SERVICE OVERVIEW

SafeStart

The predictable, proactive foundation for a business done firefighting its IT.

KATALYST

SafeStart replaces the hidden cost of reactive IT: ad-hoc break-fix bills become one flat per-user fee, "patch it when we remember" becomes automated patch management, and surprise outages give way to 24x7 monitoring that catches issues first. The pitch isn't cheaper tools — it's fewer incidents and a budget you can forecast.

Who it's for

- Small businesses (10+ users) on break-fix, or with one overloaded IT person, who want IT to *just work* without a security-heavy mandate yet.
- Organizations with no formal monitoring or patching, who call IT only when something breaks.
- Leaders for whom cost predictability matters more than advanced compliance.

What's included

- ✓ **Microsoft 365 management baseline** — Conditional Access, MFA, Teams and SharePoint governance, Exchange Online, DLP, SSO/SAML
- ✓ **Endpoint management** — Intune, patching, encryption, software deployment, lifecycle, decommissioning
- ✓ **Microsoft 365 backup** and computer file backup with unlimited capacity
- ✓ **Insights Portal access** — real-time compliance, Secure Score, endpoint, support and threat visibility that anchors the QBR
- ✓ **Full user lifecycle operations** — onboarding, offboarding, license and access management, audit trail
- ✓ **Layered security operations** — EDR, ITDR, Defender AV/O365, Application Hardening, awareness training, 24/7/365 SOC oversight, incident triage
- ✓ **Help desk** in Standard Business Hours or 24/7/365 tier with Smart Triage Assistant and severity-based SLAs
- ✓ **Dedicated account manager**, Quarterly Business Reviews, IT roadmap guidance, Microsoft licensing and CSP management

What you get

A managed environment, not a license you don't fully use. Most tenants run Microsoft defaults built for ease of use, not security. SafeStart sets the baseline and keeps it there.

Identity and backup treated as security events. Joins, role changes and departures follow auditable workflows, and backup means immutable storage with point-in-time recovery.

SERVICE LEVELS

Critical (P1)	**15 min · 4h fix**
High (P2)	**1 h · 8h fix**
Medium (P3)	**4 h · 16h fix**
Low (P4)	**8 h · 40h fix**

24/7/365 calendar hours. The SOC handles active security incidents continuously regardless of support tier, with immediate escalation to a senior engineer.

THE STACK WE DEPLOY

NinjaOne RMM — 24x7 monitoring and patch management

Huntress EDR + ITDR — endpoint and identity protection

HaloPSA — documented, auditable system of record

NinjaOne 365 Backup — backup for Microsoft 365

One accountable partner, one stack, quarterly business reviews to show the trend line.

WHAT WE NEED FROM YOU

Microsoft 365 Business Premium at minimum. We integrate and manage the security stack — Defender for Office 365 P1, Defender for Endpoint P1, and Intune — and can't deliver without it.

Google Workspace customers keep Workspace but must add Microsoft 365 security & mobility licensing so we can run those components.

30-Day Satisfaction Guarantee

If the first thirty days don't meet what we committed to, you are not locked in.

WHERE SAFESTART SITS

SafeStart › ProtectPro › SecurityPro · add Infrastructure Pro, Managed Azure or Managed SIEM

Trade unpredictable IT bills for a budget you can forecast.

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