



MANAGED SERVICES

IT AS A SERVICE

Predictable and transparent IT, delivered with care from good humans who know your business. IT as a Service offers a scalable and modular support subscription that adapts to your business needs. With proactive technology guidance, named engineers, and clearly scoped services, you'll always know what you're paying for, what's covered, and who's at your side.

Flat-rate Peace of Mind from a Trusted Teammate

CORE SUPPORT

Included with **Core Support™**



- 24x7 End-User Support
- Advanced Issue Escalation
- Microsoft 365 Administration
- Microsoft 365 Backup as a Service
- Email Threat Protection



- Strategic Technology Advisory
- Co-managed Ticketing Option
- Remote Monitoring & Management
- Endpoint Detection & Response
- Workstation Patch Management
- Third-party Application Patching



For Your Team: Help without hesitation



For Your IT Leader: A true teammate in service delivery



For Executive Leadership: Predictable, scalable cost control

Plus Advanced Add-ons for Every Layer of IT

Secure, optimize, and stabilize your IT with these powerful add-ons.

+Cybersecurity



Step up your cyber resiliency through proactive incident detection and response

Includes

- 24x7 Atomic Monitoring® and SOC as a Service
- Vulnerability Scanning
- Atomic Mail Filtering
- SaaS Security Monitoring
- Security Awareness Training

+Network



Assure critical infrastructure is up and humming without the need for an in-house team

Includes

- 24x7 Atomic Monitoring® and Monthly Reporting
- Switchport Bounces
- Monthly Health Checks
- Firewall Configuration Backups
- Basic Connectivity Troubleshooting

+Servers



Keeps your servers stable and available, letting your IT team focus on what really matters

Includes

- 24x7 Atomic Monitoring®
- Backup as a Service
- Routine Maintenance
- Moves, Adds, Changes, Deletes
- Server Endpoint Detection (EDR)
- Server Health Reviews and Tuning
- Patch Management (OS & 3rd Party)



IT AS A SERVICE

HOW IT WORKS

The Proven ITaaS Process



FAQ

How do we get started? We start with an Atomic Tech Assessment™, providing essential insights into the health and complexity of your IT environment. From there we'll provide a precise monthly recurring quote and service agreement.

What's included in the base subscription? Core Support includes 24x7 frontline help, patching, endpoint protection, Microsoft 365 management, monitoring, and named engineers—covering most day-to-day IT needs.

Will my costs change over time? Your costs grow with the addition of users, servers, or devices but the cost per unit remains the same for the duration of the subscription.

How is this different from traditional hourly billing? You pay a predictable monthly rate rather than fluctuating by incident. That means no surprise invoices, easier budgeting, and less hesitation for your team to ask for help.

Can we build our subscription based on our environment? Absolutely. We'll assess your infrastructure, team size, and goals to tailor a package that fits—then scale it with you as you grow or change. Advanced add-ons are available for networks, servers, and cybersecurity.

Can we add or remove services later? Yes, in accordance with the terms of your service agreement.

What types of businesses is this best for? This model fits best for companies looking for proactive, team-empowering support—especially if you have limited internal IT, need strategic guidance, or want stability in your IT costs.

How do you calculate our subscription price? We use a pricing tool that factors in your users, endpoints, servers, and IT complexity. It ensures a fair, data-informed rate aligned to your real-world needs.

What if we have an internal IT team already? We complement your team. Our model provides relief from “care and feeding” tasks and firefighting, adds specialized support, and frees up your internal team for higher-value work.

Does this help with security and compliance? Yes! The +Cybersecurity add-on includes SOCaaS, 24x7 Atomic Monitoring® and incident response, phishing protection, vulnerability scanning, SaaS security monitoring, and security awareness training to help meet your security objectives and compliance needs.

What makes this different from other MSPs offering subscription support? Atomic Data combines flexibility with a personal touch. You get consistent local experts, real strategy—not just ticket takers—and a model that evolves with you.

Ready for safe, simple, and smart IT?

Let's Talk About IT