



Meriplex IT & Security Buyers' Guide



Introduction

As the primary authority on IT and security in your company, you're acutely aware of the struggle to build and maintain cost-effective, efficient IT support and security operations at scale.

At Meriplex, we get it. We're more than just a managed service provider (MSP)— we're full-service IT experts in cybersecurity, cloud, advanced networking solutions, and more. Our approach ensures your needs are met with security, efficiency, and innovation, so you can leave your IT frustrations to us and get back to focusing on your business.

This guide is your comprehensive resource, complete with a checklist of questions to ask when evaluating an MSP and an overview of how our managed IT solutions and services can accelerate your business forward. From co-managed services to equipment lifecycle management, each offering is designed to meet your specific demands, providing the support and confidence you need to thrive.

A Buyers' Checklist for Evaluating an MSP

Selecting an MSP can feel overwhelming, so we've put together a useful checklist for decision makers to use as you explore options.

1. Alignment with Strategic Goals

Does the MSP understand our business model and strategic objectives?

Can they help drive innovation or digital transformation within our organization?

Are they proactive in recommending technologies or strategies to improve business outcomes?

2. Industry Knowledge and Compliance Expertise

Do they specialize in or have proven experience in our industry?

Can they demonstrate knowledge of industry-specific compliance standards?

Do they have a track record of helping clients pass regulatory audits and maintain compliance?

3. Risk Management and Cybersecurity

What cybersecurity protocols do they have to protect against ransomware, data breaches, and other cyber threats?

Do they offer 24/7 threat monitoring and incident response?

Are they proactive about identifying vulnerabilities and providing solutions?

4. Service Level Agreements (SLAs) and Accountability

Are their SLAs transparent, with clear response and resolution times?

Do they provide a detailed escalation process and guaranteed accountability?

Are there penalties or incentives tied to SLA performance to ensure reliability?

5. Disaster Recovery and Business Continuity

Do they have a comprehensive disaster recovery and business continuity plan?

Can they guarantee data recovery within a specified time frame?

Do they perform regular backup tests and updates to ensure data resilience?

6. Cost Management and Transparency

Is their pricing structure clear and aligned with our financial planning?

Can they demonstrate the value and ROI of their services?

Are there flexible options or modular plans to accommodate budget changes?

7. Scalability for Business Growth

Can the MSP scale services easily as the business grows or changes?

Do they support multi-location management, if required?

How quickly can they implement additional resources or support to accommodate growth?

8. Innovation and Technology Capabilities

Are they up-to-date on current technology trends relevant to our industry?

Do they have partnerships with top vendors?

Can they provide leading-edge solutions?

Can they integrate our existing technology stack and offer advice on future upgrades?

9. Quality of Customer Support and Communication

Do they assign a dedicated account manager or contact point?

Is their support team accessible 24/7, with reliable communication channels?

Do they provide regular updates, reports, and insights to keep us informed?

10. Performance Monitoring and Reporting

Do they offer regular, transparent reporting on IT performance and metrics?

Can we track KPIs relevant to uptime, incident response, and service quality?

Do they provide insights on areas for improvement and system health?


11. Client Onboarding and Transition Support

Does their onboarding process have minimal disruption to our operations?

How do they handle data migration, and can they ensure a secure transition?

Do they provide training or resources to help our team adjust to new processes?

If these questions resonate with you, read on to see how Meriplex can create operational efficiencies at a lower cost than you can build yourself.



Meriplex Solutions Guide

1. | Our Solutions

- a. Managed Services
- b. Cybersecurity
- c. Cloud
- d. Hardware & Software

2. | Industry-Specific Solutions



Our Solutions

Managed Services

Your IT team's time is more valuable than focusing on level 1 issues, constant security monitoring or day-to-day operational management. Meriplex's Managed Services offer comprehensive IT strategies to ensure your technology runs smoothly and securely. We start by aligning on a shared vision for your ideal IT setup, then work hand in hand to streamline operations, freeing you up to concentrate on driving core business growth and scalability.

Services:



Help Desk Support: 24/7 support handling all IT inquiries, ensuring quick resolution of issues.



Endpoint Management: Manages and secures network devices to protect against vulnerabilities and ensure optimal functionality.



Virtualization: Reduces IT costs and enhances flexibility by virtualizing servers, applications, and other resources.



Server Support: Continuous monitoring and maintenance to ensure servers are secure, updated, and performing optimally.



Onsite Support: Provides direct, hands-on assistance for resolving complex hardware issues and upgrades at your location.



Managed M365: Comprehensive management of Microsoft 365 suite, including support, security, and compliance.

