

Service Blueprints

BOOTS ON THE GROUND

The strength of a **Digital Mainland** is measured by the rigor of its maintenance. While our **Operational Mandates** define the scope of our fiduciary relationship, these Blueprints reveal the specific engineering tasks, security cadences, and governance protocols that sustain your firm's sovereignty.

Each row below represents a deliberate action taken by the **Principal Steward** to ensure your environment remains hardened, portable, and audit-ready. This is the boots on the ground execution of **our Fiduciary Covenant**.

SCOPE OF THIS EDITION

This document details three mandates: **Full Concierge Single-Cloud** in a Microsoft environment, **Full Concierge Single-Cloud** in a Google environment, and **Full Concierge Enterprise** across multiple clouds and platforms. For an exhaustive list of our services, please consult our [service catalog](#).

From the simplest to the most advanced, the persona progression spans: Concierge Frontline, Concierge Workroom (VAD), Concierge Workspace (DaaS), Full Concierge Single Cloud (Microsoft or Google), Full Concierge Enterprise (Multi-Cloud/Multi-Platform), and Full Concierge Federated Enterprise (Multi-Cloud + DaaS).

The three mandates

SINGLE-CLOUD

Full Concierge

Microsoft Environment

Microsoft · Microsoft 365

The Executive Standard. Bespoke CIO strategy and elite engineering for your digital estate, ensuring uninterrupted billability and operational sovereignty through permanent, high-trust stewardship.

Monthly, Yearly or 2-Year Commitment

SINGLE-CLOUD

Full Concierge

Google Environment

ChromeOS · Google ·
Microsoft 365

For Task-Oriented Cloud-Native Teams. We pair the near-impenetrable security of ChromeOS with seamless access to essential Windows apps through an advanced Virtual App Delivery layer.

Monthly, Yearly or 2-Year Commitment

MULTI-CLOUD

Full Concierge Enterprise

Multi-Cloud / Cross-Platform

Microsoft · Apple · Linux ·
Microsoft 365 · Google · Zoho
· Proton

Mastery over Fragmentation. We unify fragmented cloud and hardware ecosystems into a sovereign, frictionless environment that eliminates the risks of identity hijacking and orphaned data.

Monthly, Yearly or 2-Year Commitment

READING THE TABLES

- Included in the mandate.
- Not included; available under a different mandate.

	DETAILS	FULL CONCIERGE		
		Microsoft	Google	Enterprise
Microsoft 365 Business Premium	The productivity, identity, and security suite underpinning the mandate	●	—	●
Google Workspace Business Plus	The productivity, identity, and security suite underpinning the mandate	—	●	●
White Glove Computer Setup	PC readiness for productive use upon arrival at user's location	●	—	●
Zero-Touch Enrollment (ZTE)	Devices enroll into policy and identity on first boot, without hands-on staging	—	●	—
On-site Support	Consistent on-site presence of your Concierge CIO as a member of your team	●	●	●
Remote Support	Quick response time wherever you may be; 24/7 maintenance and security	●	●	●
Service Persistence (Client-owned Deliverables)	Services offered as client-owned deliverables independent of our own IT infrastructure	●	●	●
Device High Availability (1.20/u Readiness Standard)	Four computers maintained as hot spares or secondary devices for every twenty users	●	●	●
Virtual Desktop High Availability (1.20/u Readiness Standard)	Always-on secure access to user core apps and data via emergency Virtual Desktop.	●	—	●
Initial Migration to Cloud (mail, docs, cal)	Enhanced accessibility, collaboration, security, scalability, cost efficiency, and disaster recovery	●	●	●
Calendar Sync between Clouds	Real-time synchronization of schedules between cloud calendars to avoid conflicts	—	—	●
Bitdefender GravityZone	Antivirus, anti-malware, firewall, intrusion detection, and data loss prevention	—	●	●

	DETAILS	FULL CONCIERGE		
		Microsoft	Google	Enterprise
Microsoft Defender for Endpoint	Holistic cloud and endpoint security solution integrated in Microsoft 365	●	—	●
Endpoint Detection & Response (EDR)	Proactive real-time threat detection and efficient incident response	●	●	●
Managed EDR (MDR)	Monitoring of EDR, cloud & network data; alert triage and hacker tradecraft detection	●	●	●
24/7 SOC Monitoring & Breach Remediation	Analyst-led threat containment, forensics, and reporting as attacks unfold	●	●	●
Shadow IT Monitoring	Mitigation of security risks stemming from the use of non-sanctioned tools	●	●	●
Unauthorized Cloud Login Monitoring	Detection and prevention of cloud environments' security breaches	●	●	●
Compliance Enforcement (GLBA, HIPAA...)	Monitoring, auditing, and enforcement of security and privacy rules	●	●	●
Proactive General Infrastructure Monitoring	Remote monitoring of physical and digital assets, networks, and cloud environments	●	●	●
On-premises Data Backup & Recovery	On premises incremental backups of your local shares, cloud storage, and VMs	●	●	●
Multi-Cloud Data Backup & Recovery	Fast, frequent, immutable, and searchable cloud backup of cloud data and apps	●	●	●
Sharepoint Backup/Sync to Google Drive	Immutable, daily, weekly, monthly, and yearly backups of SharePoint to Google Drive	●	—	●
Weekly OS, Firmware, & Apps Patching	Automated installation of available patches across your operating systems, software, and firmware	●	●	●

