



MAKE IT EASY

Managed IT Service Catalog

Fast, proactive, reliable IT for Orange County businesses.

WHO WE ARE

IT that gets out of your way.

BRITECITY is a managed IT services provider in Irvine, serving 150+ Orange County businesses across legal, healthcare, finance, and manufacturing. We become your IT department — proactive support, layered security, and a strategy that keeps technology out of the way of your work.

OUR MISSION

Make IT Easy.

Technology should be invisible when it works. We design support around removing friction first, then speed, then the kind of service that makes clients raving fans.

OUR CORE VALUE

RIGHT — do the right thing.

One value, used as a filter. Every decision balances three things at once: our clients, our staff, and the business.

HOW WE IMPROVE, EVERY DAY

- 01 Smooth**
Eliminate friction. Reliable, no surprises.
- 02 Fast**
Optimize speed. Quick responses, rapid resolution.
- 03 Frick'n Awesome**
Exceed expectations until clients become raving fans.

WHAT WE DO

A small, dedicated team that knows your network.

When you call, a person who knows your environment answers — not a queue, not a 1-800 number. We assign a small **techTEAM** to your business so the people supporting you actually know how you work.

We invest in learning how your business uses technology, where the risk sits, and which issues will become tomorrow's emergencies. Then we build a roadmap to keep them from ever happening.

Support only gets better with time. The longer we run your IT, the more we know — and the fewer surprises you see.

WHERE WE WORK

Remote-first, on-site when it matters. Businesses within 25 miles of our Irvine office get unlimited on-site support included in their agreement.

WHY BUSINESSES CHOOSE US

- Dedicated techTEAMS — engineers who know your network by name
- Primarily local, Orange County based
- Month-to-month — no year-plus contracts
- Transparent per-user pricing, fully managed
- 1-hour emergency response commitment

Core services.

Everything starts with Managed IT. From there, we add security, cloud, and strategy to fit how your business actually runs.

MANAGED IT

Managed IT Services

We become your IT department — helpdesk staffed by engineers, 24/7 monitoring, patching, and vendor management.

SECURITY

Cybersecurity

Layered defense across endpoint, email, identity, and network — built for the threats Orange County businesses actually see.

CLOUD

Cloud Services

Microsoft 365 and Azure management, plus backups we actually test. A backup never restored is a hope, not a plan.

CO-MANAGED

Co-Managed IT

Supplemental expertise for your existing IT team — helpdesk overflow, after-hours coverage, and project support.

STRATEGY

Strategic IT Planning

Quarterly business reviews, technology roadmaps, and budgets aligned to where your business is going.

CONTINUITY

Business Continuity

Automated backups, ransomware-proof storage, and tested disaster recovery with documented procedures.

Everything your team needs, one flat rate.

Fully managed IT from **\$157 per user**, plus **\$17.85 per computer** and **\$16.90 per mailbox** — per month. Month-to-month. We publish our pricing because we stand behind it.

INCLUDED	✓	INCLUDED	✓
Engineer-staffed helpdesk & remote support	✓	Microsoft 365 management & support	✓
24/7 monitoring & proactive alerting	✓	Email & web protection	✓
Patch management & software updates	✓	Firewall management	✓
Asset inventory & lifecycle tracking	✓	Next-generation endpoint protection	✓
Vendor management	✓	Secure remote-work access	✓
Network management & support	✓	Strategy & technology roadmap	✓
Server & device support	✓	On-site support within 25 miles of Irvine	✓

Standard support: same to next business day. **Emergencies (P0/P1):** 1-hour commitment, with a 17-minute average emergency response.

PRICING

Pricing you can see.

Most MSPs hide pricing behind a sales call. We publish ours — because we stand behind it. Fully managed, month-to-month, no hidden fees.

\$157
PER USER / MONTH

+ **\$17.85**
PER COMPUTER / MONTH

+ **\$16.90**
PER MAILBOX / MONTH

A 20-PERSON OFFICE, BY EXAMPLE

20 users × \$157	\$3,140.00
25 computers × \$17.85	\$446.25
20 mailboxes × \$16.90	\$338.00
Total / month	\$3,924.25

- Everything on the previous page, fully managed
- Month-to-month — no year-plus contracts
- No hidden fees, no per-incident charges
- The price you see is the price you pay

Layered defense. Audit-ready.

