



DIGITAL OPERATIONS PARTNER

DIGITAL OPERATIONS PARTNER

Accountability for what keeps your organization running.

We operate the network, security, and cloud infrastructure that mid-market organizations depend on: designed, run, and measured by one accountable team.

20+

YEARS OF OPERATION

40%

FEWER RECURRING HELP
DESK TICKETS

36%

IT COST SAVINGS

You don't need another vendor. You need a partner to be accountable.

Katalyst is a Digital Operations Partner for mid-market organizations. We operate the **Digital Backbone** our clients depend on: the network, security, and cloud infrastructure that connects their people, protects their data, and keeps their systems running.

You feel the Accountability Gap when there is:

- No single view of what you have and how it is performing
- Too many vendors with no one coordinating them
- Security controls that exist on paper but have not been tested
- An IT team that is overwhelmed or stretched thin
- Leaders distracted by IT noise instead of focused on growth



It felt like peace of mind. They worry about the things we need to worry about, identify the things we need to identify, and get it all done before we even think about it.

STEVE YATES

Chief Innovation Officer · MB Haynes

VENDOR, CONSULTANT, OR PARTNER?

The Traditional MSP

A vendor who reacts

Waits for something to break, then responds

Measured by tickets closed, not outcomes

Manages tools in isolation

No one owns the bigger picture

The Consultancy

An advisor who leaves

Tells you what to do, then hands you a report

Execution is left to you

Strategy without operational reality

Gone when the hard part starts

Katalyst

A Digital Operations Partner

Advises and executes, end to end

Accountable for outcomes, not activity

Operates your environment as one system

Owns the whole picture, every day

WHAT CHANGES WHEN SOMEONE IS TRULY ACCOUNTABLE

Operational Calm

Fewer surprises and less firefighting.

Real Visibility

A clear view of what you have and what is next.

Reduced Risk

Security operated and proven, not assumed.

Focus on Growth

Leaders freed from IT noise for the business.

We Connect, Protect, and Operate Your Digital Backbone.

Four disciplines, one accountable team, one engagement model. Every service below is delivered by U.S.-based engineers who operate what they design: and backed by senior advisory across all three pillars.

01 Assess

Evaluate infrastructure, security, and process. Produce a prioritized, fundable roadmap.

02 Transform

Implement the prioritized improvements: designed, built, and documented.

03 Manage

Operate it. Measure it. Improve it. Accountable for the outcome, every day.

CONNECT

Infrastructure & Cloud

Secure networking, hybrid cloud, and identity-driven access that keep offices, remote users, and cloud platforms connected.

PROTECT

Cybersecurity

Cybersecurity and identity controls implemented, operated, and proven: 24/7 detection and response from U.S.-based analysts.

OPERATE

Managed IT Services

24/7/365 monitoring and management of your IT environment, cloud platforms, and Microsoft 365.

ADVISE

Advisory Services

Senior strategy and roadmap ownership across your Digital Backbone, without the full-time cost.

OUR CLIENTS ACHIEVE

- Stronger cybersecurity posture
- Reliable network & cloud infrastructure
- Clear visibility into IT risks
- Leadership focused on the business

INDUSTRIES WE SUPPORT

Complex, regulated, or multi-location environments where reliable and secure IT infrastructure is critical.

Healthcare

Financial Services

Credit Unions

Manufacturing

Local Government



Most MSPs are reactive. Katalyst is in our environment every day, operating it and taking accountability for the outcomes.

IT DIRECTOR

NC-Based Food Manufacturer

Infrastructure & Cloud *The foundation your business runs on*

We design, secure, and operate the network and cloud that connect your people, locations, and workloads: wherever they live.

- **Secure Networking:** SD-WAN, switching, wireless, and firewall, with security built into the fabric
- **Secure Services Edge (SSE):** identity-driven, cloud-delivered access for a distributed workforce
- **Network Analysis & Roadmap:** a holistic review that produces a prioritized, fundable roadmap
- **Hybrid Cloud:** the right workloads in the right place across on-prem, Azure, and AWS
- **Modern Workplace:** secure collaboration on Microsoft 365 and well-managed endpoints
- **Network & Cloud Advisory:** a named senior resource on a recurring cadence

WE OPERATE WHAT WE DESIGN

U.S.-BASED ENGINEERS

SECURITY-FIRST BY DEFAULT

ONE ENVIRONMENT, ONE TEAM

"When our network outage hit, their team jumped in with experience and keen troubleshooting skills, and helped us craft a clear roadmap for improvement while keeping us moving forward."

SVP OF IT OPERATIONS · \$2B+ MID-ATLANTIC CREDIT UNION

Cybersecurity *Security operated as a discipline*

We reduce risk and give you a security posture you can prove: to auditors, insurers, and your board: across every layer of your environment.

