


MANAGED CARE · SERVICE OVERVIEW · NOVEMBER 2026

# Fully managed IT & cybersecurity, one all-inclusive price.

38 services, a local Huntington Beach team, 24×7 NOC & SOC monitoring and a best-of-breed security stack — for $179 per user per month.

**$179**
per user / month for users 1–100. Users 101+ are $149 each.

**5 AM–6 PM**
service desk staffed Mon–Fri, not 8 to 5

**$0**
onboarding fee — no upfront cost to switch

**24×7×365**
NOC & SOC monitoring

**On-site**
support included — no hourly or dispatch fees

**SOC 2 Type II**
audited operational excellence — all five Trust Services Criteria

**866.24.CALIT** info@calitgroup.com calitgroup.com

101 Main Street, Suite 400 · Huntington Beach, CA 92648

WHY CAL IT GROUP

# More support, fewer surprises.

We're a customer service organization first — veteran-owned, technically led and based in downtown Huntington Beach. Here's what sets Managed Care apart.

## Longer service desk hours

Staffed 5 AM–6 PM Pacific, Monday–Friday — 13 hours a day instead of the typical 8 to 5 — and on call for emergencies 24×7. Issues get fixed before the workday starts, and East Coast hours are covered.

## Fast, real engineer response

Every ticket submitted by email or our client portal gets a response from a real engineer within 20 minutes during service desk hours — for every issue, not just emergencies.

## Transparent pricing — no extra time billed

Published per-user pricing. We never bill additional time to support your existing environment. Projects are quoted as a fixed fee before work starts.

## On-site support included

Unlimited remote support, plus on-site support, for your existing environment is part of the monthly price — no hourly, trip or dispatch charges.

## No onboarding fee

Onboarding — documentation, security baseline and weekly meetings — is included. No upfront cost to switch.

## Multi-vector security

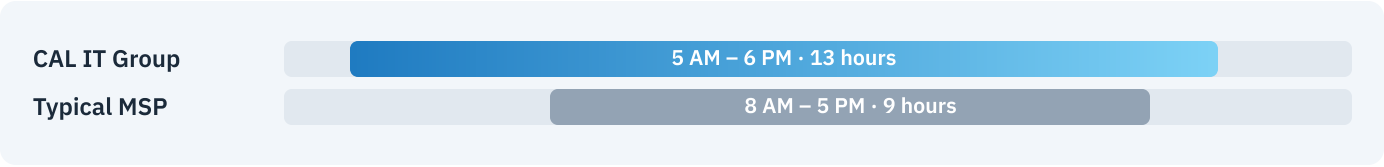
We protect the human, devices, network and cloud at the same time, with a best-of-breed stack watched 24×7 by our NOC & SOC.

## Best-of-breed tools

SentinelOne, Microsoft Defender & Intune, Qualys, Liongard, NinjaOne and more — industry leaders chosen and configured by our own engineers.

## Technical leadership

A highly technical leadership team with 55+ years of combined IT experience that takes perfection seriously and constantly improves our service offering.



INCLUDED IN EVERY USER'S PRICE

# Managed IT · 24 services

### Unlimited Help Desk & Desktop Management
Unlimited remote support, plus on-site support, for end users and ongoing management of all managed workstations.

### Network Equipment Management
Management and monitoring of all network equipment — firewalls, switches and wireless access points — at no per-device charge.

### Microsoft 365 & Google Workspace Administration
Management of users, licensing, mailboxes, groups, and tenant settings in Microsoft 365 or Google Workspace.

### New Workstation Setups
Imaging, configuration, application installs, security stack deployment and data transfer for new and replacement workstations — included, not billed as a project.

### On-site Incident Remediation
On-site response to resolve issues on managed devices at Client office locations.

### Managed Backup & Disaster Recovery
Managed server backups with an on-site appliance for fast restores and off-site replication to Microsoft Azure[1], with monitoring and recovery support.

### Microsoft 365 & Google Workspace Backup
Backup of email, files, calendars, contacts, and chat, powered by Dropsuite.

### Secure Remote Access
Secure remote access for remote and hybrid users — VPN or zero-trust access to company systems, protected with multi-factor authentication.

### vCIO Services
Strategic IT guidance and planning.

### IT Runbook & Technology Roadmap
Creation and ongoing maintenance of system documentation and a multi-year technology roadmap.

### Workstation Deployment
Configuration and deployment of new Windows and macOS workstations.

### Third-Party Patch Management
Automated updates for common third-party applications.

### 24×7 Network Operations Center (NOC)
Continuous monitoring and management of LAN/WAN infrastructure and servers.

### Additional Sites
Every office location is covered under the same per-user price, with no per-site or per-location fees.

### Mac & Windows Support
Full support and management for Mac and Windows computers alike, including Apple device management.