A strong security program means understanding your exposure and closing the gaps — meeting industry expectations and satisfying cyber-insurance requirements without leaving your business open.

FOUNDATION

Essential Controls

Patching, hardening, firewalls, next-gen anti-virus, and identity management — the security baseline included with Managed IT.

PREVENTATIVE

Preventative Controls

DNS filtering, advanced email security, MFA, endpoint encryption, security awareness training, and phishing simulation.

ADVANCED

Advanced Controls

Managed detection & response, SOC monitoring, and extended detection (XDR) to stop threats before they reach you.

COMPLIANCE FRAMEWORKS WE SUPPORT

FRAMEWORK	BUILT FOR
HIPAA	Healthcare practices handling PHI
SOC 2	Service organizations proving controls to clients
CMMC / NIST 800-171	Defense contractors and their supply chain
PCI-DSS	Businesses that process card payments

Run anywhere. Recover fast.

CLOUD SERVICES

Less dependent on any one machine.

Microsoft 365 and Azure, managed end to end. We help you break free of the hardware buying cycle and deliver a secure, reliable experience that follows your people wherever they work.

- Microsoft 365 & Azure management
- Cloud migrations and consolidation
- Identity, access, and license optimization

BUSINESS CONTINUITY

A backup is only real once it's restored.

Automated, immutable backups with verified restore tests — so a ransomware hit or a failed server is an inconvenience, not a closure.

- Automated daily, off-site immutable backups
- Monthly verified restore tests
- Documented disaster-recovery procedures
- Targets a 4-hour recovery time

Looking to simplify? A cloud or hosted solution can remove the cost and maintenance of physical hardware entirely — we'll tell you straight whether it makes sense for your business.

FOR TEAMS WITH INTERNAL IT

Co-managed & strategy.

CO-MANAGED IT

An extension of your team.

Already have IT staff? We meet you where you are — covering helpdesk overflow, after-hours support, specialized projects, and the heavy lifting your team doesn't have time for.

- Helpdesk & after-hours overflow
- Project and build-out support
- Tooling, monitoring, and security stack
- Staff augmentation when you need depth

STRATEGIC IT PLANNING (VCIO)

Technology aligned to the business.

Our virtual CIO service connects technology decisions to where your business is headed — so spend is intentional and the roadmap is yours.

- Quarterly business reviews
- Multi-year technology roadmap
- Budgeting and vendor management
- Risk and compliance planning

We've made it easy.

No drawn-out sales cycle. We learn your environment, build the plan, and take it from there — keeping you informed at every step.

01

Assess

We walk your environment, document your technology, and build an issue list and security posture. You see exactly what you have and where the risk sits.

02

Onboard

Your techTEAM takes over support, knocks out the urgent items, and delivers a technology roadmap built around your goals — not a generic checklist.

03

Optimize

Regular reviews keep the roadmap moving, surface issues before they become emergencies, and keep raising the bar — Smooth, Fast, Frick'n Awesome.

From day one you get a named point of contact, a clear plan, and a team that already knows your network — because we took the time to learn it.

THE PROOF

By the numbers.

Confidence is earned, not asserted. Here's what the work actually looks like.

150+

ORANGE COUNTY
BUSINESSES SERVED

35+

IT PROFESSIONALS
IN DEDICATED TECHTEAMS

2008

SERVING ORANGE
COUNTY SINCE

1HR

EMERGENCY RESPONSE
COMMITMENT (P0/P1)

17 MIN

AVERAGE EMERGENCY
RESPONSE TIME

M2M

MONTH-TO-MONTH
NO YEAR-PLUS CONTRACTS

5.0 GOOGLE · 81 REVIEWS

4.8 CLUTCH · 36 REVIEWS

MICROSOFT SOLUTIONS PARTNER

MAKE IT EASY

Let's talk.

CALL US

(949) 243-7440

EMAIL US

sales@britecity.com

VISIT US

**4 Executive Circle, Suite 190
Irvine, CA 92614**

ONLINE

britecity.com

 **BRITECITY**

