

# Managed IT Services



Reduce disruption, improve reliability, and scale IT operations with proactive support and a dedicated team that works alongside internal IT.

Solution Brief

## EXECUTIVE SNAPSHOT

### What It Is

Always-on managed IT services delivering proactive monitoring, operational support, and expert guidance through a cyber-first operating model.

### What It Replaces

Reactive break-fix, inconsistent support coverage, and overstretched internal IT teams managing growing complexity alone.



### What You Gain

Stable operations, 24/7 coverage without burnout, embedded security, and a clear path from assessment to execution.

## THE CHALLENGE

IT teams are expected to support more systems, more users, and more business-critical applications than ever before, often with limited staff and little room for error.

### Operational load keeps growing across:

-  Cloud and collaboration tools
-  Endpoints and devices
-  Networks and connectivity
-  Business-critical applications

Logically helps lighten that load with managed IT services that provide always-on operational support, proactive management, and expert guidance that works alongside internal teams.

“Logically allows me to focus on running the business without worrying about IT. I trust them completely to handle anything and everything that comes our way.”

**Cindy Hartsburg**  
President, INSURLYNX

## THE IMPACT IF NOTHING CHANGES

When IT operations stay reactive and under-resourced, organizations face compounding risk:



**More operational interruptions:** Issues surface late and become outages or productivity losses.



**After-hours exposure:** Nights, weekends, and holidays become coverage gaps or burnout drivers.



**Security gaps in daily operations:** Routine IT work can introduce risk when security is not integrated by default.



**More firefighting:** Alert fatigue grows, and internal teams lose time for modernization and strategic initiatives.



**Inconsistent performance:** Without standardized processes and oversight, reliability varies across systems, users, and locations.



**Slower growth and change:** Modernization adds complexity when operational scale and expertise are not in place.

## THE SOLUTION: MANAGED IT SERVICES

Logically Managed IT Services provide proactive, always-on IT operations with a cyber-first foundation and an integrated approach across IT and security. The result:



Environments stay stable



Users stay productive



Issues are addressed before they become disruptions



IT adapts as the business evolves without adding complexity

## WHO IT'S FOR

Ideal fit for organizations that need:



Predictable, reliable IT operations across users, devices, networks, and collaboration platforms



Proactive monitoring and management without expanding internal headcount



Integrated IT and security operations through a cyber-first approach



A partner that can assess, roadmap, and execute modernization with minimal disruption



Scalable support with documented controls that help support audits, compliance requirements, and customer trust

## END-TO-END MANAGED IT CAPABILITIES

Reliable IT operations don't happen by accident. Logically delivers fully managed IT services designed to keep systems available, users supported, and risks managed continuously and at scale. Every capability works together under one accountable operating model, backed by dedicated experts and always-on monitoring.

### Core capabilities:

- ✓ **24/7 Monitoring & Alerting**  
Continuous monitoring across endpoints, networks, and critical systems enables rapid detections and response to issues before they impact users or business operations.
- ✓ **Dedicated Care Team**  
A named Care Team acts as an extension of your organization, providing continuity, accountability, and consistent communication.
- ✓ **Service Desk & User Support**  
Responsive, reliable support delivered by people who know your environment, not a generic call queue.
- ✓ **Patch & Vulnerability Management**  
Enterprise-grade patch management keeps operating systems and applications up to date, reducing risk while maintaining system stability and performance.
- ✓ **Lifecycle & Asset Management**  
Proactive lifecycle planning ensures devices and systems are refreshed, supported, and aligned to business needs without last-minute surprises.
- ✓ **Microsoft 365 & Backup Services**  
Integrated support and backup services for Microsoft environments to protect productivity platforms and critical data.
- ✓ **Endpoint Protection & Detection**  
Integrated endpoint security helps detect and respond to threats across devices, supporting both operational reliability and cyber resilience.
- ✓ **Email & User Protection**  
Layered email and identity safeguards protect users from common attack vectors and productivity-impacting threats.

