SPECTER SYSTEMS

MANAGED IT & CYBERSECURITY · WINDSOR-ESSEX

IT that's handled.
Security that never sleeps.

Fully managed IT support and 24/7 security monitoring for businesses with 10 to 50 staff, from a local owner-operator who actually shows up.

Most small businesses have one of two problems: **no real IT** (a cousin, a part-timer, whoever's handy) or **an expensive provider** who bills every visit and every password reset. Specter Systems is the third option: one flat monthly fee, everything included, and the same class of tools the big providers use.

7 days a week
Support during your business hours, remote and on-site

24 / 7
Security monitoring and response by a security operations centre

One flat fee
Per user, per month. Site visits and user changes included

WHO IT'S FOR

- Offices with 10 to 50 staff, one or two locations
- Mostly Windows PCs, maybe a server in a closet
- On Microsoft 365, or should be
- Construction, trades, clinics, professional offices
- Anyone whose cyber insurance renewal is asking hard questions

SIGNS YOU NEED THIS

- Nobody is sure the backups actually work
- Updates happen "when someone gets to it"
- A recent scare: fake invoice, hacked mailbox, ransomware
- Your current provider bills every visit and change
- Still running Windows 10 machines

PLANS

Essentials
Remote support and upkeep

- Helpdesk and support portal
- Monitoring and patching, every PC
- Microsoft 365 administration
- Asset and licence tracking
- Monthly health report

Managed
Everything in Essentials, plus

- On-site support, 7 days
- Server, firewall and network management
- Server and Microsoft 365 backup
- Monthly on-site visit and check-in
- Quarterly planning

Managed + Security
MOST POPULAR

Everything in Managed, plus

- 24/7 threat detection and response
- Microsoft 365 account protection
- Firewall and server log monitoring
- Staff training and phishing tests
- Annual security review

Pricing is per user per month and depends on the size of your business. Every plan starts with a free assessment and a written quote with no hidden hourly charges.

Book a free 30-minute assessment.
No pressure, no sales pitch.

We look at your setup, tell you what we'd change, and send a written quote within a week.

519-980-6363
brad@spectersystems.ca
spectersystems.ca

WHAT'S INCLUDED

Service	Essentials	Managed	+ Security
Helpdesk by phone, email and support portal; every request logged as a ticket	●	●	●
Monitoring and patch management for every computer, updates tested first	●	●	●
Microsoft 365, user accounts, domain and DNS administration	●	●	●
Add, remove and change requests (new staff, permissions), no hourly charge	●	●	●
Licence, asset, warranty and hardware lifecycle tracking	●	●	●
Monthly health report: patching, backups, security, hardware audit	●	●	●
On-site support during business hours, 7 days a week, included	—	●	●
Server management, firewall and switch monitoring, configuration backups	—	●	●
Server backup, local and cloud, plus Microsoft 365 backup	—	●	●
Monthly on-site visit and check-in, quarterly planning, annual recovery test	—	●	●
24/7 threat detection and response on every computer and server	—	—	●
Microsoft 365 account protection: suspicious logins, forwarding rules	—	—	●
Firewall and server log monitoring, dark web monitoring	—	—	●
Staff security training and phishing simulations	—	—	●
Annual security review and written incident response plan	—	—	●

Billed separately, always with your approval first: hardware, software licences, projects like a new server or office move, and after-hours IT support. You'll see all of it in writing before anything starts.

THE TOOLS BEHIND IT

SentinelOne with a 24/7 security operations centre
Every computer is watched around the clock by a security team that can stop an attack the moment it starts.

ConnectWise monitoring and support
Problems show up before your staff notice them, and most fixes happen remotely without interrupting anyone.

Axcient backup and recovery
Your server is backed up locally and to the cloud. If it dies, your office keeps working from the backup while it's fixed.

Microsoft 365 Business Premium, properly set up
If you already pay for it, you already own antivirus, email filtering and archiving. We turn it all on instead of selling you duplicates.

HOW IT STARTS

1

Free assessment
A 30-minute walkthrough of your office and setup. We tell you what we'd change, whether you hire us or not.

2

Written quote
Within a week, in plain English. What's included, what's extra, and one monthly number.

3

Switch with no gap
New backups running and tested before the old provider is turned off. Staff get one phone number and one portal.

Why local matters. You deal with the owner, not a call centre. On-site visits are included, not billed by the hour. And since Specter Systems also does websites, hosting and PC repair, one call covers the lot.

SPECTER SYSTEMS · Brad Nohra · Windsor-Essex, Ontario 519-980-6363 · brad@spectersystems.ca · spectersystems.ca