

**MARCARITECH
SOLUTIONS**

COMPANY PROFILE

www.marcaritech.co.za

About us

At Marcari Tech Solutions, we believe that in today's digital landscape, IT support without a Security-First mindset is no longer support, it's a risk. Our founder's journey was shaped by the aftermath of a devastating ransomware attack. Having witnessed firsthand the operational paralysis and emotional toll that a security breach takes on a business, Marcari Tech Solutions was built with one core mission: To deploy the most robust defenses to minimize technical risk and maximize operational resilience.

We don't just manage your hardware, we build a multi-layered shield around your data. We focus on prevention through proactive monitoring, detection through AI-driven security tools, and rapid recovery through immutable backup strategies. Our goal is to significantly reduce the likelihood of a breach and, should an incident occur, ensure your business can bounce back with minimal disruption.



Our Top Three Services



1. Managed Resilience (The Engine)

Our signature hybrid support model combines proactive 24/7 remote monitoring with dedicated on-site expertise. We move beyond "Break-Fix" IT to maintain a high-performance environment that scales with your business goals.

2. The Security Shield (The Protector)

We deploy an enterprise-grade cybersecurity stack, including AI-driven SentinelOne EDR and DNS filtering, to defend your devices against modern threats. Our "Security-First" approach prioritizes risk mitigation and proactive vulnerability management.

3. Business Continuity & The Cloud (The Vault)

We secure your critical data through immutable cloud backup solutions for workstations, servers, and Microsoft 365 environments. We ensure that your business remains resilient and recoverable, no matter the "worst-case scenario."



Vision

To empower businesses with secure, high-performance technology, ensuring IT is a catalyst for innovation and peace of mind. We envision a future where South African SMEs operate with total digital confidence. By replacing "Break-Fix" reactive IT with Managed Resilience, we provide the security foundations and strategic leadership our clients need to scale without the fear of technical failure or cyber threats.



100%

Proactive Security Architecture

Moving from reactive fixes to a total proactive defence. We commit 100% of our infrastructure design to "Security-First" principles to mitigate risk before it reaches your door.

95%

Strategic Business Alignment

Acting as your Virtual CTO. We focus 95% of our partnership on long-term strategy and operational efficiency, ensuring your tech isn't just working, but is actually driving your business growth.

99%

System Uptime & Reliability

Building "Always-On" resilience. Our vision is centered on the 99% uptime standard, utilizing N-Able monitoring to ensure your business never stops due to technical failure.

01

Risk Mitigation Mission

Our primary mission is to eliminate threats before they manifest. In an era where cybercriminals exploit the smallest cracks in software, we utilize the N-Able platform to provide 24/7 automated patching and real-time vulnerability scanning. By identifying and sealing security gaps across your workstations and servers in real-time, we drastically reduce your attack surface. We don't wait for a breach to happen; we engineer your environment to be a 'hard target' that discourages intrusion from the start.

02 Layered Defense Mission

We believe that single-point security is no longer enough. Our mission is to build a 'Security Fortress' around your business using a multi-layered approach. By combining AI-driven SentinelOne EDR (Endpoint Detection & Response), DNS web-filtering, and advanced Mail Protection, we ensure that if one layer is challenged, three more are standing guard. This redundant defence strategy ensures that threats are caught at the perimeter, at the inbox, or at the device level, providing comprehensive protection for every facet of your digital operations.



03 Business Continuity Mission

True security is measured by how quickly you can bounce back. Drawing from a deep understanding of the impact of system failures and ransomware, our mission is to ensure that your business is never paralyzed by data loss. Through immutable cloud backups and 'Bare Metal' recovery solutions, we guarantee that your critical data remains safe, off-site, and ready for rapid restoration. We provide the peace of mind that even in the face of hardware failure or a cyber incident, your business remains operational and resilient.

