PHANTOM
Technology Solutions

TRUSTED TECHNOLOGY PARTNER SINCE 2010

An Introduction to

Phantom Technology Solutions

Serious IT for serious businesses.
Delivered without ego.

Rooted in Indiana · Regional reach · Global capability

A NOTE FROM THE FOUNDER

Welcome.

Most companies don't read managed services introductions cover to cover. So thank you for opening this. If you're reading it at all, something is probably not working with your current IT relationship, or you can already see something coming that will break it.

I started Phantom Technology Solutions in 2008 because I watched too many small and midsize businesses get treated like an afterthought by IT providers who only got serious when something broke. That model is backwards. The businesses I serve in Indiana, Michigan, and beyond carry real risk on their balance sheets: regulatory, financial, reputational. They deserve a partner who treats their technology the way they treat their own business: deliberately, transparently, and with skin in the game. That's what we built Phantom to be.

What you'll find in the pages that follow is everything a serious prospect should want before a single sales call. Who we are. What we do. What we don't cover. How we price. What we look like on your P&L. And what working with us actually feels like. No buzzwords. No fear-selling. Just the real picture, so you can decide if we're a fit before either of us spends another hour together. If we are, the next step is a twenty-minute fit call. If we're not, I'd rather tell you that early, and ideally point you somewhere better.

Thanks for considering us.

Henry L. Timm
Founder & CEO, Phantom Technology Solutions
htimm@phantomts.com

THE 60-SECOND VERSION

Everything you need to know

WHO WE ARE

Phantom Technology Solutions

A Rolling Prairie–based MSP and cybersecurity firm operating since 2010. Recognized three consecutive years on the CRN MSP 500.

WHAT WE DO

Flat-rate managed IT + cybersecurity

EDR, MFA, MDR/SOC, RMM, backup, helpdesk, and vCIO/vCISO leadership. One partner, one invoice, predictable monthly cost.

WHO WE SERVE

SMBs with 10–200 employees

Healthcare, legal, manufacturing, financial services, and other regulated or insured Midwest businesses.

HOW WE PRICE

Per-device, per-server, per-location

Published rate card. Same pricing for every client. Investment estimator at phantomts.com.

THE NEXT STEP

A 20-minute fit call. No pitch. No slides. Just a fit check.

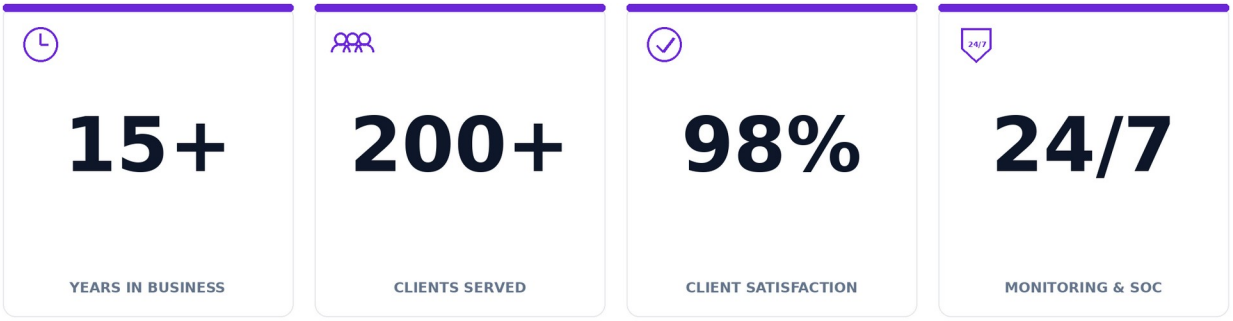
Schedule at phantomts.com · htimm@phantomts.com

IT Services for Small & Midsize Businesses

A strategic IT partner, not just support.

Small and midsize businesses face the same threats and complexity as enterprises, without the budget for a full internal IT department. Phantom Technology Solutions fills that gap. We are the outsourced IT and cybersecurity function for SMBs, rooted in Northern Indiana, serving clients regionally across the Midwest, and supporting distributed teams globally where the relationship is the right fit.

Our model is deliberate. Flat monthly fee. Security baked in, not bolted on. A team you can call by name. And a deep commitment to the businesses in our region, most of our clients are also our neighbors.



Who We Serve Best

Industries: Healthcare, legal, manufacturing, professional services, veterinary, financial services, and other regulated or insured SMBs.

Size: 10 to 200 employees.

Geography: Headquartered in Rolling Prairie, Indiana. Hands-on regional coverage across the Midwest. Global support capability for distributed teams and multi-location clients.

Posture: Businesses that view technology as strategic, not as a cost to minimize until something breaks.

Common IT Problems We Solve

Sound familiar? These issues are costing you every day.

Most prospects come to us frustrated. Not because their current IT person is incompetent, but because the model is broken: reactive break-fix, hourly billing, one person who holds all the knowledge, and a security posture that would not survive a serious audit or an insurance application. If any of the following sounds like your business, you are in good company.

