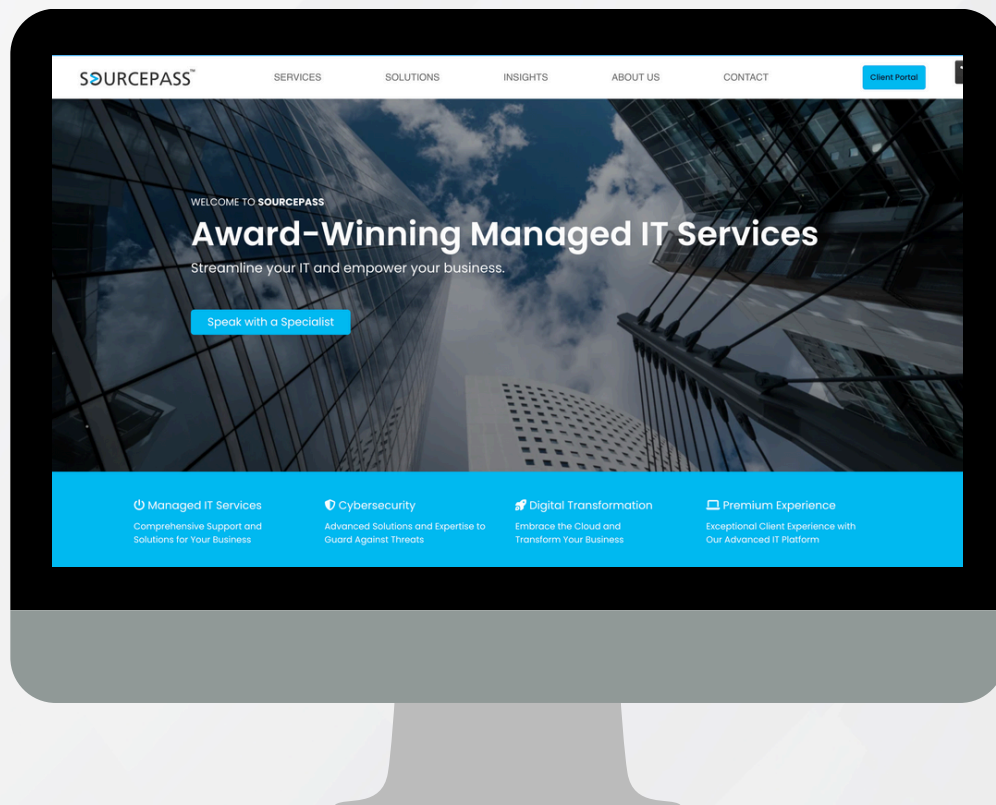
Now you can access Quest™ from your Apple iOS or Android devices. Enjoy instant access to your service requests, real-time notifications, and more.



Sourcepass provides the technical expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business. Start your journey today by contacting us at 646.681.5528 or visit www.sourcepass.com.

SOURCEPASS™

Take control of your digital universe.



Visit sourcepass.com to start your digital transformation journey today.

