

## **F12 Infinite**

# The fully managed service that takes complete responsibility for your IT, and delivers superior cybersecurity with complete cost control

Infinite scalability • Auditable security • Work from anywhere

Unlike many so-called managed services, F12 Infinite takes full responsibility for your IT infrastructure – provisioning, management, security and support.

Our promise is that you'll never have to worry: whether it's your hardware, your apps, IT policies or support services, we ensure you'll always have a tech stack that just works.

And one that's refreshed as needed with the best emerging technologies to optimize your IT environment and support business growth.

All for a flat, per-user monthly fee. Get on with business instead of spending your days trying to manage IT issues. Get F12 Infinite.

## Complete endpoint choice

You choose the best way to acquire endpoints such as desktops, laptops, monitors, and printers.

**Buy.**  
Access all the top vendors.

**Lease.**  
Manage your cashflow.

**Rent.**  
Short-term and affordable.

**Device-as-a-Service.**  
Easy 3-year lifecycle, no capital investment.



Comprehensive IT service



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. That's why we've developed our platform from the ground up based on the NIST Cyber Security Framework and CIS Controls.

F12 is one of a handful of SOC 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.

## 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.

ALBERTA • Calgary | Edmonton | Red Deer

BRITISH COLUMBIA • Courtenay | Nelson | Vancouver | Vernon | Victoria

ONTARIO • Toronto | Waterloo

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🖱️ [f12.net](https://www.f12.net)

# 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	