

# INFRACORE®

the heart of IT

Providing midsize businesses with  
best-in-class Managed Services

Infracore's flagship Managed Services Teams are dedicated, scalable and fully-managed IT teams that act as a seamless extension of your organization.

Managed Services Teams support organizations that have nonexistent, overwhelmed, or inexperienced IT staff.

We combine the benefits of an intimate, familiar, in-house team with the depth of knowledge and breadth of experience of an outsourced team.

**We act as both your dedicated IT department and IT strategy advisors, enabling you to avoid IT distractions that can get in the way of achieving your company mission.**



Service Desk



Cybersecurity



IT Leadership  
and Strategy



Governance and  
Compliance



Cloud and  
Infrastructure  
Management



Get in touch with us

858.509.1970

[info@infracore.net](mailto:info@infracore.net)

[www.infracore.net](http://www.infracore.net)



## Infracore's Managed Services Teams can be on-site, hybrid or virtual.

### Infracore vs. your in-house team

- **No more HR Headaches.** Infracore handles it all—you don't have to worry about hiring staff, turnover, performance management, technical certification, or professional development challenges.
- **Certified Staff.** Our certified staff get current and stay current with today's cloud-first solutions.
- **Team Perfection.** We can quickly tap into our broader team of experienced IT professionals and partners to help resolve tough technical issues.
- **Scalable.** Scalable and burstable for complex projects and one-off needs.

### Infracore vs. your current Managed Service Provider (MSP)

- **Dedicated Staff.** We develop a deep understanding of your business and people and become a seamless extension of your business.
- **No Rip-and-Replace.** We're happy to work with your tools (ticketing, monitoring, RMM) if you have an existing, enterprise-grade solution.
- **Flat Rate Billing.** Full-time resources aren't billed on a per-user or per-system basis. No "nickel-and-diming"!
- **Vendor Agnostic.** We don't sell hardware or software—our recommendations are in your best interests.

### There's no "one-size-fits-all" IT solution

- Each MST is customized to your business needs and can contain a mix of capabilities, from desktop support to systems administration to senior IT leadership.
- MST engagements are overseen by a senior IT leader with 20+ years industry experience.
- Infracore is meticulous about attracting, growing and retaining qualified IT professionals.
- We are your long-term partner. The average age of our MST partnerships is 7+ years.

## Case Studies

- Manage Tier-II Service Desk, Site IT Manager, Linux and Windows Systems Administration and AV Support with a team of 4 dedicated IT Professionals for Biotech/Life Sciences company.
- Act as Service Desk and IT Manager, as well as handling of extensive IT needs in onboarding and offboarding multifamily rental properties for a Property Management firm, utilizing a team of 7 dedicated IT professionals.
- Responsible for Infrastructure Management, IT Management and Service Desk for a global engineering and environmental consultancy, supporting operations in Northern California and Michigan with a team of 3 dedicated IT professionals.



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