- **Managed Security & MDR:** 24/7 detection, response, and posture management, U.S.-based
- **Endpoint Security:** EDR deployed, monitored, and validated across every device
- **Identity & Privileged Access:** govern access, verify every login, enforce least privilege
- **Security Analysis & Roadmap:** a structured assessment, including zero-trust readiness
- **Incident Response:** a tested plan and a team ready when an incident hits
- **Email Security:** stop the most common entry point for attacks
- **Backup & Disaster Recovery:** immutable, tested backups and recovery you can count on
- **Vulnerability Assessments:** score active risk exposure so you can fix what matters first

OPERATED, NOT JUST INSTALLED

EVIDENCE FOR AUDITS

U.S.-BASED ANALYSTS

BUILT ON ZERO TRUST

"Cybersecurity is a race, a marathon you have to keep running. Working with Katalyst is like having a team that is going to help us win this marathon."

IT DIRECTOR · NC-BASED FOOD MANUFACTURER

Managed IT Services *Enterprise-grade operations, sized for the mid-market*

We run your environment day to day so your team can focus on the business: with one partner accountable for the outcome.

- **Managed Infrastructure:** 24x7 monitoring and management of network, servers, and storage
- **Managed Microsoft Services:** ongoing management and optimization of Microsoft 365 and Azure
- **Managed Security Services:** 24/7 detection, response, and posture management
- **Managed Help Desk:** responsive, U.S.-based day-to-day support
- **Managed Backup & DR:** backup and recovery designed, validated, and tested
- **vCIO / vCISO Services:** executive-level IT and security leadership, fractional

ACCOUNTABLE FOR OUTCOMES	U.S.-BASED SUPPORT	COVERAGE WITHOUT HEADCOUNT
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"Staffing a support engineer would be very expensive. By contracting with Katalyst Managed Services I am able to have that skill set available to me at a fraction of the cost of a full-time employee."

DIRECTOR OF IT · NC STATE GOVERNMENT

Advisory Services *Senior strategy, without the full-time cost*

The expertise of a full-time architect or CISO, on a fractional basis, spanning Connect, Protect, and Operate.

- **vCIO / vCISO Services:** executive-level IT and security leadership, focused on your priorities
- **Security Advisory:** senior security strategy and roadmap ownership
- **Microsoft Advisory:** strategy to get more value from 365, Azure, and Copilot
- **Network Advisory:** a named senior network resource and a prioritized backlog
- **Cloud Advisory:** guidance on cloud strategy, architecture, and cost
- **AI Advisory:** a roadmap to safely adopt Microsoft Copilot and Anthropic Claude

A NAMED SENIOR RESOURCE	ROADMAP OWNERSHIP	VENDOR-NEUTRAL GUIDANCE
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"Katalyst is an accelerator to my team. I do not have to staff every new skill set internally. I can rely on Katalyst to advise and execute when needed."

VP AND CHIEF INFORMATION OFFICER · THE AZEK COMPANY

HOW AN ENGAGEMENT RUNS

Assess

Infrastructure, security, and process reviewed into a fundable roadmap.

Transform

Built and documented by the engineers who will run it.

Manage

Operated and improved on a recurring cadence with a named lead.

