F12.net™
Consider IT done.

IT FOUNDATION

Simply giving your IT team the right foundation can increase their productivity by 20% or more

- Automate workflows to improve service delivery
- Gain real-time business process visibility
- Break down silos and enhance processes

IT Foundation is the easiest way for CIOs and CTOs to improve the productivity of their IT team by 20% or more.

The reality is that IT staff regularly find their time consumed by low-level tasks and reactive requests.

Software patches. Antivirus updates and endpoint protection. Hardware performance monitoring. Following up on open requests. Even deploying and updating the remote access, screen-casting, and dashboard/reporting tech that other staff need (and that they themselves use to prioritize, deliver and follow-up service tasks).

Only IT Foundation gives staff the tools and freedom to get more done

IT Foundation is a unique suite of tools and processes that frees staff from all that (and more).

Designed, and deployed, for leading Canadian enterprises, IT Foundation equips organizations so their IT teams have the freedom to spend less time on designing and maintaining service management, and more time on business operation initiatives and customer support.

With IT Foundation, you can streamline internal IT operations, giving your people the power to respond more promptly to IT requests, empowered with the dashboards and analytics to follow items all the way through and deliver superior customer service — anytime and anywhere.

IT Foundation just works — giving you and your people the peace of mind to focus on improving productivity, responsiveness, and user satisfaction.

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How IT Foundation underpins more effective, productive and responsive service for your business operations

F12 IT Foundation

Remote Monitoring and Management

Consolidated remote monitoring, optimisation and predictive management of all software and hardware

Remote Access

Simple, effective remote computer access for your teams

Incident Management Platform

Automation tools to prioritize and handle large-volume user requests and manage field and customer service teams

Dashboards, Analytics and Reporting

Visualize, measure and benchmark your KPIs: request volumes, response and resolutions times, adherence to SLAs, and user satisfaction scoring

Patching and Patch Manager

Consistent, timely and across-the-board software patching

Modern Endpoint Protection

"Zero-trust" protection that categorises applications and prevents unknown apps from running without prior validation

Customer Service Management

Service boards for simple, efficient on-call scheduling, change management, incident routing, and service-level management

Hardware Asset Management

Increase visibility over IT assets and their performance

ABOUT F12

F12 has been creating streamlined technology solutions for more than 20 years. F12 aims to eliminate the IT treadmill of forced obsolesce and never-ending project billing with an adaptable IT platform at a predictable per-user price.

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