CONNEX

MSP4SMB · BUILT FOR SMALL BUSINESS

Hand off your IT. Keep your focus on the business.

Enterprise-grade IT, sized for small-business needs and budgets.

Connex takes IT off your plate. We bring enterprise discipline and security standards to every small business we work with: the same protection, monitoring and planning larger organizations rely on, delivered at a scale and price that fits a small team. You run the business. We keep the technology behind it working.

WHAT YOU GET WHEN YOU HAND IT OFF

Uptime

Problems spotted and fixed early, often before your staff notice. Less downtime, fewer bad days.

Security

The protection larger organizations use, managed for you: threats watched, systems patched.

One call

One team that knows your setup and handles your vendors. No more guessing who to phone.

Predictable cost

Simple monthly pricing per device. No surprise invoices, no big-company contracts.

HOW IT WORKS

Hand it all off, or share the load.

Most small businesses don't have an IT department, and shouldn't need one. We take over the day-to-day work of keeping your systems healthy, secure and supported. Already have someone who handles IT? We work alongside them instead.

CONNEX
Takes care of

- **Monitor** — Every device watched around the clock
- **Protect** — Security and patching managed for you
- **Support** — A helpdesk your staff can actually call
- **Report** — Monthly health, patch and backup reports

OPTION 1

Security & Compliance

BEST WHEN
You want the essentials covered and handle day-to-day requests yourselves.

YOU GET
Managed endpoint protection, automated patching and monitoring, with a block of support time every month.

OPTION 2

Fully Managed

BEST WHEN
You have no IT staff and want the whole thing off your plate.

YOU GET
Everything in Option 1, plus helpdesk, network and Wi-Fi, devices, printers and the applications your team uses every day.

OPTION 3

Co-Managed

BEST WHEN
You have an IT person or a part-time provider you want to keep.

YOU GET
Our tools, monitoring and escalation behind your people. They stay in charge; we fill the gaps. Scoped to fit.

Add what you need, when you need it. Start with the managed foundation, then layer on offsite backup, advanced security, network upgrades or private cloud as the business grows. No forklift changes, no starting over.

Every client gets

- A dedicated account manager who acts as your advocate with every technology vendor
- Monthly reports on device health, patching, alerts and backup status, in plain language
- Updates and patches scheduled outside business hours, so work isn't interrupted
- Documented devices, users and accounts, with admin access that stays in your name
- Regular service reviews to plan upgrades and budget ahead, not react to failures
- Clear, plain-language communication during any incident, from first alert to fix

ENTERPRISE SOLUTIONS, SIZED FOR YOU

Big-company protection, small-business budget

01 Security

Attackers target small businesses because they expect less protection.

A live, 24/7 Security Operations Centre (SOC) backed by AI-driven SIEM watches your systems around the clock, the same model larger organizations pay for, shared across our clients so it fits your budget.

OUTCOME
Threats caught and contained, around the clock.

02 Infrastructure

For an office that just works: fast internet, solid Wi-Fi, no mystery outages.

Fibre services throughout Ontario, business-grade network and Wi-Fi, and compact hyperconverged (HCI) options when you need a server, sized for a small office rather than a data centre.

OUTCOME
A reliable office network, documented and supported.

03 Storage

For files, scans, images and records that keep piling up.

Canadian-built storage servers running proven open-source software. Start at the size you need today and grow later, with no per-terabyte licensing and no proprietary lock-in.

OUTCOME
Room to grow without paying by the terabyte.

04 Backup & recovery

For the day a laptop dies, a file disappears or ransomware hits.

Protected offsite backups of your devices and cloud data, failover options that keep critical systems running, and micro data centre options when you need resilience on site. Restores are tested.

OUTCOME
Recovery tested before you ever need it.

05 Private cloud

For businesses tired of the server closet, or the surprise cloud bill.

Your applications hosted in colocation or a private cloud built on HCI virtualization, with hosted disaster recovery as a standby. Predictable monthly cost, no hardware to babysit.

OUTCOME
Your systems, without the server room.

Growing into something bigger? Every solution here scales with you. When you outgrow the starting setup, we design the next step around the same foundation, so nothing you have already invested in goes to waste.

GETTING STARTED

From first call to fully handed off

Conversation
A short call about how you work, what's frustrating, and what's coming up.

Quick review
A look at your devices, network, accounts and backups as they are today.

Simple proposal
Which option fits, what's included and the monthly cost, in plain language.

Onboarding
Devices enrolled, security in place and documentation started, with minimal disruption.

Ongoing care
Monitoring, support, monthly reports and regular reviews from then on.

Pricing

Simple monthly pricing per device, so your cost grows only as your team does. Hardware and licensing are quoted at cost and approved by you before anything is purchased.

Want a number before a call? We're happy to give you a **ballpark on request**.

Who we work with

Owner-run businesses and small professional practices, usually without an internal IT department.

Legal and accounting firms, insurance offices, healthcare and optometry clinics, private schools, conservation and non-profit organizations, and growing teams of every kind.

About Connex

Established	Serving organizations from Ontario to the Maritimes since 2009
Leadership	Veteran-owned. Veteran-operated. Built to execute.
Approach	Built specifically for small business, not scaled down
Standard	Enterprise discipline and security on every account
What's Next	Discover our small business services: thinkconnex.com/go-msp4smb
Book a Discovery Call	thinkconnex.com/go-book

CONNEX

David Van Remortel
Founder / Principal

dvr@thinkconnex.com
thinkconnex.com
613-900-4479 / 1-888-973-4165

POWERING WHAT'S NEXT

No IT department? That's the point. You shouldn't need one to run a secure, reliable business. Hand it to us, and spend your time on the work only you can do.