MARLOSS

MARLOSS IT
COMPANY PROFILE

MARLOSS IT

Think Bigger, We'll Handle the Tech

CONTACT US

📞 +1(778) 358 3531   ✉ hello@marlossit.com

🌐 marlossit.com/contact   📍 3030 Lincoln Ave, Coquitlam, BC, V3B 6B4

1. EXECUTIVE
SUMMARY

MARLOSS IT has engaged mission-driven organizations across Metro Vancouver to design, implement, and manage IT ecosystems that scale securely and reliably. We blend technical rigor with a people-first approach to ensure your IT infrastructure amplifies your impact, not obstructs it.

Key Highlights:

❯ Strategic Partnership:
Customized IT roadmaps aligned to your organizational objectives and budgets.

❯ Operational Excellence:
Proactive monitoring and maintenance minimize unplanned downtime, backed by clear SLAs.

❯ Transparent Reporting:
Monthly and quarterly insights delivered via Power BI dashboards keeping stakeholders informed and in control.

MARLOSS IT

Our Journey & Mission

Marloss IT has grown from a local IT consultancy into a full-service Managed IT Partner. Our mission is to empower organizations, especially nonprofits and community-focused groups by delivering enterprise-grade IT solutions tailored to their unique challenges and resource constraints.

Core Values & Commitments

1. Reliability: We build resilient architectures with redundant networks, automated backups, and disaster recovery drills to guarantee high availability.

2. Innovation: From cloud-native platforms to AI-driven security analytics, we continuously evaluate and adopt technologies that deliver measurable value.

3. Community & Inclusion: As an equal opportunity employer, we champion diversity in our workforce. Our inclusive policies ranging from flexible work arrangements to accessible hiring practices ensure everyone can thrive. We offer mentorship, DEI training for staff, and allocate 50+ volunteer hours annually to local STEM and digital literacy programs.

3. COMPREHENSIVE
SERVICE OFFERINGS

3.1 Help Desk & End-User Support

◉ Scope & Availability:
Dedicated support from 8 AM to 10 PM, Monday–Sunday, with emergency escalation protocols for after-hours critical issues within 60 minutes.

◉ Response & Resolution:

Remote Support: Simple, concise assistance via phone, email, or our portal, targeting first-response within 4 hours.

Onsite Dispatch: Field technicians on-site next-day; emergency onsite deployment within 2 hours when warranted.

◉ Automation & Efficiency: Backend automations streamline onboarding and offboarding (12-hour notice preferred), reducing setup times from hours to minutes and enforcing consistent security configurations.

3.2 Infrastructure Management

◉ Network Monitoring & Security:
Continuous IDS/IPS monitoring tied to a CyberSecure Threat Intelligence database.

◉ Firewalls & WAN Failover:
Enterprise-grade firewalls (Fortinet/Cisco) with automatic ISP failover to maintain connectivity.

◉ VPN & Remote Access:
Site-to-site VPN and secure user VPN access, optionally integrated with SSO via your AD.

3.3 Cybersecurity Solutions

◉ Endpoint Protection:
Advanced EDR deployed across all endpoints, enabling real-time threat detection and automated containment.

◉ Patch Management:
Automated patch deployment with priority handling for zero-day vulnerabilities and critical OS/application updates.

◉ Phishing Resilience:
Quarterly phishing simulations and interactive staff training to reduce human risk factors.

3.4 Backup & Disaster Recovery (BCDR)

❯ **Cloud & On-Prem Backups:**
Dual-mode backups (Datto SaaS Protection and local media) with point-in-time recovery.

❯ **Service Continuity:**
Regular disaster recovery drills to validate RTO/RPO objectives and staff readiness.

❯ **Documentation & Testing:**
Detailed BCDR playbooks and semi-annual tabletop exercises.

3.5 Compliance & Reporting

❯ **Regulatory Frameworks:**
PIPEDA, GDPR, and sector-specific compliance assessments.