Operational Pain

- **Your IT person is a single point of failure.** When they take vacation or move on, no one else knows your environment.
- **Tickets disappear into a black hole.** You email someone, never get an update, and have no idea if anyone is working on it.
- **You are billed by the hour.** Every call to IT feels like watching a meter run, so your team works around problems instead of reporting them.
- **Things break at the worst possible moment.** Patches and backups are not getting tested. You only learn there is a problem when something stops working.

Security & Compliance Pain

- **Your cyber insurance renewal asks questions you cannot answer.** MFA on what? EDR where? You are not sure, and neither is your IT provider.
- **You handle regulated data without a real compliance program.** HIPAA, GLBA, CMMC, or state privacy laws apply, but no one is treating them as a system.
- **You have heard about ransomware in your industry.** And you genuinely do not know whether you would survive an attack.

Strategic Pain

- **Technology decisions are made reactively.** No multi-year roadmap. No budget visibility. Every refresh feels like an emergency capital request.
- **Leadership has no visibility into IT health.** No monthly reports, no business reviews, no idea where you stand.

CHAPTER · THE PHANTOM STANDARD

Built on the frameworks that matter.

Cybersecurity is not a feature. It is the foundation everything else sits on.

What We Do

Flat-rate managed IT and cybersecurity, built on industry standards.

PTS operates as your outsourced IT department. We do not sell hourly break-fix. One partner. One invoice. Predictable monthly cost. Every layer of your technology covered by a single team that knows your environment.

Managed IT Operations.
Endpoint management, patching, M365 administration, backup and disaster recovery, helpdesk, and 24/7 proactive monitoring across every device, server, and cloud workload.

Cybersecurity (The Phantom Standard).
EDR, MFA, 24/7 NOC and SOC, DNS filtering, dark web monitoring, security awareness training, and email security. Audit-ready and aligned with what cyber insurance carriers expect.

vCIO and vCISO Leadership.
A dedicated virtual CIO and security advisor works alongside your leadership team to translate business goals into a clear multi-year technology roadmap.

AI and Automation Enablement.
We help you adopt AI and process automation responsibly, with the guardrails to capture productivity without new risk.

Project and Compliance Services.
Migrations, M365 hardening, network refreshes, risk assessments, tabletop exercises, and incident response planning, scoped as projects with their own SOW.

Our Service Tiers

Three Guardian plans. One Phantom Standard.

Every Guardian client gets the same security baseline. Tiers differ in the depth of strategic services, compliance support, and tooling. Pricing scales per device, per server, and per location, the same rate card applies to every client.

GUARDIAN

Co-Managed

For clients with internal IT or limited support needs

- Full cybersecurity stack: EDR, MFA, MDR/SOC
- RMM, patching, monitoring
- Cloud backup (workstation)
- Microsoft 365 Business Premium
- Annual technology business review
- Discounted hourly help desk (10% off)
- Quarterly governance check-in
- SLA: 24-hour acknowledgement

GUARDIAN · MOST COMMON

Fundamentals

For SMBs ready for a true managed IT partner

- Everything in Co-Managed, plus:
- Included help desk (no hourly billing)
- Server + workstation backup
- Full Microsoft 365 cloud management
- Dark web monitoring + endpoint encryption
- Security awareness + phishing simulation
- Annual TBR + M365 hardening
- SLA: 1-hour remote response

GUARDIAN

Compliance

For regulated and insured businesses

- Everything in Fundamentals, plus:
- Named vCISO + quarterly executive reviews
- CIS IG3 + framework alignment
- SIEM + compliance logging
- Annual IR plan + tabletop exercises
- M365 E5 + DLP + message encryption
- Monthly air-gapped server backups
- 5-year IT budget + lifecycle plan

Benchmark Pricing

- **Co-Managed, ~10 workstations:** starts around $150 per workstation per month plus location and server fees.
- **Fundamentals, ~10 workstations + 1 server + 1 location:** starts around $225–$310 per workstation per month all-in.
- **Compliance, ~10 workstations + 1 server + 1 location:** starts around $343 per workstation per month plus the M365 E5 stack and compliance logging.

Detailed pricing comes after a discovery call, no surprises, no hidden fees, no after-the-fact invoicing for things we said were included.

Why Choose Phantom

Serious IT for serious businesses, delivered without ego.

We are not the cheapest IT provider in the region, and we do not try to be. We are the partner you want when an outage, an audit, or a cyber event would actually hurt the business.

