

1MSP — MANAGED IT SERVICES

Services Overview

IT built for the industries that move South Texas.

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About 1MSP

1MSP is a San Antonio–based managed service provider serving the industries that move South Texas — logistics, customs brokerage, healthcare, construction, manufacturing, and professional services. We combine deep industry expertise with a U.S.-based 24/7 SOC and helpdesk to deliver IT that's secure, predictable, and built to scale.

98% Client retention	<15 min Avg. first response	Top 20 ChannelPro MSP 2025	24/7 U.S.-based SOC
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Our Services

Four practice areas, one accountable team.

IT Infrastructure

Cloud, networks, and voice that actually scale with you.

We design and stand up the foundation your business runs on — from cloud migrations and hybrid networks to enterprise-grade VoIP. Built once, built right, built to grow.

What's included

- **Project Planning.** Scoped roadmaps for migrations, rollouts, and office moves — with fixed timelines and clear deliverables.
- **Cloud Solutions.** Microsoft Azure and AWS architecture, identity, and workloads tuned for performance and predictable spend.
- **Telephone & VoIP.** Modern cloud phone systems with call routing, mobile apps, and SMS — replacing legacy PBX without the downtime.

Outcomes

- ✓ Cut hardware costs by moving workloads to the cloud
- ✓ One identity, one login across every business app
- ✓ Voice, video, and chat unified on a single platform

IT Management

Helpdesk, monitoring, and recovery — handled.

Day-to-day IT support delivered by a U.S.-based team that answers fast and fixes the root cause. We monitor your stack 24/7 so problems get caught before your users do.

What's included

- **Helpdesk & Support.** Live U.S. technicians, SLA-backed response times, and an average ticket-to-resolution under 4 hours.
- **Proactive Maintenance.** Patching, updates, and lifecycle management on a schedule that doesn't break your workday.
- **Status Monitoring.** 24/7 visibility across servers, endpoints, and SaaS — with alerts that page humans, not inboxes.
- **Backups & Disaster Recovery.** Tested, immutable backups for Microsoft 365, servers, and critical apps. Restore in minutes, not days.

Outcomes

- ✓ Predictable monthly IT spend
- ✓ Average first response under 15 minutes
- ✓ Recovery point objectives measured in minutes

IT Optimization

Strategy, Microsoft 365 done right, and data that earns its keep.

Beyond keeping the lights on, we help you use IT as a growth lever — with vCIO guidance, Microsoft 365 tuned for your workflow, and analytics that turn operations data into decisions.

What's included

- **Virtual CIO.** Quarterly strategy sessions, technology roadmaps, and budget planning aligned to your business goals.
- **Microsoft 365 Optimization.** Teams, SharePoint, Intune, and Copilot configured for your industry — not a generic out-of-the-box setup.
- **Data Analytics.** Power BI dashboards built from your operational systems so leadership sees the right number, daily.

Outcomes

- ✓ Up to 60% reduction in software waste
- ✓ Executive dashboards live in weeks, not quarters
- ✓ A 3-year IT roadmap that finance can actually plan around

IT Security

Zero-trust, managed detection, and compliance-ready protection.

We secure your business end-to-end — identity, endpoints, email, network, and cloud — with a layered, zero-trust model and 24/7 managed detection and response.

What's included

- **Single Sign-On & MFA.** One secure identity across every app, with phishing-resistant MFA enforced by default.
- **Zero Trust & SASE.** Conditional access, secure web gateways, and ZTNA — replacing legacy VPN with modern access.
- **Microsoft 365 Security.** Defender, Purview, and conditional-access policies tuned to your risk profile and compliance scope.
- **Managed XDR + RMM.** 24/7 SOC monitoring across endpoints, identity, and cloud — with human responders, not just alerts.
- **Email & Collaboration Protection.** Advanced phishing, BEC, and ransomware defense for Microsoft 365 and Google Workspace.
- **Firewall as a Service.** Managed Check Point firewalls — patched, tuned, and monitored on your behalf.

Outcomes

- ✓ Insurance-grade controls aligned to CIS and NIST
- ✓ Sub-minute detection on identity-based attacks
- ✓ Audit-ready evidence whenever you need it

Industries We Serve

Specialized playbooks for the businesses driving South Texas.

Industry	How we help
Logistics & Transportation	Always-on networks for fleets, terminals, and the border.
Customs Brokers	Compliance-grade IT for ACE/ABI and cross-border trade.
Healthcare & Pharmaceutical	HIPAA-aligned environments that protect PHI without slowing clinicians.
Construction	Mobile-first IT that follows the job from office to jobsite.
Industrial & Manufacturing	OT-aware IT for plants that can't stop.
Professional Services	Microsoft 365, security, and audits for client-driven firms.

Why 1MSP

- U.S.-based helpdesk and 24/7 SOC — humans, not just alerts.
- Industry-specific playbooks for logistics, healthcare, and trade compliance.
- Microsoft Solutions Partner with deep Azure, M365, and security expertise.
- Predictable per-user pricing with no surprise project invoices.
- Founded after a real ransomware incident — security is in our DNA.

Ready to talk?

Call (210) 384-1677 • sales@1-msp.com • www.1-msp.com