# Managed IT Services Plans

## Find the best managed service plan for your organization

Benefit from predictable pricing, scalability, 24/7 support, and access to a team of experts in cybersecurity, engineering, networking, and cloud solutions.

### LogicBase

#### Essential Co-Managed IT Support

Foundational co-managed IT services designed to support internal IT teams. LogicBase provides proactive monitoring, alerting, and baseline security controls, deploying Logically's toolset to surface issues while day-to-day remediation and end-user support remain with your organization.

#### LogicBase Plan

##### Includes

- ✓ NOC Remote Monitoring and Alerting
- ✓ Patch Management and Compliance Visibility
- ✓ Drive Space Monitoring and Optimization Alerts
- ✓ Hardware Lifecycle Management
- ✓ Endpoint Detection & Response (EDR)
- ✓ Endpoint Breach & Intrusion Detection (MDR)

##### Available add-on services

- ✓ Enhanced EDR Endpoint Controls, Including Firewall and Peripheral Management
- ✓ Email Spam Filtering
- ✓ Server Backup and Disaster Recovery (BCDR)
- ✓ Microsoft 365 Backup and Recovery
- ✓ IT Operations Augmentation
- ✓ Shared Service Platform Access
- ✓ Enhanced Security with SecureCare

"We see value and ROI in having Logically as our MSP. They know our users, deliver expert service, and aren't afraid to work long hours."

**Charlie Weeks**

Director of Systems & Technology, Global Endowment Management

### LogicCare

#### Comprehensive Fully Managed IT with Dedicated Support

Comprehensive managed IT services for organizations seeking a single, accountable IT partner. LogicCare delivers proactive monitoring, alerting, and full remote support across users, endpoints, servers, and infrastructure—handled by a dedicated Care Team through a cyber-first operating model.

#### LogicCare Plan

##### LogicBase plus

- ✓ Remote Service Desk Support
- ✓ Dedicated Care Team
- ✓ End-User Support
- ✓ Ticketing & Client Portal Access
- ✓ Service Desk Chat Integration with Microsoft Teams
- ✓ Monthly Reporting and Service Insights

##### Available add-on services

- ✓ On-site Support
- ✓ 24/7 After-Hours Support
- ✓ vCIO Services
- ✓ Privileged Access Management (PAM)
- ✓ Project Management Office (PMO) Support
- ✓ Server Backup and Disaster Recovery (BCDR)
- ✓ Microsoft 365 Backup and Recovery
- ✓ IT Operations Augmentation
- ✓ Shared Service Platform Access
- ✓ Enhanced Security with SecureCare



## MANAGED IT BUILT FOR SCALE, RELIABILITY, AND RESULTS

Modern IT operations only deliver value when they're reliable, responsive, and built to scale. Logically supports organizations with always-on managed IT services delivered through a cyber-first operating model, designed to reduce disruption, improve performance, and support business growth.

Managed IT services combine deep technical expertise with real-world operational scale, so your team isn't just supported. They're backed.

### Operational scale and proof points:



#### **200+ IT Professionals**

A dedicated team of experienced IT engineers delivering proactive monitoring, support, and execution across diverse environments, acting as an extension of your internal team.



#### **24/7/365 In-House NOC Coverage**

Continuous monitoring and alerting ensure issues are identified and addressed around the clock, so problems don't wait for business hours to be resolved.



#### **100k+ Endpoints Under Management**

Proven experience managing endpoints at scale across industries, environments, and workforce models, without sacrificing consistency or control.



#### **SOC 2 Type II Compliant Operations**

Operational maturity and documented controls help support audits, compliance requirements, and customer trust across managed IT and security services.



#### **Cyber-first operating model**

Always-on managed IT services delivered through a cyber-first operating model, designed to reduce disruption, improve performance, and support business growth.



#### **Award-Winning MSP**

Recognized for service excellence, growth, and innovation, including GTIA MSP of the Year and consistent CRN MSP 500 recognition.

**Partner with Logically to deliver the managed IT expertise and support that helps you keep systems running, users productive, and technology aligned to your business.**

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