WHAT MATTERS	PHANTOM GUARDIAN	TYPICAL MSP
Response time SLA	✓ **1 business hour (Fundamentals & Compliance)**	✗ Next business day or worse
24/7 monitoring + MDR	✓ **Included at every Guardian tier**	✗ Not included
Patch management	✓ **Automated, tested, scheduled**	✗ Reactive
Cyber insurance readiness	✓ **Audit-ready baseline**	✗ On your own
Strategic IT planning	✓ **Annual TBR or quarterly vCISO**	✗ None
Pricing model	✓ **Predictable per-device pricing**	✗ Hourly + surprise bills
Documentation	✓ **Every environment fully documented**	✗ Lives in one person's head

What That Means For You

- **Local roots, regional reach.** A Rolling Prairie–based team with deep Midwest experience, plus the support model to serve distributed teams and multi-location clients wherever they operate.
- **Security-first by design.** Cybersecurity is built into every layer of our service, not bolted on.
- **Predictable budgets.** Flat monthly pricing. No nickel-and-diming. No surprise invoices.
- **A real strategic partner.** A named vCIO and vCISO who treat your business as their own.

CHAPTER · BUSINESS IMPACT

IT decisions are business decisions.

What Phantom looks like on your P&L, your risk register, and your team's calendar.

The Financial Case

Where the money goes, and what stops going out the door.

Cost is the first question every business owner asks. The real comparison is total cost of ownership: outages, surprise invoices, hardware emergencies, cyber insurance premiums, and the productivity tax of a broken IT model. Here is how the math typically plays out.

THE FINANCIAL CASE FOR PHANTOM

Where the money goes, and what stops going out the door.

PREDICTABLE OPEX
~25–40%
reduction in IT total cost of ownership versus break-fix or partial managed

NO SURPRISE BILLS
$0
in surprise after-hours, weekend, or emergency invoices for in-scope work

REDUCED INSURANCE
Premium ↓ at renewal
for Compliance-tier clients who demonstrate controls to underwriters

FEWER PROJECTS
40–60%
fewer reactive infrastructure replacement projects from proactive lifecycle planning

DO THE MATH

One internal IT hire vs Phantom Guardian:

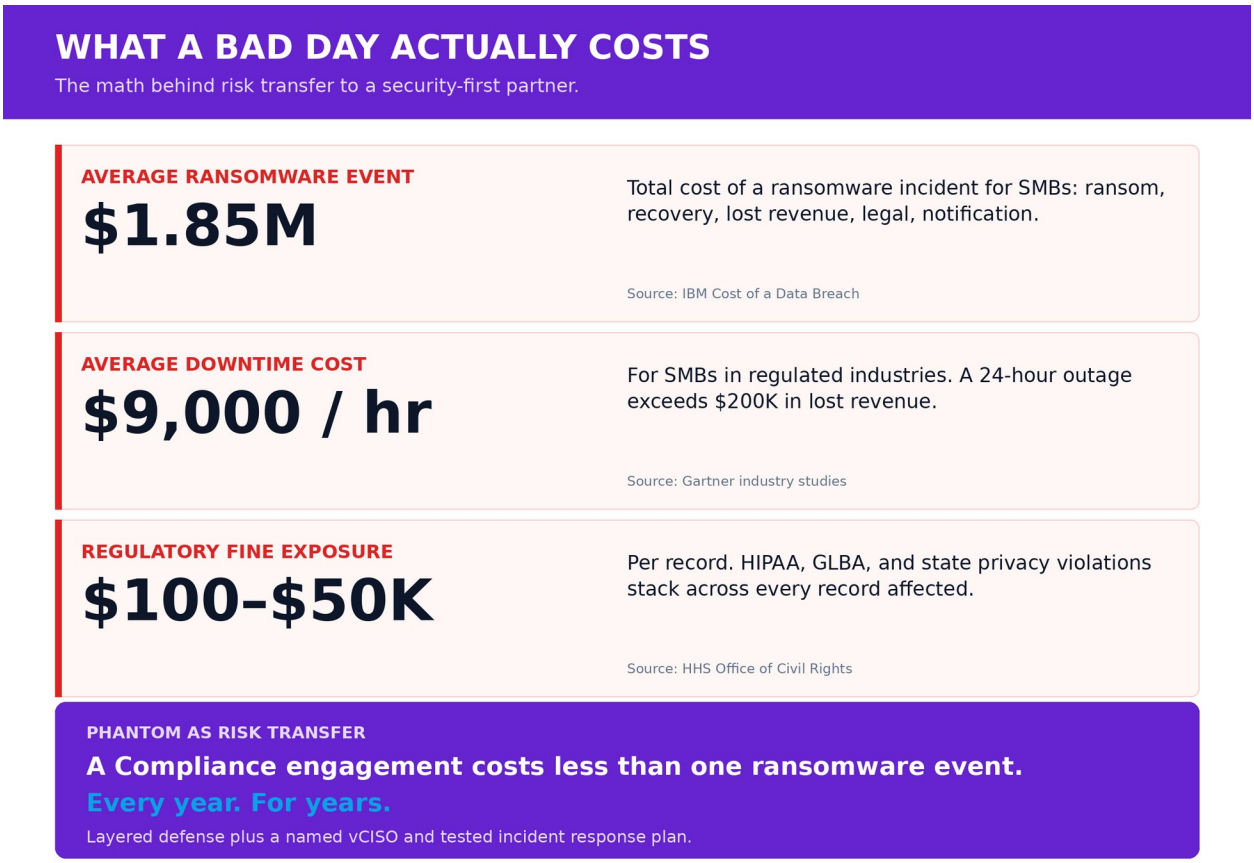
INTERNAL IT MANAGER	PHANTOM GUARDIAN	WHAT YOU GAIN
$95K–$130K	**$60K–$110K**	**Whole team**
salary + 25–30% benefits = $120K–$170K all-in	for a 25-person environment on Fundamentals or Compliance	24/7 SOC, vCIO, vCISO, specialty bench — for less

Ranges based on PTS engagements and industry benchmarks. Specific savings depend on environment size, current IT spend, and security posture.

