

## **F12 Select**

# Full-service managed IT for Canadian SMEs that provides comprehensive cybersecurity and network support as standard. All at a fixed, per-user monthly cost

For the last 15 years, traditional IT services have only come with antivirus. It's no longer enough — CyberSecure Canada recommends 13 baseline protections for every SME.

When you choose F12 Select, comprehensive cybersecurity defences are built into your IT support — from perimeter defences, configuration and patching, to governance and training you're protected by all the modern security essentials

Plus you enjoy all the necessary management, data backup and support to never have to worry about your information technology. It's all taken care of by F12 Select for a flat, per-user monthly fee.

F12 Select is the full-service managed IT that lets you focus on achieving your vision for success.



IT support, cyber security, and data recovery



SOC 2 Type II and CyberSecure Canada-certified IT provider



Fixed per user monthly fee

## Strong, pro-active cybersecurity

When reputation is everything, cybersecurity is non-negotiable. F12 is one of a handful of SOC 2 Type II CyberSecure Canada-certified IT providers. We use auditable data governance policies so you can prove that your procedures are compliant and that client data is controlled and protected to the necessary standards.

## Seven reasons **F12 Select** gives you the IT advantage



### Flexibility

Annual term option and complete user scalability



### Simple pricing

Customer-friendly per-user pricing and friendly contracts



### macOS-inclusive

Embraces the Apple ecosystem



### Clarity

Know clearly what's included and what's not!



### Backups

Built-in data protection for servers and 365



### Device-as-a-Service

Unlocks F12's exclusive DaaS Program



### Security

Built-in safety based on certified controls and technologies

## About F12

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

# F12 Infinite - F12 Select Comparison

		Internal IT	Legacy MSPs	F12 Select	F12 Infinite	
<b>IT Support</b>	Help Desk Support	✓	✓	✓	✓	
	Escalated Onsite Support	✓	Extra	✓	✓	
	24x7 IT Emergency Support	✓	Extra	✓	✓	
	Datacenter & Cloud Operations Team			✓	✓	
	Technician Travel		Extra	Extra	Extra	
<b>IT Management</b>	Incident Management & Notification		✓	✓	✓	
	24x7 Monitoring And Alerting		✓	✓	✓	
	Asset & Network Management	✓	✓	✓	✓	
	DNS Hosting & Management Extra		Extra	✓	✓	
	365 Management	✓	Extra	✓	✓	
	Strategic Business Reviews		✓	✓	✓	
	F12 Connect Service Automation			✓	✓	
<b>Backups</b>	Server Cloud Backups		Extra	✓	✓	
	Microsoft 365 Backups		Extra	✓	✓	
	Restoration Services	✓	Extra	✓	✓	
	Failover & Failback DRaaS		Extra	Extra	Ultimate	
<b>IT Security</b>	<b>People</b>	Identity Management	✓	✓	✓	
		Multi-factor Authentication		Extra	✓	
		Stolen Credential Monitoring			✓	
		Managed Security Training		Extra	✓	
		Managed Phish Testing		Extra	✓	
	<b>Governance</b>	Policy Samples & Advice		✓	✓	✓
		Compliance & Security Team			✓	✓
		Managed Data Encryption			✓	✓
		CIS Controls & Secure Documentation			✓	✓
		SOC 2 Type 2 Certified IT Provider			✓	✓
	IT E&O Insurance Coverage		\$1M	\$5M	\$5M	
	<b>Technology</b>	Antivirus & Anti-Malware	✓	✓	✓	✓
		Security Patch Management		✓	✓	✓
		Zero-Trust Application Service			✓	✓
		Endpoint Detection & Response (EDR)		Extra	✓	✓
Firewall(s) with Advanced Security			Extra	✓	✓	
Web & DNS Filtering			Extra	✓	✓	
<b>SOC</b>	Managed Risk Monitoring			Extra	Ultimate	
	24x7 Detection and Response			Extra	Ultimate	
	24x7 Security Operations Centre			Extra	Ultimate	
<b>IT Infrastructure</b>	Firewalls-as-a-Service		Extra	✓	✓	
	Network-as-a-Service (Wired & WiFi)				✓	
	Servers-as-a-Service				✓	
	Devices-as-a-Service (e.g. Laptops, PCs)			Extra	Extra	
<b>Cloud</b>	Azure & F12 Cloud Hosting			Extra	✓	
	Modern File System & Collaboration			Extra	✓	
	Authentication Services			Extra	✓	
	Application Servers			Extra	✓	
	Remote Desktop Servers			Extra	✓	
	Canadian Geo-Redundant Hosting			Extra	Ultimate	
<b>Projects &amp; Changes</b>	Minor Remote Change Requests	✓	Extra	✓	✓	
	Procurement Services		✓	✓	✓	
	Infrastructure Projects		Extra	Extra	✓	
	Evergreen IT Infrastructure				✓	
	Other Projects	✓	Extra	Extra	Extra	