Managed IT Services Overview

White-glove technology management for mission-driven organizations

What we do
We provide proactive, fully managed IT services that keep your people productive and your organization secure. Our model blends responsive helpdesk support with ongoing maintenance, cybersecurity best practices, and strategic guidance.

Pinder Productions is a managed services provider (MSP) focused on delivering consistent, high-trust support for small and mid-sized teams. We work especially well with nonprofit organizations that need enterprise-grade outcomes without enterprise overhead.

Core outcomes

- Fewer disruptions through proactive monitoring and maintenance
- Fast support when users need help (remote-first, onsite when needed)
- Hardened security posture for Microsoft 365, endpoints, and email
- Clear standards for devices, identity, and access control
- Predictable budgeting with a managed service plan and optional add-ons

What we manage

Our managed scope typically includes end-user devices, Microsoft 365 or Google Workspace, core security controls, backups, and the network environment that enables reliable access to cloud applications.

Area	Examples
Devices	Windows and macOS endpoints, mobile device standards, patching, inventory
Identity and email	Microsoft 365 (Entra ID, Exchange), Google Workspace, MFA, access reviews
Security	Endpoint protection, email security, phishing response, policy baselines
Backup and recovery	Microsoft 365 data backup options, workstation/server backup, restore testing
Network and Wi-Fi	Switching, Wi-Fi design, segmentation guidance, ISP coordination
Projects	Migrations, deployments, refresh cycles, new site setup, security uplift projects

Managed service components

A practical bundle of proactive operations, security, and support.

Helpdesk and user support

Users contact us for day-to-day support, including email and Microsoft 365 issues, device troubleshooting, onboarding changes, and access requests. We are remote-first and can schedule onsite support when the situation requires hands-on assistance.

- Ticket-based support with clear ownership and updates
- Remote troubleshooting and guided self-help when appropriate
- User onboarding and offboarding coordination
- Vendor coordination for line-of-business applications

Proactive monitoring and maintenance

We reduce downtime by keeping systems patched, healthy, and standardized. This includes routine maintenance windows, device health monitoring, and recurring configuration checks.

- Operating system and application patch management
- Device health monitoring and alerting
- Asset inventory and lifecycle planning
- Standard configuration baselines to reduce one-off issues

Security and compliance posture

Security is not a single tool. It is a set of controls that work together: identity hardening, endpoint protection, email security, and least-privilege access.

- Multi-factor authentication (MFA) and conditional access guidance
- Endpoint protection and threat response workflow
- Email authentication alignment guidance (SPF, DKIM, DMARC) when applicable
- Security awareness support and incident response coordination

> **Service note**
> Some capabilities are included in the managed service plan, while projects and specialized tooling are scoped based on your needs.

Onboarding and next steps

A simple approach to move from current state to a stable, secure baseline.

Service catalog snapshot

Category	Included examples	Notes
Support	Helpdesk, user requests, device troubleshooting	Remote-first, onsite optional
Microsoft 365 / Google	Exchange, Teams, SharePoint, Entra ID, Google Workspace	Configuration best practices
Endpoints	Patching, antivirus/EDR coordination, device standards	Windows and macOS
Backups	Backup options and restore guidance, restore testing	Depends on selected tools
Network	Wi-Fi and LAN troubleshooting, ISP coordination	Design scoped separately
Projects	Migrations, refresh cycles, security uplift	Scoped per project

Our onboarding approach

- **Discover** - access review, environment inventory, pain points, and priorities
- **Stabilize** - fix urgent issues, standardize support channels, confirm admin access
- **Standardize** - security baseline, device standards, patching, and documentation
- **Optimize** - automation, reporting, lifecycle planning, and strategic roadmap

What we need from you to start

- Primary point of contact and escalation contacts
- Admin access for Microsoft 365 or Google Workspace
- Device list (or permission to inventory endpoints)
- ISP and network equipment details (as available)
- Any compliance requirements or cybersecurity obligations

Optional add-ons

- Microsoft 365 backup and retention improvements
- Advanced endpoint detection and response (EDR) programs
- Security awareness training and phishing simulations
- Vulnerability scanning and remediation planning
- Network refresh projects (Wi-Fi redesign, switching upgrades, segmentation)

Request a consultation
Email: support@pinderproductions.com
Web: pinderproductions.com

Share your organization size, locations, and current environment (Microsoft 365 or Google Workspace), and we will propose an onboarding plan.