

Managed IT Services

A True IT Partnership

We take a strategic approach to IT, designing a plan tailored to your organization. Our approach ensures security, reliability, and proactive planning that supports long-term success.

Strategic IT Leadership & Proactive Management

Beyond Break-Fix: Unlike traditional IT support, we assign a Core Team to understand your business, ensuring proactive and strategic IT management.

Your Dedicated IT Team:

- **CTM (Client Technology Manager):** Your dedicated Systems Administrator, proactively managing IT operations and preventing issues before they happen.
- **CSM (Client Services Manager):** A technology and business strategist who aligns IT with your business goals.
- **Primary Response Services Tech:** Dedicated help desk support personnel, so you work with familiar experts.



Jason Golden, CEO

Comprehensive IT Support & Engineering

- **Full IT Department at Your Service:** Managed IT includes strategic planning, systems administration, response services, and procurement support.
- **Network Review & Documentation:** We conduct a deep-dive audit to ensure IT aligns with business needs.
- **Project Engineering:** Advanced project management support for major upgrades and new technology, planned and executed by experts.

Security Operations (SOC) & Risk Management

Continuous Protection & Monitoring: We safeguard your systems with centralized management, real-time monitoring, and proactive security measures.

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

- **Proactive, not reactive:** We prevent problems *before* they impact your organization.
- **Award-winning Team:** Dozens of awards—for exemplary service delivery and company culture.
- **Security-first approach:** Cyber threats evolve—we stay ahead.