We provide support

Enterprise-Grade Infrastructure Support

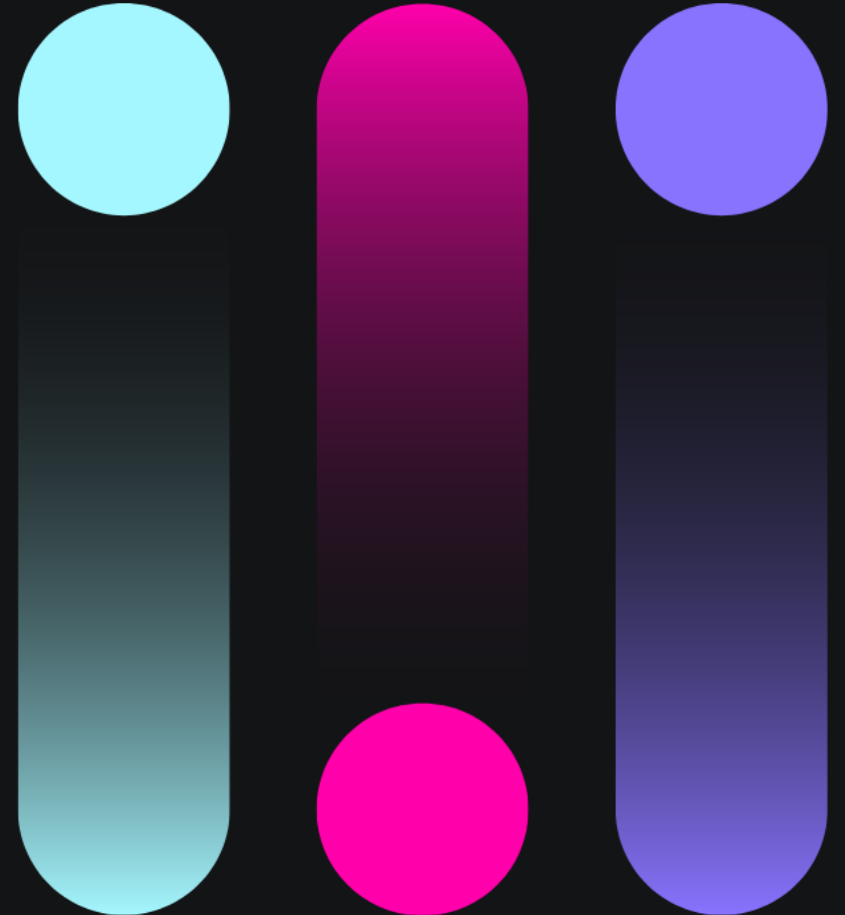
From robust server management (Physical & Virtual) to seamless network connectivity, we ensure your core infrastructure is stable, scalable, and optimized for peak performance.

Proactive Endpoint & User Support

We manage the "heart" of your daily operations, workstations, laptops, and mobile devices. Our N-Able RMM tools allow us to provide instant remote assistance and automated health checks to keep your team productive.

Cloud & Collaboration Support

As experts in Microsoft 365 and cloud environments, we manage your digital workspace, ensuring your emails, SharePoint, and Teams are functional and governed.



Objectives

1. Stabilize

To achieve and maintain a high-performance IT environment with a target of 99% uptime. By utilizing proactive 24/7 monitoring, we aim to eliminate "break-fix" cycles and ensure your hardware and network remain consistent, reliable, and optimized for daily operations.

2. Defend

To deploy and manage a world-class security posture that minimizes the risk of cyberattacks and data breaches. Our objective is to move the business toward a Zero-Trust environment where every endpoint, email, and web connection is verified and protected by AI-driven defense.

3. Optimize

To streamline the user experience by reducing technical friction. Through automated patching, rapid remote support, and standardized workstation configurations, we ensure your team spends less time dealing with IT issues and more time focused on their core business functions.

4. Protect

To guarantee the integrity and availability of your business-critical information. Our objective is to implement a robust, automated backup framework that ensures your data is not only protected from loss but is rapidly recoverable in the event of hardware failure or a security incident.



The Marcari Cloud Ecosystem: Powered by N-Able

Remote Support (The Intelligence)

Our platform utilizes a highly secure, cloud-native Management Agent installed on every device. This provides us with a 'real-time pulse' of your entire infrastructure, allowing for instant, encrypted remote intervention without interrupting your team's workflow.

- Proactive Monitoring: We identify hardware failures and software glitches before they cause downtime.
- Automated Maintenance: Background scripts handle system cleanups and security patching silently.
- Secure Access: Every remote session is fully encrypted and logged for total transparency and security.

Customer service (The Partnership)

Technology is only as good as the people supporting it. Our platform integrates service delivery with strategic communication, ensuring that you are always informed and your requests are prioritized based on business impact.

- Direct Expert Access: You aren't calling a generic call center; you are connecting directly with technical leadership.
- Performance Reporting: We provide clear data on your system health and security status.
- Vendor Liaison: We take the "support burden" off your desk by managing technical queries with third-party providers on your behalf.