The Risk Case

What a bad day actually costs, and why this is risk transfer.

Every SMB carries cyber risk on its balance sheet whether the leadership team has quantified it or not. A ransomware event, a multi-day outage, or a single regulatory violation can wipe out a year of profit. Think of a Compliance-tier engagement not as an IT cost but as a risk-transfer mechanism, priced annually, paid monthly.



The Strategic Case

IT decisions mapped to the outcomes your business actually cares about.

Most MSPs sell tools. We sell alignment. Every engagement starts with what your business is trying to do over the next year and the next five, then works backward into the technology decisions that support those goals.

IT THAT MOVES THE BUSINESS FORWARD

How we map technology decisions to business outcomes.

YOUR BUSINESS GOAL	HOW PHANTOM ALIGNS
Grow revenue without proportional IT cost	Scalable per-device pricing. Add users, locations, or servers without renegotiating the model.
Win bigger deals with enterprise customers	SOC 2 readiness, security questionnaire support, formal IR plan, and audit-ready documentation.
Reduce executive time spent on IT	A named vCIO owns the technology agenda. Leadership reviews quarterly, not weekly firefighting.
Pass cyber insurance underwriting cleanly	Phantom Standard meets baseline controls. Compliance tier passes with no remediation required.
Plan capital expenditure with confidence	5-year IT budget and device lifecycle plan. No emergency capex when a server fails unexpectedly.
Adopt AI and automation responsibly	Governance guardrails so productivity gains do not become a security incident or compliance failure.

The Productivity Case

When IT works, the business gets its hours back.

The cost of bad IT is rarely on an invoice. It shows up in 15-minute delays repeated across every employee, every day. When leadership spends Friday afternoon troubleshooting an outage. When a new hire takes a week to become productive instead of a day. Here is what changes when IT works.

TIME YOUR TEAM GETS BACK

When IT works, the business gets its hours back.

PER USER, PER YEAR

~38 hrs

recovered from outages, slow systems, and IT runaround at typical SMBs after switching to managed services

NEW HIRE ONBOARDING

<24 hrs

from offer accepted to fully provisioned: laptop, M365, line-of-business apps, security training kicked off

EXECUTIVE IT TIME

~80% less

time spent by leadership on IT firefighting, vendor management, and tactical decisions — freed for the business

FIRST-CALL RESOLUTION

~75%

of tickets resolved on first contact through documented environments and senior engineer triage

THE MULTIPLIER

A 25-person team recovering 38 hours per person =
950 hours — nearly half an FTE, every year.

That is what working IT looks like.

Time-recovery figures based on industry studies and PTS client outcomes. Actual results vary by environment and current state.

CHAPTER · ROOTED IN INDIANA

Local team. Real accountability.

The team that picks up the phone is the team that knows your environment.

Our Service Area

Rooted in Indiana. Regional reach. Global capability.

Headquartered in Rolling Prairie, Indiana. Hands-on coverage across the Midwest. Global capability for distributed teams and multi-location clients through 24/7 SOC partners, cloud-native delivery, and remote support. The relationship stays local. The capability follows your business.

Three Tiers of Reach

Local (hands-on): Northern Indiana and Southwest Michigan. Onsite responses, hardware deliveries, and emergency assistance on real timelines.

Regional (relationship-led): Greater Midwest. Quarterly onsite cadence for Compliance and Co-Managed clients, regional travel built into the engagement.

Global (capability): Distributed teams and multi-location clients supported through 24/7 SOC partners, cloud-native administration, and remote delivery anywhere your users sit.

Industries We Serve

Tailored security and compliance posture for the industries where it matters most.

Healthcare

HIPAA-aligned IT for clinics, multi-specialty practices, and behavioral health.

- HIPAA Security Rule alignment
- BAA on file
- PHI handling protocols
- Annual risk assessment
- Insurance-ready posture

Legal

Confidentiality-first IT for firms handling sensitive client matter.

- Encrypted endpoints
- Document retention controls
- Email security + DLP
- Cyber insurance support
- Conflict-walled access

Manufacturing

OT-aware IT for production environments and supply chain.

- ICS/OT segmentation
- 24/7 incident response
- CMMC preparation
- Backup + disaster recovery
- Vendor risk management

Financial Services

GLBA-aligned IT for advisors, accountants, and lenders.