Cybersecurity

Meriplex retains a team of cybersecurity experts to protect your network and data, and safeguard against emerging threats with continuous monitoring and rapid response strategies. This comprehensive approach ensures security compliance and business continuity, allowing you to focus on growth and innovation while Meriplex protects you against cyberattacks that can cause damage to your credibility and bottom line.

Services:

Managed Detection and Response (MDR)

Our MDR services offer 24/7 monitoring and response for endpoints, servers, critical infrastructure, and cloud applications. This service includes real-time threat detection, rapid incident response, and expert analysis to secure your IT environment.



MDR for Endpoints & Servers:

Continuous monitoring and protection of your endpoints and servers against threats.



Extended Detection and Response (XDR):

Provides critical infrastructure monitoring, log storage, and advanced threat detection capabilities.



Cloud Detection and Response: 24/7 real-time monitoring and response for the performance, security, and health of your mission-critical SaaS applications.



Security Awareness Training: Educate employees on cybersecurity best practices to strengthen your first line of defense. Our program includes interactive modules and simulations to keep security top-of-mind for your team.

User Protection Suite

A proactive approach to secure your employees' and company's data. This suite includes:



Email protection to prevent phishing and malware.



Multi-factor authentication for added security.



Security awareness training to educate users.



Managed phishing response to handle potential threats.



Password management to ensure strong, secure passwords.

Security Consulting

Our cybersecurity management includes consulting services that provide support for:



Vulnerability Management: Identify and mitigate vulnerabilities in your systems.



Penetration Testing: Simulate attacks to test and improve your defenses.



Cybersecurity Risk Management: Assess and manage risks to your IT environment.



Security Risk Assessments: Comprehensive evaluations of your security posture.



Strategy and Growth: Our vCISO (Virtual Chief Information Security Officers) will work with your executives to build out three to five year strategies that will set you up for years to come.

Compliance as a Service

Stay compliant with industry standards and regulations with our expert guidance. We specialize in:



HIPAA (Health Insurance Portability and Accountability Act).



CMMC (Cybersecurity Maturity Model Certification).



FTC Safeguards Rule (Federal Trade Commission Safeguards Rule).



NIST (National Institute of Standards and Technology) and **CIS** (Center for Internet Security) frameworks.

Infrastructure Related Services

Optimize your business's cyber defenses with our suite of infrastructure-related services, including:



Vulnerability and Attack Surface Monitoring: Continuous monitoring for potential vulnerabilities.



Application Control: Ensuring only authorized applications can run on your systems.



Firewall Management: Managing and optimizing your firewall to block unauthorized access.



Patch Management: Regular updates to keep your systems secure.



Backup and Recovery: Ensuring data integrity and quick recovery from data loss incidents.

Cybersecurity Assurance

We offer up to \$50K* credit for Incident Response with a full security stack purchase, providing peace of mind and financial support in the event of a security incident. (*Terms and conditions apply. Speak to your Meriplex account executive to learn more.)

Meriplex is committed to delivering robust cybersecurity solutions tailored to your specific needs, ensuring your business remains secure and compliant.

Cloud

Meriplex's Virtualization and Remote Compute services streamline operations, enhancing flexibility and scalability. We support virtualization, remote compute, and hybrid environments, optimizing resource management and integration. With a focus on security and efficiency, Meriplex ensures that your infrastructure is robust, compliant, and capable of supporting your business's growing and evolving needs.

Services:



IaaS (Infrastructure as a Service): Meriplex's IaaS provides high-performing and reliable infrastructure components for CPU, memory, storage, operating systems, databases, networking, and support.



Virtual Desktop: Offers a secure and efficient solution for remote work environments. With seamless access to hosted desktops, users can collaborate, manage tasks, and maintain productivity from any location to streamline workflows and enhance productivity.

Key features include:



Secure Access: Log in securely to your personalized virtual desktop environment.



Scalability: Easily adjust the number of hosted desks.



24/7 Support: Our expert team provides assistance around the clock.



Backup and Disaster Recovery: Ensures data integrity and quick recovery in case of data loss due to unforeseen disasters or breaches.

Public Cloud

Public cloud services are plagued by unexpected expenses, inadequate data protection, and difficulty in managing complex cloud environments. Meriplex addresses these challenges by offering comprehensive public cloud solutions that provide secure, scalable, and cost-effective infrastructure.

Intelligent Network and Voice Services

Designed to enhance your network's performance and reliability, especially across multiple locations, our SD-WAN technology improves connectivity, security, and management, ensuring smooth data flow and strong internet performance.

