



What's Next for ProArch Support

A First Look at GuardAssist

What We'll Cover Today

- Why We Built GuardAssist
- GuardAssist Overview
- Comparing GuardAssist with MITS 1/MITS 2i
- GuardAssist Roadmap
- Addressing Concerns - FAQs
- Next Steps

Why We Built GuardAssist

You Spoke. We Listened.

Over the past year, we've been building GuardAssist based on what matters most to you.

We gathered direct and indirect feedback, analyzed data, and asked:

"What do all our customers need to achieve foundational security?"



You told us simplicity matters.



You said complex invoices waste time.



And you wanted to get more out of the technology you already own.



GuardAssist is our answer—designed to meet those needs and more.



Managing IT Today Is a Balancing Act

That's why we created GuardAssist.

To tackle the challenges IT teams face every day.

Multiple Vendors & Complex Billing

Many organizations juggle 6+ vendors for IT needs, leading to wasted time, budget drain, endless invoices, and complex contracts.

Unaddressed Critical Security Gaps

- No MFA in place
- Limited patching and outdated software
- Compliance challenges
- Poor data visibility and control

No Time for Strategic Focus

Most companies are too busy with day-to-day operations to assess IT maturity or align technology with business goals.

Meeting Modern Work Expectations

Remote and hybrid work, multiple devices, flexible schedules—today's workforce needs aren't being met with yesterday's tools.

What is GuardAssist?

GuardAssist is ProArch's next-generation Managed IT Service, designed to turn your IT infrastructure into a strategic advantage.

It's the evolution of our traditional Managed IT Services (MITS) offering – delivering more security, efficiency, and value.

Transitioning to GuardAssist means gaining a comprehensive, modern support plan that simplifies IT management and boosts productivity.

GuardAssist Overview

Customer Demand for Enhanced Security Protection



Rising Security Threats

Security threats are evolving, leading customers to demand more security features to protect their assets and data.

Enhanced Security Protection

Modern customers seek security features that effectively counter sophisticated security threats and vulnerabilities.

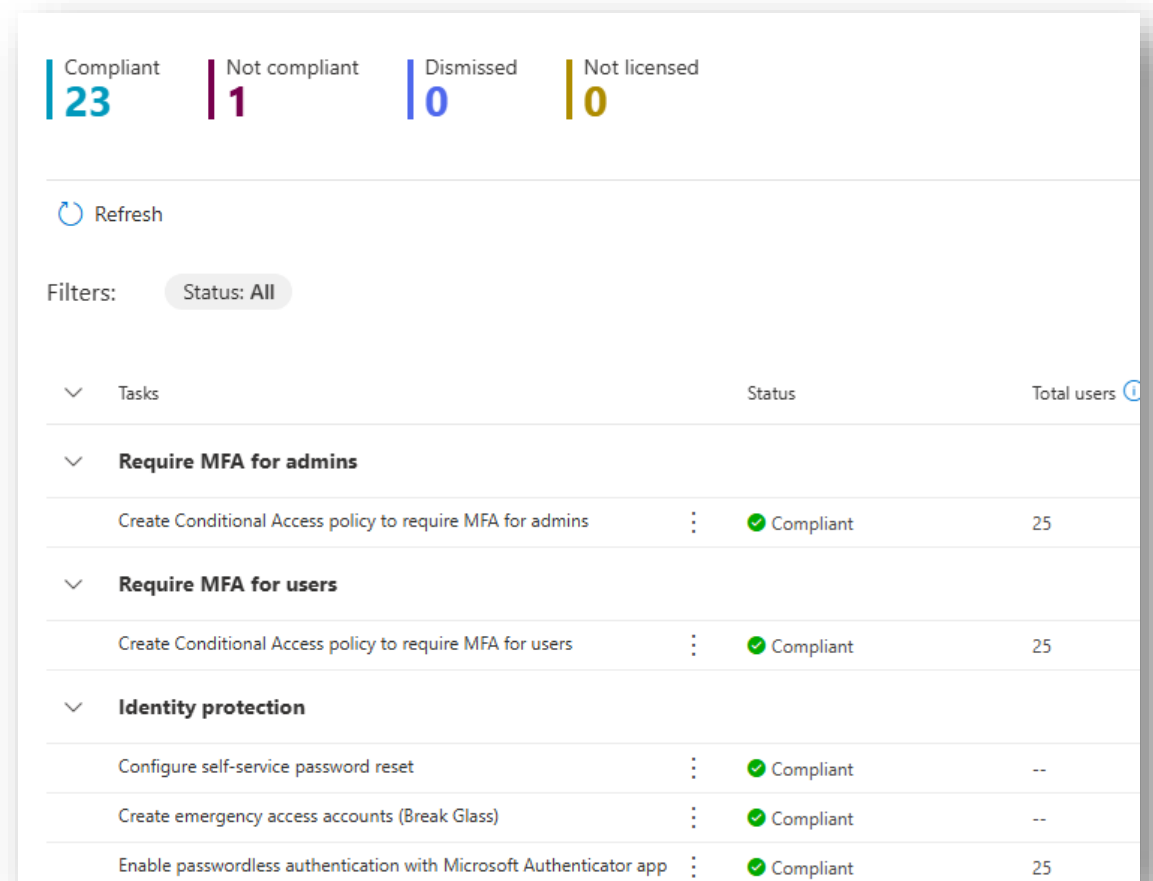
GuardAssist Integration

GuardAssist integrates state-of-the-art security tools designed for contemporary security challenges, ensuring adequate baseline protection.

