

# Katalyst Managed Services Overview



Transform Your IT Operations with Katalyst Managed Services

## Overview

IT operations are the backbone of modern business, but managing infrastructure, backups, and help desk services can be overwhelming and resource-intensive. Katalyst's Managed Services empower businesses to overcome these challenges by providing expert solutions tailored to their unique needs.

**Managed Infrastructure Services** help businesses optimize their IT operations by reducing downtime, accelerating issue resolution, and maintaining a stable and secure network. With 24x7 monitoring and proactive management, we ensure your systems are always performing at their peak, allowing your team to focus on strategic priorities rather than day-to-day IT concerns.

**Managed Backup Services** provide businesses with peace of mind through immutable, redundant backups and disaster recovery solutions. Our service ensures your critical data is protected against breaches, loss, or outages while simplifying compliance and reducing recovery times. With regular testing and a flexible OpEx model, we make it easy to align your backup strategy with your business goals.

**Managed Help Desk Services** alleviate the burden on internal IT teams by handling end-user support and troubleshooting. Whether you need to streamline ticketing processes, manage remote access, or ensure patching and updates are timely, our solutions enhance productivity and satisfaction for both IT staff and end users.

With Katalyst, businesses gain a trusted partner dedicated to delivering reliability, efficiency, and innovation across all IT operations.

### Key Benefits of KMI:

- **Increased productivity (up to 20% for employees)**
- **Reduced costs associated with downtimes and inefficiencies**
- **Improved IT reliability and reduced risk of outages**

## Do you struggle with?



### Downtime and Inefficient IT Operations

Managed infrastructure services that minimize avoidable downtime by 95% and decrease time to resolution by 25%.



### Data Loss and Ineffective Backup Solutions

Immutable backups and disaster recovery plans through Katalyst's managed backup services ensure 99% risk mitigation and quick recovery.



### Overburdened IT Teams with Limited Support

A co-managed help desk solution that improves end-user satisfaction by 30% and gives back an average of 1 day per week for IT teams.



**“After the first few interactions with Katalyst after I joined Spero, I quickly realized that Katalyst was a cut above in the MSP space. Not only do they focus on building relationships, they hire high quality, expert resources that can truly partner with their customers.”**

Damon Sipe, CTO Spero Financial

# Explore Katalyst's Services Catalog:

Here's a quick look at the extensive list of services we provide to our clients:

## On-Demand Services

- SDWAN / Routing
- Switching
- Wireless
- Firewalls
- Network Access Control
- Segmentation
- Data Center Networking
- Secure Access Service Edge (SASE)
- Endpoint Security
- Email Security
- Identity & Identity Protection
- Hybrid Cloud
- Risk Management
- Security Awareness Training
- Backup & Data Protection
- Cloud Calling
- Collaboration
- Contact Center
- Endpoint Management
- Workload Security
- Security Analytics
- Security Analysis and Roadmap
- Network Analysis and Roadmap
- Cloud Analysis and Roadmap
- Vulnerability Assessment
- Automation / AI
- Email Migrations
- Incident Response

## On-Going Services

- Managed Infrastructure Services
- Managed SIEM / SOC Services
- Managed Detection and Response
- Managed Compliance Services
- Managed Help Desk Services
- Managed Microsoft Services
- Managed Data Protection Services
- Private / Public Cloud Infrastructure
- Modern Workplace Solutions
- Advisory Services

# 96

On average, Katalyst maintains a 96 CSAT rating reflecting our commitment to delivering top-tier solutions, proactive support, and an exceptional customer experience.



## About Katalyst

For over 18 years, Katalyst has helped organizations create and execute their technology vision to go further, faster. From addressing complex challenges to embracing exciting opportunities, clients trust our team's experience and expertise across cybersecurity, modern infrastructure, and cloud computing.

Take your next step forward to achieve reliable IT operations and cost efficiency through our comprehensive suite of on demand and ongoing services. Trust we will deliver on the Katalyst Guarantee: if you are not 100% satisfied with our services, we will either make it right or refund you for the last 30 days of service.

Ready To Transfer  
Accountability To  
A Provider With A  
Guarantee?

**Schedule a call** with the Katalyst team to learn more.