By seamlessly integrating networks, Meriplex supports your business's digital transformation and cloud adoption while cutting overall operational costs.

Services:



Managed SD-WAN: Enhances network management with secure, software-defined wide-area network solutions.



Connectivity: Delivers reliable and high-speed connections to support enterprise operations across multiple locations.



SASE (Secure Access Service Edge): Combines SD-WAN technology with advanced security protocols to safeguard network data.



UCaaS (Unified Communications as a Service): Streamlines communication by integrating voice, video, and messaging services into a single cloud-based platform.



Microsoft Teams: Enhances collaboration through integrated tools for communication, content sharing, and conference calls.

Meriplex offers a thorough Connectivity Cost Audit and Optimization service to align your network expenses with your business requirements. Our experts conduct a detailed analysis, identifying potential savings while maintaining or improving network performance. With Meriplex, you can trust that your connectivity costs are optimized, allowing you to focus on driving business growth and innovation.



Hardware & Software

Meriplex's equipment lifecycle management services oversee every stage of your physical equipment and software, ensuring maintenance, warranty compliance, and alignment with industry best practices. We keep your equipment up-to-date, properly maintained, and fully compliant with industry standards throughout its lifecycle. Our comprehensive approach covers everything from procurement and installation to ongoing maintenance, upgrades, and end-of-life disposal. With Meriplex managing your equipment lifecycle you can optimize performance, minimize downtime, and ensure long-term cost-effectiveness.

Services:



Procurement: Source and acquire hardware and software components tailored to your business needs and budget.



Warehousing: Store, ship, and return equipment throughout your employees' lifecycle.



Installation: Deploy and configure equipment efficiently to minimize disruption to your operations.



Maintenance: Regularly inspect, maintain, and update equipment to ensure optimal performance and longevity.



Compliance: Stay compliant with warranties, licensing agreements, and industry regulations to avoid penalties and risks.



End-of-Life Management: Properly retire and dispose of outdated equipment in an environmentally friendly and secure manner.

Building Security

Meriplex's Building Security services are dedicated to keeping your facilities and assets safe through advanced surveillance and access control solutions. We take a comprehensive approach, incorporating video monitoring, controlled entry systems, and integrated security management to provide thorough protection.

Services:



Video Surveillance: Implements IP-based surveillance systems to monitor and record activities for enhanced security and safety.



Access Control: Controls access to facilities using advanced authentication methods to ensure secure entry and exit.



Surveillance Equipment: Provides a range of security cameras and related equipment to meet various surveillance needs.



Industry- Specific Solutions

Our industry-specific solutions excel thanks to the knowledge and experience of our vCIOs (Virtual Chief Information Officers) and vCISOs (Virtual Chief Information Security Officers). vCIOs work closely with executives to craft IT strategies, oversee budgets, offer policy advice, evaluate new projects, and conduct strategic assessments. Meanwhile, vCISOs prioritize information security governance, compliance, risk assessments, and security solutions, ensuring security objectives align seamlessly with business goals.



Automotive

Secure and robust network solutions designed for automotive manufacturers and suppliers, ensuring uninterrupted production, data integrity, and compliance with the FTC Safeguards Rule.



Banking

Compliance-focused IT and security solutions that protect sensitive financial data against emerging cyber threats.



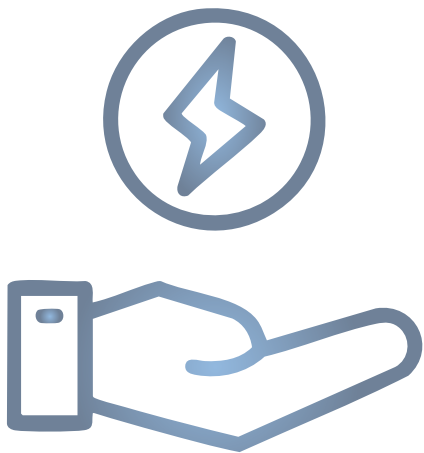
Government

Reliable and secure communications and IT infrastructure that meet stringent government standards and requirements.



Healthcare

HIPAA-compliant solutions that safeguard patient data while ensuring healthcare providers have reliable access to critical applications.



Oil and Gas

Advanced networking solutions that support the energy sector's need for reliable and secure data transmission across remote locations.



Let's Connect

For IT leaders feeling constrained by limited resources or worried about ever-evolving security threats, Meriplex understands the need for a stronger IT setup.

We specialize in customizing solutions and ongoing support models to secure and grow your business. With our robust solutions, you gain deliver peace of mind and the tools to fuel growth.

[Schedule a Consultation ↗](#)