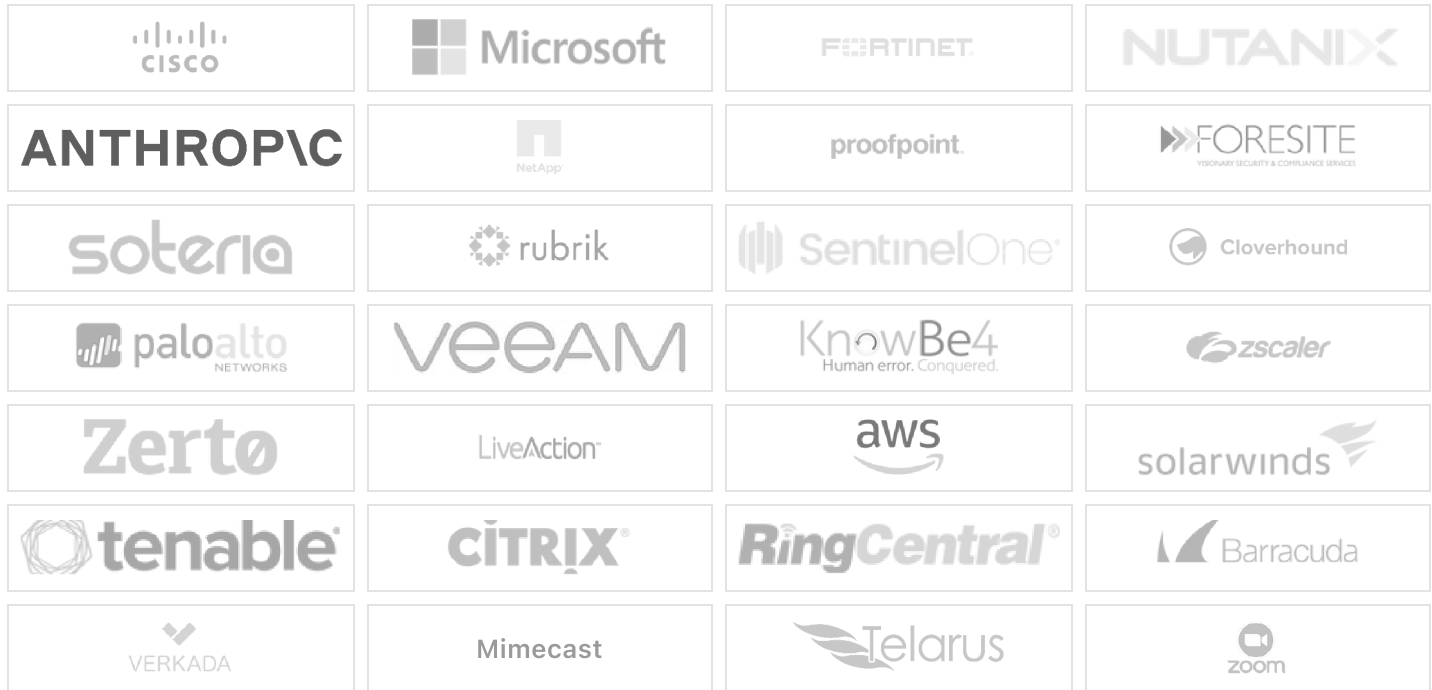
OUR COMMITMENT

30-Day Satisfaction Guarantee

Accountability starts on day one.

Proven platforms, chosen deliberately.

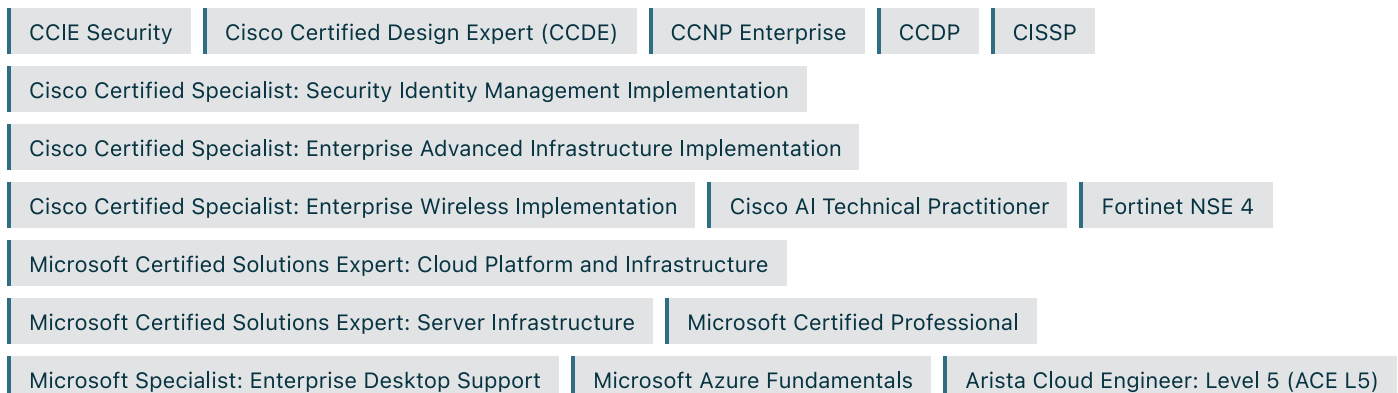
We do not chase every vendor. We invest deeply in the platforms that best serve our clients, earning the certifications and partner tiers that let us deliver more than a reseller can.



CERTIFIED EXPERTISE

Backed by certified engineers.

Partnerships matter most when the people behind them are credentialed to deliver. A sample of the certifications our engineering team holds:



THIRD-PARTY VALIDATION

2025 CRN Solution Provider 500

Named to CRN's annual list of the leading technology integrators, solution providers, and IT consultants in North America.

THIRD-PARTY VALIDATION

Top Rated Managed Service Provider

Recognized by Clutch as a top-rated managed service provider in North Carolina.

What our clients say.

Real feedback from the IT leaders and executives we work with every day.

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VP & CHIEF INFORMATION OFFICER

The AZEK Company

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SVP OF IT OPERATIONS

\$2B+ Mid-Atlantic Credit Union

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"Staffing a support engineer would be very expensive. Katalyst gives me that skill set at a fraction of the cost."

DIRECTOR OF IT

NC State Government

Whether approaching complex problems that need sound judgment, or navigating a hurdle that requires a deep understanding of the underlying technology, our clients know they can turn to us for trusted guidance.

2025 CRN Solution Provider 500

Leading North American solution providers

Top Rated Managed Service Provider

Clutch · North Carolina

READY TO CLOSE YOUR ACCOUNTABILITY GAP?

Let's talk about your Digital Backbone.

katalystng.com · 704-790-4440

CONNECT · PROTECT · OPERATE · ADVISE