❯ **Reporting Dashboards:** Custom Power BI dashboards provide live views of system health, ticket status, and SLA adherence.

❯ **Business Reviews:** Quarterly strategy sessions to align IT investments with organizational outcomes and grant requirements.

3.6 Additional Services

❯ **Physical Security Systems:**
Integration and management of access control and IP camera systems.

❯ **VoIP & Unified Communications:**
Deployment and management of cloud-hosted voice platforms with high availability.

❯ **High-Availability Clusters:**
Proxmox and VMware-based HA compute clusters for critical workloads.

❯ **Hardware & Software Procurement:** Centralized purchasing, vendor negotiations, and lifecycle planning for workstations and servers.

4. CLOUD & SAAS
SOLUTIONS

From foundational migrations to advanced cloud-native architectures, we support every cloud model:

❯ **Public Cloud (Azure, AWS, Google Cloud):**
IaaS, PaaS, serverless deployments, cost optimization, and governance.

❯ **Private & Hybrid Cloud:** On-prem virtualization (Proxmox, VMware) integrated with public cloud for flexibility and control.

❯ **SaaS Administration:** Full lifecycle management of Microsoft 365, Salesforce, Zoom, Slack, and other business applications, including license optimization and user governance.

5. TECHNOLOGY &
TOOLING

We leverage best-of-breed platforms to deliver consistency and scalability:

Category	Tools & Platforms
RMM & Documentation	Datto/Kaseya RMM, ConnectWise Automate, IT Glue, Pulseway, NinjaOne
Endpoint Security	Datto EDR, Microsoft Defender, Carbon Black, Bitdefender, SentinelONE
AV & Anti-Malware	Bitdefender and SentinelONE, Windows Defender
Backup & BCDR	Datto SaaS Protection, Veeam, Azure Backup, Backblaze B2, Wasabi
Virtualization	VMware vSphere/NSX, Proxmox VE, Docker, Kubernetes
Networking	Cisco Catalyst, Fortinet, Ubiquiti UniFi
Identity & Access	Azure AD, Duo MFA, Okta
Reporting	Microsoft Power BI, Custom Dashboard Integrations, Google Data Studio
Collaboration	Microsoft 365 (Exchange, Teams, SharePoint), Zoom, Slack, G-suite (AD, Meet, Drive)
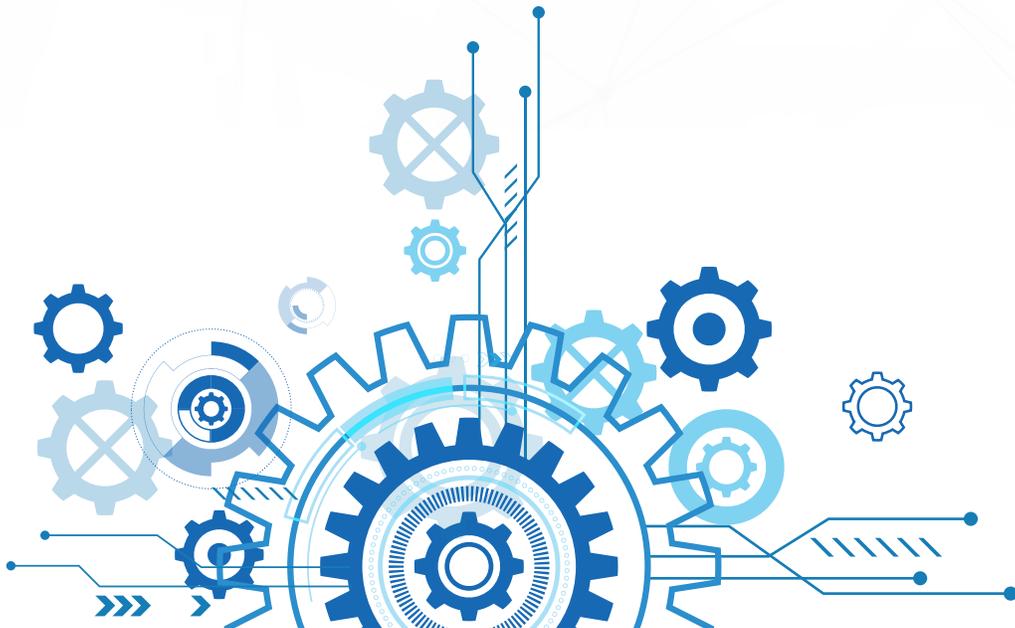
6. STRATEGIC
PARTNERSHIPS