Anatomy of the GuardAssist Security Baseline

GuardAssist Includes:

- MFA for Admins & Users
- Identity Protection
- Automated Device Onboarding/Enrollment
- Configuration of Microsoft Defender
- Email and App Protection
- Microsoft Edge Protection
- Zero-Touch Device Lifecycle Management



The screenshot displays the GuardAssist Security Baseline dashboard. At the top, there are four status indicators: Compliant (23), Not compliant (1), Dismissed (0), and Not licensed (0). Below these is a 'Refresh' button and a 'Filters' section with a 'Status: All' filter. The main table lists tasks and their compliance status for 25 users.

Tasks	Status	Total users
Require MFA for admins		
Create Conditional Access policy to require MFA for admins	Compliant	25
Require MFA for users		
Create Conditional Access policy to require MFA for users	Compliant	25
Identity protection		
Configure self-service password reset	Compliant	--
Create emergency access accounts (Break Glass)	Compliant	--
Enable passwordless authentication with Microsoft Authenticator app	Compliant	25

Monitoring Capabilities and Automation



Superior Automation

GuardAssist's automation features enhance monitoring, alerting, patching, and support capabilities, providing seamless oversight with minimal intervention.



Enhanced Analytics

The analytics provided by GuardAssist enable deeper insights into monitoring data and devices, facilitating more informed decisions.



Greater Visibility

GuardAssist allows for greater visibility into data and systems, leading to quicker response times in monitoring situations, improving overall security baseline and support.

Cross Platform Integration

Better Together

GuardAssist leverages Microsoft 365 Lighthouse and Nerdio® Manager to provide multiple holistic views into your environment to ensure that things are not missed.

Optional Client Access

GuardAssist can provide control options, allowing your technical staff to self-manage settings and features effortlessly.



GuardAssist Options

CORE

Your IT resources handle user support and ProArch manages everything behind the scenes.

PREMIER

ProArch becomes your IT department. We take on the day-to-day operations and help guide your IT vision.

	CORE	PREMIER
MONITORING, PATCHES & UPDATES	Included	Included
NETWORK MANAGEMENT	Included	Included
USER SUPPORT & HELP DESK	Billable	Included
MICROSOFT 365 LICENSING & MANAGEMENT	Included	Included
VULNERABILITY DETECTION	Included	Included
VULNERABILITY REMEDIATION	Billable	Included
DATA BACKUP & RECOVERY	Included	Included
MONTHLY REPORTING	Included	Included
STRATEGIC IT PLANNING	1x / year	2x / year

Comparing GuardAssist with MITS 1 & MITS 2i

Key Differences – Filling the Gaps

	SUPPORT MITS 1 & MITS 2i	GUARDASSIST
MANAGEMENT TOOLS	Datto RMM	<ul style="list-style-type: none"> • Microsoft 365 Lighthouse • Cove Data Protection • Nerdio • Intune • Printix • Azure Arc
PRICING	Licensing separate Costs per device/server/network Costs for additional users/devices	One per user per month cost Covers all infrastructure & licensing Premier covers all automated new user/device provisioning
SUPPORT	M-F, 8-5 Higher rates for evenings, weekends, and holidays	24x7x365* No out-of-hours costs (Premier)
ENVIRONMENT	Windows Servers & endpoints only No cloud integration	Traditional Remote Hybrid Work iOS, MacOS, Android, Windows, Linux Multi-cloud (Azure, GCP, AWS, etc.)
PATCHING	Windows OS & limited third-party patching Both manual and automatic Basic Reporting – NHC	All OS & third-party patching Vulnerability remediation Autopatch and Hotpatch Detailed reporting – Managed Services Report

*Expected be live in 90 days.



What's Included in the Per User Per Month Cost

BASE COST

GUARDASSIST CORE

Information Worker
\$25 Per User/Month

Frontline Worker
\$10 Per User/Month

GUARDASSIST PREMIER

Information Worker
\$70 Per User/Month

Frontline Worker
\$15 Per User/Month

BOTH PLANS

\$150 Per Server/Month
\$20 Per Network Device/Month

Information Workers use Office apps to perform knowledge-based tasks from a desk or remote location.