Resolving technical problems

1. Proactive Detection (The Early Warning System)

We don't wait for you to call us. Through our N-Able RMM platform, we monitor your system's "vitals" 24/7. Most technical problems are identified and resolved in the background, often before your staff even realizes there was an issue.

2. Rapid Response & Remediation

When a critical issue arises, our hybrid support model ensures immediate action. Using secure, encrypted remote access, we can begin troubleshooting within minutes. For complex hardware issues, our on-site presence ensures that your physical infrastructure is handled with professional oversight.

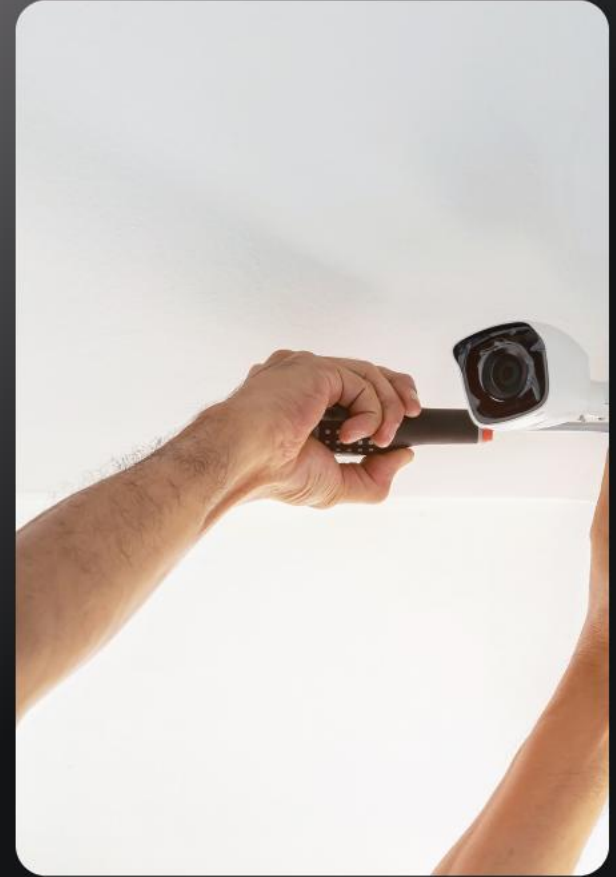
3. Root Cause Analysis (The Security Lens)

A resolved ticket is only half the job. For every significant issue, we perform a root cause analysis to ask why it happened. Was it a hardware failure, a user error, or a security vulnerability? We patch the "hole" to ensure the same problem doesn't return, strengthening your environment with every resolution.



Beyond the Screen - Physical Security Integration

- Comprehensive Premises Protection
 - Extending our "Security-First" philosophy to your physical office.
- Smart CCTV Surveillance
 - High-definition, remote-monitored camera systems with AI-driven detection.
- Advanced Access Control
 - Securing entry points with Facial Recognition and Biometric systems.
- Converged Security Management
 - Managing both your digital and physical security under one unified strategy.



Virus & Malware Protection

Beyond Traditional Antivirus

Traditional antivirus relies on "signatures" (lists of known old viruses). At Marcari Tech Solutions, we utilize EDR & MDR tools which uses Artificial Intelligence to identify suspicious behavior in real-time. This allows us to detect and stop "Zero-Day" threats, new viruses that haven't even been named yet.

1

AI-Driven Detection

Our tools analyse millions of data points every second to catch ransomware before it can encrypt your files.

2

DNS Web Filtering

We block access to malicious websites and "phishing" links, stopping the infection before it even enters your network.

3

Rollback Capabilities:

In the event of an incident, our technology allows us to "roll back" an affected device to its healthy state within minutes, minimizing downtime.

Quote

“

Cybersecurity is not just a product you buy, but a process we live together. While we build the shield, a true security posture is a shared responsibility where every team member is a guardian of the business. Our goal is to make your organization a 'Hard Target' so you can focus on growth, not recovery."

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Contact



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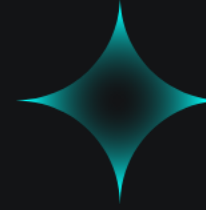
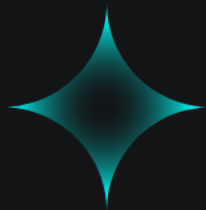


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Thank You



Thank you for the opportunity to share our vision for Marcari Tech Solutions. We don't view ourselves as just another vendor, but as an extension of your team. Our mission is to handle the complexity of your technology and the weight of your security, so you can focus entirely on what you do best: growing your business.