### Employee Onboarding & Offboarding
Account provisioning, access setup, device assignment, and secure deprovisioning.

### Vendor Management
Coordination with third-party vendors, including line-of-business application providers, ISPs, and printer service providers.

### Business Continuity (Azure Site Recovery)
Replication and failover of critical systems to Microsoft Azure.[1]

### VoIP Administration
Moves, adds, and changes (MACs) to the Client's phone system, plus support for desk phones and softphones.

### Conferencing A/V Support
Support for conference rooms and audio/video equipment — displays, cameras, speakers and meeting-room systems such as Microsoft Teams Rooms and Zoom Rooms.

### IT Policies & Procedures
Development of IT policies and standard operating procedures that fit the Client's business.

### Workstation Lifecycle Planning
Reporting on workstation age and health, with a planned replacement strategy.

### Patch Management (OS)
Automated security updates and patching for workstations and servers.

### Client access to NinjaOne & SentinelOne
Your own access to the device management and SentinelOne consoles, for full visibility into your devices, patching and threats.

[1] Requires the appropriate Microsoft licensing (and Azure usage for consumed storage and Site Recovery), billed separately.

INCLUDED IN EVERY USER'S PRICE

# Managed Cybersecurity · 14 services

A multi-vector security stack that protects the human, devices, network and cloud — monitored 24×7×365.

- **Managed Extended Detection & Response (MxDR)**
  Managed threat detection, investigation, and response across the Client environment, powered by SentinelOne.
- **Endpoint Detection & Response (EDR)**
  SentinelOne next-generation antivirus and EDR on all managed endpoints.
- **Managed SIEM**
  Centralized collection, correlation, and analysis of security logs from firewalls, Microsoft 365, Google Workspace, Azure, AWS, SentinelOne, and other supported sources.
- **24×7 Security Operations Center (SOC) with NOC**
  Round-the-clock security monitoring, threat hunting, and threat reporting, working alongside our 24×7 Network Operations Center (NOC).
- **Continuous Vulnerability Management**
  Ongoing internal and external vulnerability scanning and remediation tracking, powered by Qualys.
- **Email Security**
  Advanced email threat protection using Microsoft Defender for Office 365 Plan 2.[1]
- **DNS Content Filtering**
  DNS-layer web filtering and threat blocking with Cisco Umbrella.
- **Security Awareness Training**
  Online security awareness training plus simulated phishing campaigns for all users.
- **Identity & Device Security Configuration**
  Security hardening of Microsoft Intune and Microsoft Entra ID.[1]
- **Multi-Factor Authentication (MFA)**
  Deployment and management of Microsoft MFA for email and VPN access.
- **Mobile Device Management (MDM)**
  Microsoft Intune device management with conditional access policies.[1]
- **Attack Surface Management**
  Continuous discovery and monitoring of systems, configurations, and changes, powered by Liongard.
- **Browser Security (DefensX)**
  Remote browser isolation, advanced phishing defense, and DNS filtering inside the browser, ideal for remote and hybrid teams.
- **vCISO Services**
  Security leadership, risk management, and compliance guidance.

[1] Requires the appropriate Microsoft licensing, billed separately.

PRICING & GETTING STARTED

# Simple, published pricing.

MANAGED CARE · FULLY MANAGED IT

**$179** /user/month

$149/user/month for each additional user beyond 100

- Each user's workstation and mailbox included
- All 38 Managed IT & Cybersecurity services included
- Phones, tablets, additional sites and network equipment included
- No onboarding fee · on-site support included

| | |
|---|---|
| Per user, first 100 users | **$179/mo** |
| Per additional user beyond 100 | **$149/mo** |
| Additional workstation or server | **$40/mo** |
| Additional user mailbox | **$10/mo** |
| Shared mailboxes | **Not charged** |
| Onboarding fee | **$0** |
| On-site support for your existing environment | **Included** |
| Monthly minimum | **$4,000/mo** |

## Available at additional cost

| | |
|---|---|
| **Keeper Password Manager** | Integration, management, and support of Keeper for your team's credentials. About Keeper → |
| **ThreatLocker application allowlisting** | Zero-trust control that lets only pre-approved applications run. About ThreatLocker → |
| **SentinelOne Prompt Security (AI security & governance)** | See which AI tools your team uses, keep client data out of prompts and enforce your AI policy on every device. Learn about AI security & governance. |
| **Annual network penetration testing** | Third-party test of your network, including one free retest within 90 days. About penetration testing → |
| **Major upgrades and migrations** | Server, network, and cloud projects, always quoted as a fixed fee before work starts. About project services → |
| **Hardware purchases** | Workstations, servers, and network equipment. |

## See your exact price in seconds.

calitgroup.com/pricing · or schedule a discovery call and we'll walk you through it.

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Pricing as of November 2026; estimates are for standard business operations and are confirmed after a free assessment. 101 Main Street, Suite 400, Huntington Beach, CA 92648.