- GLBA Safeguards program
- Access control + MFA
- Email encryption + DLP
- Regulatory readiness
- Custodian integrations

Small Business

Right-sized managed IT for any SMB that needs serious technology, even without an in-house IT team.

- Flat-rate per-device pricing
- Full Phantom Standard baseline
- Helpdesk + 24/7 monitoring
- Backup + disaster recovery
- Annual TBR + roadmap

Customer Onboarding Process

Our 30-day structured runbook to get your environment documented, monitored, and secured.

Onboarding is where most IT relationships succeed or fail. We use a structured, repeatable runbook so you know exactly what is happening, when it is happening, and what we need from you. Our Client Success team leads execution, and our CEO reviews every onboarding at the 30-day mark.

At a Glance

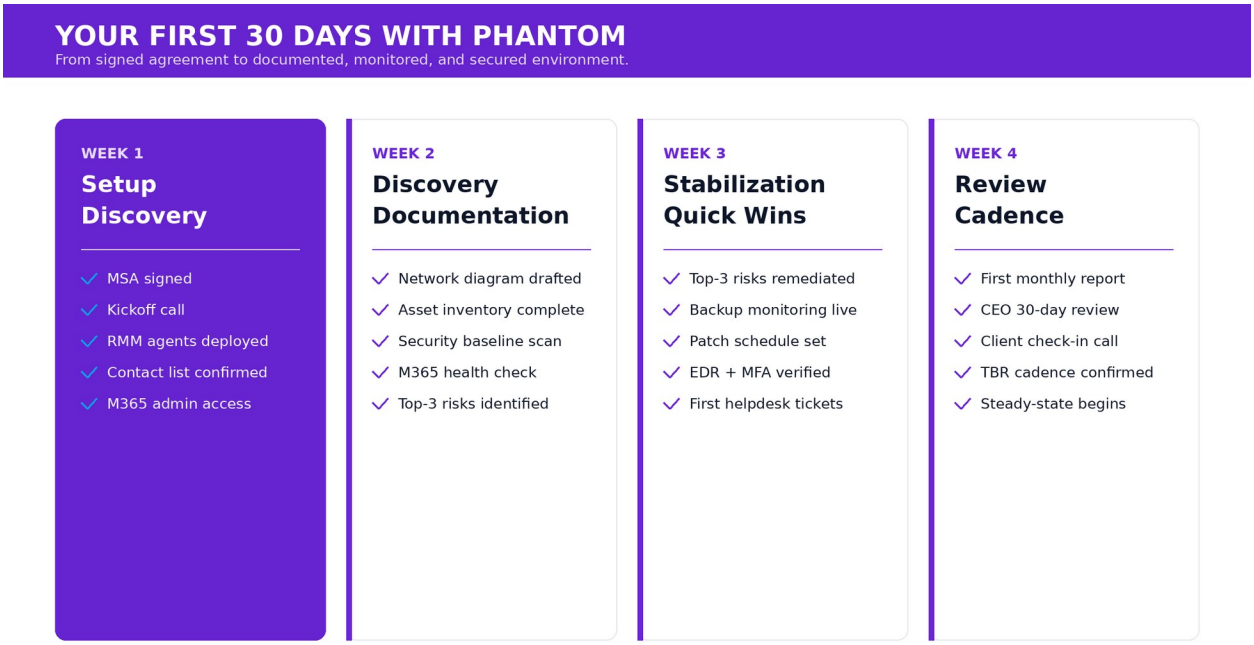
Timeline: 2–4 weeks for Fundamentals; 4–6 weeks for Compliance; 4–8 weeks for Co-Managed.

Your time: About 4–6 hours total spread across 30 days. We do the heavy lifting.

Day 30 deliverable: A fully documented, monitored, and risk-prioritized environment with a TBR cadence in place.

