

Co-Managed IT Services



A True Co-Managed Partnership

At Mainstay, we collaborate with your team to augment their capacity and support their success for the long term. Our **Co-Managed IT Services** provide added capacity and specialized expertise, empowering your in-house team to achieve more with less stress. Together, we create a proactive, secure, and scalable IT environment that supports your long-term success.

Strategic IT Leadership & Proactive Management

Move beyond reactive break-fix support:

Our Co-Managed IT model offers clear collaboration, intentional strategy, and long-term **alignment**. Before onboarding, we partner closely with your IT and executive leadership teams to clearly define every role, responsibility, and process. That way, from **day one**, your organization enjoys a smooth, seamless transition with full clarity and shared direction.

Your Integrated Team Includes:

- **CTM (Client Technology Manager):** Partners with your IT staff to manage systems and prevent issues.
- **CSM (Client Services Manager):** Provides strategic IT alignment and planning.
- **Primary Response Services Tech:** Dedicated help desk support personnel, so you work with familiar experts.



Advanced Support & Engineering

- Shared access to enterprise-grade tools, monitoring, and security systems
- Co-developed project plans and upgrade roadmaps
- Advanced cybersecurity coverage and compliance support
- Overflow help desk and ticket management to reduce backlog

Security Operations (SOC) & Risk Management

Continuous Protection & Monitoring: We safeguard your systems through real-time monitoring, managed patching, and proactive defense — giving both your internal team and leadership the confidence that your environment is secure and compliant.

Critical Defenses:

- Managed patching for Windows & applications
- Vulnerability & stale account monitoring
- Antivirus (Microsoft Defender), Web Filtering (Cisco Umbrella)
- Multi-factor authentication (MFA) for key applications
- Disk encryption & system health monitoring
- Online security training for staff

Why Business Leaders Choose Mainstay

- **Collaborative, not competitive:** We empower internal IT, not replace it.
- **Security-first approach:** Cybersecurity threats evolve, so we stay ahead.
- **Award-winning team:** Trusted by leading organizations across Massachusetts and New Hampshire.
- **Flexible scalability:** Add support, strategy, or security when and where you need it.