	DETAILS	FULL CONCIERGE		
		Microsoft	Google	Enterprise
Next Hour Update for Common Apps	Next hour update for Winget and Microsoft Store apps installed in your PCs and Virtual Desktops	●	●	●
Vulnerability Scanning and Remediation	CVE and vulnerability scanning, risk and exposure evaluation, prioritization mapping	●	●	●
Zero Day Remediation	Identification of potential threats through binary comparison	●	●	●
Patchless Protection	In memory protection for apps for which a CVE is known but a patch is not yet ready	●	●	●
Hardware Procurement	Negotiation, purchasing, replacement, or leasing of PCs and servers on your behalf	●	●	●
Hardware Shipping & Retrieval Management	Domestic and international hardware asset management, deployment and retrieval	●	●	●
Hardware Inventory Management	Identification, labelling, and record-keeping for all hardware and support contracts	●	●	●
Software Management	Inventory of all apps, versions, licenses, expirations, and renewals; usage monitoring	●	●	●
Remote & Automated Application Deployment	Deployment, configuration, and update of apps on multiple devices via Microsoft 365	●	—	●
Company Software Repository	Desktop and mobile repository of company-sanctioned software	●	—	●
Auto-Elevation for Select Users	Configuration of means allowing standard users to install and run applications as admins	●	—	●
Curated Application Block List	Blocking or sandboxing of apps that are more likely to be exploited in a breach	●	—	●
Mobile Device Management (Intune)	Policy enforcement on company-owned or personal laptops and smartphones	●	—	●

	DETAILS	FULL CONCIERGE		
		Microsoft	Google	Enterprise
Mobile Device Management (Google MDM)	Policy enforcement on company-owned or personal laptops and smartphones	—	●	●
Network Print	Configuration of multi-function printer (MFP) printing via Local Area Network	●	●	●
Cloud / Universal Print	Configuration of multi-function printer (MFP) printing through the Internet	●	●	●
Microsoft Teams Phone VoIP	Configuration and management of your Microsoft cloud-based phone system	●	●	●
Google Voice VoIP	Configuration and management of your Google cloud-based phone system	●	●	●
Remote Work via VPN	Configuration of secure tunnels between remote PCs and office network resources	●	●	●
Remote Work via Zero Trust	Configuration of a secure virtual network connecting individual PCs and resources	●	●	●
Email Distribution List Management	Emailing to multiple internal and external users using a single email address	●	●	●
Shared Mailboxes Management	Reception of mail by multiple users using a single shared email address	●	●	●
Email Security (SPF, DKIM, DMARC...)	Protection against spammers and phishers sending mail on behalf of your domains	●	●	●
Centralized Email Signature Management	Automated professional email signatures for your entire organization	●	●	●
DNS-Layer Security	Removal of malicious domains from the Internet you browse via DNS filtering	●	●	●
Fake Microsoft Login Page Detection	Red user alert to protect against M365 credential and token theft from a fake M365 prompt	●	●	—

	DETAILS	FULL CONCIERGE		
		Microsoft	Google	Enterprise
Domain Impersonation Protection	Protection against domain-spoofing spear-phishing against your users and clients	●	●	●
Phishing & Spam Protection	Sender authenticity verification to block or alert against deceptive emails	●	●	●
Dark Web Monitoring	Detection of credential leakage on the forums used by malicious actors	●	●	●
CIS Benchmarks Security implementation	CIS benchmarks implementation to harden your operating systems, cloud services, and network devices	●	—	●
Endpoint Encryption	Data theft prevention on any endpoint physical storage using encryption algorithms	●	●	●
Outlook Purview Mail Encryption	End-to-end mail and attachments encryption to reduce the risk of interception	●	—	●
Enterprise Multi-platform Password Management	Single-tenant centralized encrypted platform for storing, updating, and sharing passwords	●	●	●
Managed Multi-factor Authentication	Management of the pieces of evidence required to verify identity as users sign in	●	●	●
Conditional Access Management	Definition of the policies applied to control access to your devices, apps, and data	●	●	●
Managed Single-Sign-On	Management of seamless access to connected apps without re-entering credentials	●	●	●
Browser Hardening against Cross-site Scripting (XSS)	Application of settings to prevent malicious scripts from executing on web pages	●	●	●

	DETAILS	FULL CONCIERGE		
		Microsoft	Google	Enterprise
Microsoft Edge for Business Policy Management	Centralized management of Microsoft Edge settings for better security and productivity	●	—	●
Chrome Enterprise Core Policy Management	Centralized management of Google Chrome settings for better security and productivity	—	●	●
Chrome Enterprise Premium DLP & Zero Trust (optional)	Data-loss prevention, URL filtering, and context-aware access enforced inside the browser itself	—	●	●
Enterprise Bookmark Management	Centralized management of shared bookmarks to enhance productivity	●	●	●
Ad-free Browsing	Safer and distraction-free browsing, faster page loads, and enhanced privacy	●	●	●
Virtual Windows App Delivery (optional)	Remote access to applications such as QuickBooks via the web or RDP from any device.	●	●	●
IT Consulting	Strategic guidance, expertise, and solutions to help leverage technology for growth	●	●	●
Security Awareness Trainings	Empowering employees in their role as the first line of defense against cyber-attacks	●	●	●
Acceptable Use Policy	Guidelines outlining how users can and cannot use your organization's IT resources	●	●	●

GIVEBACK

Refer a friend and help us give back. For every successful referral, we will donate 7% of our first-year revenue to the charity of your choice.