Your First 30 Days

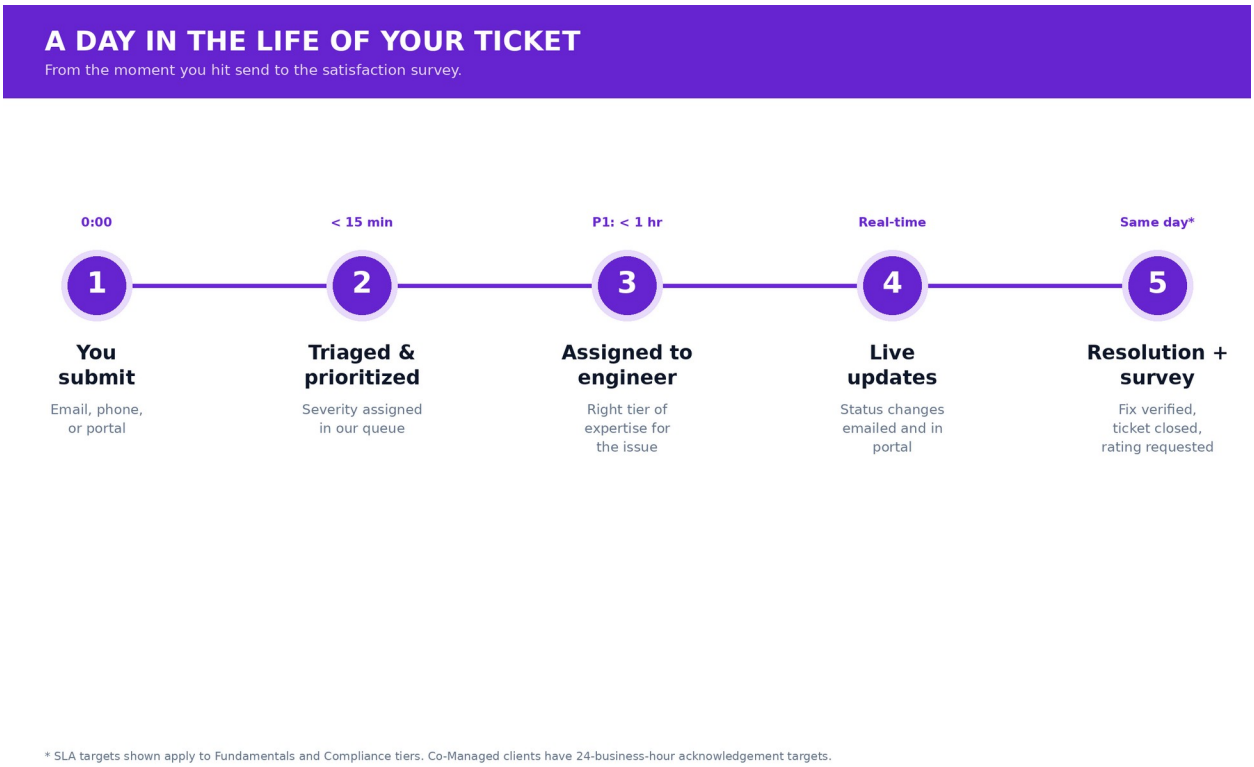
From signed agreement to documented, monitored, and secured, week by week.



A Day in the Life of Your Ticket

What actually happens when you call, email, or open a ticket.

Most prospects come to us frustrated that tickets disappear into a black hole at their current provider. Here is how a Phantom ticket flows from the moment you submit it to the satisfaction survey, with the visibility and SLAs you should expect from any serious managed services partner.



* SLA targets shown apply to Fundamentals and Compliance tiers. Co-Managed clients have 24-business-hour acknowledgement targets.

Onboarding: Step by Step

01

Agreements & Setup (Days -7 to 0)

MSA and policies executed, environment intake captured, ticketing setup, kickoff scheduled. No work begins until agreements are signed.

02

Kickoff Call (Day 1)

30-minute call with your stakeholders and Client Success engineer. Expectations set, contact list confirmed, RMM agent deployment begins.

03

Discovery & Documentation (Days 1–14)

Full asset inventory, network diagram, M365 health check, central documentation. Top three risks identified. By Day 14 your entire environment is documented and monitored.

04

Stabilization & Quick Wins (Days 14–30)

Top three risks remediated. Monthly maintenance schedule established. Backup monitoring live. First monthly report delivered.

05

30-Day Review (Day 30)

Our CEO reviews your onboarding with the Client Success engineer, followed by a client check-in. Scope and recommendations adjusted, ongoing TBR cadence confirmed.

06

Ongoing Cadence (Day 31 +)

Monthly reports, scheduled patching, Annual TBR (Fundamentals & Co-Managed) or quarterly vCISO + annual TBR (Compliance), continuous monitoring per your SLA.

What's Not Covered

We believe in being direct about scope. Surprises are bad for both of us.

Your managed services agreement covers a defined scope of recurring work. Items outside that scope can almost always be addressed by Phantom, but they are handled as projects, time-and-materials work, or specialized services that sit outside the monthly fee.

Always Outside the Monthly Fee

- **Project work.** New office buildouts, M365 migrations, server replacements, network refreshes, and any significant change-of-state work is scoped as a separate project with its own SOW.
- **Hardware and software purchases.** Workstations, servers, firewalls, licenses, and consumables are passed through at cost-plus or quoted separately.
- **Third-party vendor fees.** Internet service providers, line-of-business software vendors, telecom carriers, and printer/copier vendors bill you directly.
- **Forensic investigation.** Forensics for legal or regulatory proceedings, litigation support, and expert witness services are not included at any tier.
- **Ransom payments or negotiations.** We do not negotiate or pay ransoms on a client's behalf. Cyber insurance and legal counsel lead that decision.
- **Regulatory notification on your behalf.** Breach notification to regulators, customers, or media is a legal decision; Phantom supports your counsel but does not file on your behalf.
- **PR and media response.** Outside of Phantom scope.
- **Legal advice.** We are not attorneys. We coordinate with your counsel during incidents and compliance work.
- **Custom software development.** We integrate, automate, and configure. We do not build custom applications from scratch.
- **VoIP service.** Phone service is outside scope; we partner with carriers if needed.
- **Physical security.** Cameras, alarm systems, and access control hardware are not part of managed IT.