Our partnerships with industry leaders extend the value we deliver:

Partner	Expertise Area
Microsoft	Productivity & Identity (365, Azure AD)
Cisco	Networking, SD-WAN, Security
Fortinet	Next-Gen Firewalls & Secure SD-WAN
VMware	Enterprise Virtualization & Cloud Platforms
Proxmox	Open-Source Virtualization & Container Hosting
Ubiquiti UniFi	Wireless Networking & IoT
Datto	Business Continuity & Data Protection
Marval ITSM	ITIL-Aligned Service Management Solutions

7. EQUAL EMPLOYMENT &
INCLUSIVE CULTURE

Marloss IT is proud to be an equal opportunity employer. We cultivate an inclusive environment by:

❯ **Diverse Recruitment:** Partnering with community organizations to attract candidates from underrepresented groups.

❯ **Equity Training:** Regular workshops/emails on unconscious bias, cultural competency, and inclusive leadership.

❯ **Work-Life Balance:** Flexible hours, remote/hybrid options, parental leave, and mental health support.

Our inclusive policies not only enrich our culture but also drive innovation by embracing diverse perspectives.

8. CAREER PATHWAYS & PROFESSIONAL
DEVELOPMENT

At Marloss IT, team members grow through:

❯ **Skill Development:**
Access to sponsored certifications (CompTIA, Cisco, Microsoft) and internal bootcamps.

❯ **Mentorship Programs:**
Senior technologists mentor new hires through structured career mapping.

Our commitment to growth ensures our staff remain at the forefront of IT trends, directly benefiting our clients.

9. CLIENT SUCCESS
STORIES

9.1 Nonprofit Infrastructure Transformation

Challenge: Frequent outages and data vulnerability on legacy on-prem servers.
Solution: Hybrid-cloud migration leveraging Proxmox virtualization, Datto BCDR, and Fortinet security.
Result: Achieved 99.9% uptime, reduced data recovery time by 80%, and enabled seamless remote work.

9.2 Virtual Education Platform

Challenge: Rapid deployment of remote learning infrastructure during school closures.
Solution: Implemented Azure Virtual Desktop, Microsoft Teams, and robust VPN access with MFA.
Result: Supported 1,200 students and staff in virtual classrooms with zero significant disruptions.

10. TESTIMONIALS

"Marloss IT's expert guidance and steadfast support have been transformational for our nonprofit! Our team can now focus fully on our mission."
 – Executive Director, Frontline Public Records

"Their empowering culture translates into exceptional service. We feel heard, understood, and supported every step of the way."
 – Director, Jumto Care Services LTD

11. COMMUNITY &
SOCIAL IMPACT

We invest back into our community through:

❯ **Nonprofit Tech Grants:**
Annual grants providing pro bono or discounted services to emerging nonprofits.

❯ **STEM Scholarship Fund:** Supporting local students pursuing IT and engineering degrees.

❯ **Volunteer Tech Days:** Quarterly team volunteer events teaching digital literacy in underserved neighbourhoods.

STEPS

To begin our journey together:

› **Discovery Session:** In-depth review of your current IT environment and strategic goals.

› **Customized Proposal:** Detailed solution design with timelines and resource planning.

› **Pilot Engagement:** Initial service phase to demonstrate our value and refine workflows.

› **Full Partnership:** Ongoing managed services, strategic planning, and continuous improvement.

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SCAN ME!