

Assurance Managed IT Services

Engineered Stability for Your Business Technology

With Exigent's signature managed IT service offering, your organization runs smoothly, with reliable technology solutions that support productivity at a predictable monthly cost. We create a technology environment that powers your potential.

Benefits of Assurance Managed Services



Proactive

Issues addressed before they disrupt productivity.

Frustration, wasted time, and disappointed customers—all outcomes of failing technology. We don't wait for things to break. We monitor, maintain, and address issues promptly—before they become disruptions or risks to your business.



Predictable

Clear costs, clear roadmap, fewer surprises.

No surprise invoices. No guesswork. Assurance brings clear monthly costs, thoughtful planning, the steady guiding hand of your dedicated Technical Advisor, and a tailored roadmap you can rely on.



Responsive

White-glove service when it matters most.

When something does go wrong, you get fast, friendly, white-glove support from people who know your environment and understand what's at stake.



Reliable

A long-term partner with deep roots and continuity.

Our clients stay with us—and our people stay, too. That continuity means consistent guidance, deep knowledge of your business, and a partner you can trust long term.

Why The Exigent Method Makes A Difference

As your managed IT services partner, Exigent works as an extension of your team. Our focus is keeping your technology dependable, easy to manage, and aligned with your business—without financial surprises.

We do this through The **Exigent Method**, our proven, consultative approach to IT. **Assurance Managed IT Services are the foundation of that approach**, providing the stable IT base that enables secure growth, advanced solutions, and strategically aligned tech investments. Guided by a dedicated Technical Advisor, we balance responsive day-to-day support with thoughtful, long-term planning—resulting in a technology roadmap built around your goals and backed by a friendly, experienced helpdesk team ready to step in when issues arise.

A Proven Method, Not Guesswork

The Exigent Method is a consultative framework built to deliver predictable outcomes, engineered IT stability, and a technology roadmap aligned to your business goals.

Dedicated Experts Who Know Your Business

Our service pods operate as an extension of your team—engineers who understand your environment, collaborate regularly, and scale with you as your needs evolve.

Continuity You Can Count On

With average employee and client tenures exceeding a decade, Exigent provides consistent guidance and deep institutional knowledge in an industry known for turnover.

Our Worry-Free Guarantee

As an Exigent Technologies Assurance customer, you can depend on us—that's our promise to you. We're so confident in our team that we offer a 180-day guarantee. If you aren't satisfied with our services in the first six months, you can cancel your contract with no penalty.

Have an IT team but need additional support? *Ask us for information on Augment Co-Managed IT services.*

Two Assurance Managed IT Services

With two levels of support to choose from, we'll provide as much—or as little—oversight of your technology infrastructure and solutions as you need. All Exigent clients enjoy the advantages of the comprehensive managed IT services listed below, with three tiers of support choices to best fit your needs.

Managed IT Services

Select 1 Option from 2 Levels of Support

Complete

Includes unlimited remote and onsite support. 24x7x365 support at no additional cost.

Choose this level if:

- You need or desire a flat IT budget.
- You require a moderate to high level of onsite, hands-on support.
- You often utilize after-hours or weekend support.

Resolution

Includes unlimited remote support. Onsite visits and after-hours support are billed hourly.

Choose this level if:

- You feel that most support issues can be resolved remotely.
- You are amenable to accelerated hourly billing for after-hours and holiday support.

What Both Levels of Assurance Deliver:

Improve Cybersecurity & Reduce Risk

- Managed endpoint detection and response with live Security Operations Center support for quicker response
- Web content filtering to reduce exposure to threats
- Patch management for servers, desktops, and laptops
- Proactive monitoring of critical systems and services

Create a Business Continuity Foundation

- Server health monitoring and maintenance
- Event log and critical service monitoring
- Automated system maintenance
- Proactive issue resolution to prevent downtime

Enhance Employee Productivity & Experience

- Professional helpdesk with intuitive Smart Form ticketing and informative, easy-to-use client portal
- Fast, friendly response from a dedicated support team

Simplify IT Management & Planning

- IT solutions architecture and guidance
- Hardware warranty and vendor support management
- Software renewals support
- IT budgeting assistance and lifecycle planning

Support Long-Term Growth & Scalability

- Dedicated technical account management
- Guaranteed service level response times
- A stable IT foundation aligned with business goals



Other Managed Solutions

Extend the value of your Assurance Managed IT Services with complementary offerings from our full portfolio of solutions.

Boundary Managed Firewall-as-a-Service	Veracimail Email Security	Informant Dark Web Monitoring	Augment Co-managed IT Services
Prevent Managed Cloud-based Backup and Disaster Recovery	Backupify Managed Services for Microsoft 365 and Google Workplace	Fortify Complete, Managed Detection & Response Managed Endpoint Protection*	Vigilant Security Awareness Training

*In cases where a customer's hardware or environment may not meet the requirements of preferred software solutions, we can offer suitable alternatives.