A Note on Liability

Liability is capped per tier and requires baseline compliance at the time of any incident. Universal exclusions (ransom payments, business interruption losses, lost profits, regulatory fines, and damages from failure to obtain cyber insurance) apply to all engagements. The full terms live in our Master Services Agreement at phantomts.com/legal/msa.

Security & Compliance

Audit-ready. Insurance-ready. Built on the frameworks that matter.

Cybersecurity and compliance are not separate from your IT, they are the foundation underneath it. Every Guardian client is held to The Phantom Standard, built on NIST CSF and CIS Controls. Compliance-tier clients get a named vCISO and formal framework alignment for the regulations that apply to their industry.

Frameworks We Align To

- **CIS Controls v8.** The default framework alignment for every Guardian client, pragmatic and prescriptive for SMBs.
- **NIST Cybersecurity Framework.** Strategic alignment for regulated industries and those preparing for formal certification.
- **HIPAA Security Rule.** Full alignment for healthcare clients. BAA executed before any PHI is disclosed.
- **GLBA Safeguards Rule.** Full safeguards program for financial services, risk assessments, access controls, IR planning.
- **CMMC (Levels 1 and 2).** Preparation for defense industrial base clients: gap analysis, control implementation, audit readiness.
- **Indiana CDPA and state privacy laws.** Data protection addendums and policies aligned to applicable state requirements.

What Compliance-Tier Clients Get

- Named virtual CISO with quarterly executive reviews and board-level reporting
- Annual incident response plan and tabletop exercise
- CIS IG3-driven control set with formal security policy suite
- SIEM and integrated compliance logging
- Microsoft 365 E5 license with DLP and message encryption
- Monthly air-gapped server backups with restore testing
- 5-year IT budget and device lifecycle plan
- Annual cyber insurance policy review and renewal questionnaire support

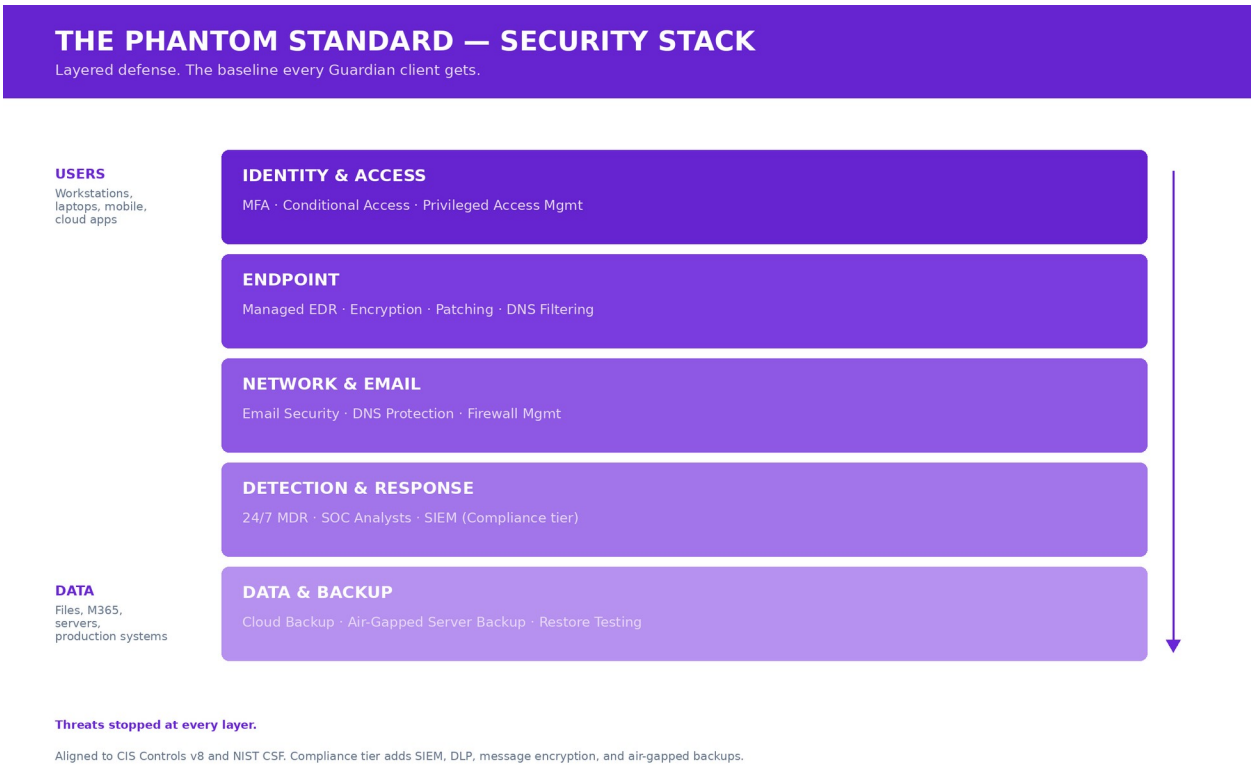
Independent and Honest

Penetration testing, formal audits, and incident forensics are always outsourced to independent third parties. We will never grade our own homework. When you need certification (SOC 2, ISO 27001, HITRUST), we coordinate with your auditor but do not perform the audit ourselves.