Frontline Workers use Office web and mobile apps in customer or operations-facing roles to perform tasks in the field, on the floor, or in non-desk environments.



What's Included in the Per User Per Month Cost

MICROSOFT 365 LICENSING

INFORMATION WORKER
Microsoft 365 Business
Premium
\$22 Per User/Month

FRONTLINE WORKER
Microsoft 365 F3 &
Defender for Office P1
\$12 Per User/Month

Defender for Server
\$5.20 Per Server/Month

*NFP discounts available

3RD PARTY LICENSING

Nerdio Manager
\$3 Per User/Month

Printix Cloud Printing
\$2 Per User/Month

Remote Assistance
\$2 Per User/Month

BACKUPS

Cove Data Protection for
Microsoft 365 Users
\$3 Per User/Month

Physical Server
\$75/Month

Virtual Server
\$39/Month

Recovery Testing
\$10 Per Server/Month

ONBOARDING

Varies based on
complexity. Typically
waived or reduced for
existing customers and
rolled into monthly costs
as OpEx.



Simplified Invoice*

Bill To		Invoice Number: TE-11868-02-25		Date			
		Invoice Date Range: 01/01/2024 to 02/28/2025		02/10/2025			
Customer X 111 Every Drive Suite 200 Anywhere, NY 12345 United States		Payment Terms: <u>Net</u> 20 days		Payment Due: 03/02/2025			
Date	Item Description	Type	Resource Name	Quantity	Rate/Cost	Billable Amount	
01/01/2025	Service: Azure Cloud Services [01/01/2025 - 01/31/2025]	Service		1.00	182.88	182.88	← Azure Consumption Costs
02/01/2025	Service: Guard Assist Information Worker [02/01/2025 - 02/28/2025]	Service Bundle		2.00	122.00	244.00	← Information Workers
02/01/2025	Service: Guard Assist Frontline Worker [02/01/2025 - 02/28/2025]	Service Bundle		5.00	68.00	340.00	← Frontline Workers
Total Billable Amount						\$766.88	
Total Taxes						\$0.00	
Grand Total						\$766.88	

*This is an example invoice.



Common Questions

Will it cost more?

Often GuardAssist will reduce or equalize your overall IT spend when you consider everything it replaces. The monthly fee might be higher than what you paid for basic MITS alone, but that one fee covers services you might currently pay multiple vendors for (e.g. server maintenance, security monitoring, backup licenses, Microsoft 365, etc.)

Will the transition disrupt our work?

We have a proven onboarding process to make the switch seamless. Our team will plan the migration carefully around your schedule. We'll do heavy lifting (like deploying new tools or policies) in off-hours or in phases to avoid downtime. In short, we handle the transition behind the scenes.

Do we have to move everything to the cloud?

No. GuardAssist supports hybrid environments. While we optimize for cloud where it makes sense (because that brings efficiency and security benefits), we manage on-prem servers and integrate with your own. GuardAssist is about being cloud-ready, but it doesn't force you to eliminate all on-premises overnight.

Will my team need to learn new systems?

GuardAssist's changes are mainly on the backend, so your end-users will see little difference in their day-to-day tools. They'll use the same Microsoft 365 apps and workflows. The improvements (like Intune device management or new security measures) work silently in the background.

What if we already have an internal IT person/team?

GuardAssist can augment your internal IT rather than replace it. Our Core package is designed for companies with IT staff: your team handles the day-to-day user support, while we take care of heavy lifting like maintenance, monitoring, cloud management, and security in the background.

How do we know it's working better?

You'll see the value through regular reports and touchpoints. You'll receive a monthly Managed Services Report summarizing what was done (updates, fixes, security checks) and the health of your systems. We'll also meet with you to discuss progress, upcoming needs, and ensure you're satisfied.

Transition Process



**DEDICATED
ONBOARDING PROJECT**



**MINIMAL
DISRUPTION**



**TRAINING &
COMMUNICATION**



**POST-TRANSITION
SUPPORT**

GuardAssist Roadmap

Expanding Features and Capabilities

Emerging Trends

Monitoring emerging trends is crucial for adapting and enhancing GuardAssist's features and capabilities to meet changing customer needs.

Customer Feedback Integration

Incorporating customer feedback allows GuardAssist to refine its offerings, ensuring they are user-centric and effective.

Continuous Improvement

By focusing on continuous improvement, GuardAssist strives to stay relevant in a fast-paced technological landscape.





Why Now is the Time to Embrace GuardAssist

Upgrading from MITS to GuardAssist positions you for tomorrow with an IT environment that can scale and adapt.

GuardAssist takes everything you value in our MITS offering and amplifies it – with greater security, more features, faster support, modern proactivity, and strategic insight.

Reach out to your account team to discuss next steps!

Questions?



Thank you for trusting ProArch with your support ♥