The Phantom Standard

A layered security baseline. The foundation under every Guardian engagement.

We do not invent our security model. We adopt the frameworks proven over decades, configure them correctly, and operate them continuously. Here is what The Phantom Standard looks like layer by layer, from the user at the top to the data at the bottom, with threats stopped at every layer.



Cyber Insurance Readiness

The control questions underwriters now require. With Phantom Guardian, you answer yes.

Cyber insurance underwriting has tightened dramatically. The questions on the renewal application three years ago were nice-to-haves. Today, missing answers can mean denied coverage, higher premiums, or outright non-renewal. Here is how Phantom Guardian stacks up against the standard underwriter checklist.

CYBER INSURANCE READINESS CHECKLIST

The control questions underwriters now require. With Phantom Guardian, you answer yes.

UNDERWRITER QUESTION	PHANTOM	TYPICAL MSP
MFA enforced on all email and remote access?	✓	✗
Managed EDR deployed to every endpoint?	✓	✗
24/7 monitoring and incident response?	✓	✗
Tested, immutable, air-gapped backups?	✓	⊖
Formal written incident response plan?	✓	✗
Annual tabletop or IR exercise?	✓	✗
Privileged access reviewed quarterly?	✓	✗
Security awareness training + phishing simulation?	✓	✗
SIEM with compliance logging (regulated industries)?	✓	✗
Documented data classification and DLP?	✓	⊖

What this means at renewal

Compliance-tier clients pass underwriting questionnaires without remediation. Some see premium reductions at renewal.

INDUSTRY RECOGNITION

Three consecutive years.

Named to the CRN MSP 500 list three consecutive years, recognized by The Channel Company as one of the Top 500 managed service providers in North America.

Industry Leadership

Recognized by the industry. Active in the community we serve.

Phantom Technology Solutions has built its reputation slowly and deliberately. We are recognized by the people who know this industry best: our peers, our partners, and the publications that track managed service providers nationally. We also invest back into the MSP community itself, because the entire sector gets better when operators learn from each other.

Industry Recognition

- **CRN MSP 500, three consecutive years.** Named by The Channel Company's CRN as one of the Top 500 managed service providers in North America.
- **CompTIA Community Leadership Award.** Recognized by CompTIA for measurable contributions to the global technology channel community.
- **GTIA Cybersecurity Leadership Award Nomination.** Nominated by the Global Technology Industry Association for cybersecurity practice leadership.
- **Microsoft Certified Partner.** Certified across Microsoft 365, Azure, and Windows Server. Active in the Microsoft partner ecosystem.
- **CompTIA Authorized Partner.** Team holds active CompTIA certifications across security, networking, and infrastructure domains.
- **CIS Controls & NIST CSF Aligned.** The foundation of The Phantom Standard, meeting the controls cyber insurance underwriters now require as table stakes.

Community & Thought Leadership

- **Rocket Fuel Factory.** Our CEO, Henry Timm, is a cofounder of Rocket Fuel Factory: education, global connection, consulting, and an accelerator for MSP operators committed to scaling operations and building sustainable businesses.
- **GTIA Global Leadership Committee.** Henry serves on the GTIA Global Leadership Committee, contributing to industry direction and standards across the global technology channel.
- **Cybersecurity Executive Council.** Henry provides leadership on the Cybersecurity Executive Council, helping shape practitioner-led guidance for SMB cybersecurity.
- **Speaking & industry events.** Henry speaks at dozens of technology industry events globally every year, presenting on vCISO delivery, AI in MSP operations, compliance program design, and security-first practice.
- **Industry publications, podcasts, and live streams.** Henry appears regularly in industry publications, podcasts, and live streams as a practitioner voice on cybersecurity, vCISO delivery, AI in the channel, and SMB technology strategy.
- **Vendor advisory roles.** Active on partner advisory boards with leading technology vendors, contributing to product direction across PSA, RMM, security, and documentation tooling.

- **Local presence.** Locally owned in Rolling Prairie. Deep ties with regional chambers, business associations, and the communities our clients serve.

Why This Matters to You

When your IT provider is connected, respected, and actively contributing to the industry, you benefit. We hear about threats earlier. We see what is working at peer MSPs. And we have the credibility to push back on bad vendor practices on your behalf.

Partnerships, Certifications, and Framework Alignment

The credentials and ecosystem behind The Phantom Standard.

CHAPTER · THE PARTNERSHIP

A long-term relationship, not a transaction.

We optimize for clients who stay for years, not quarters.

Client Story

One real engagement. Real outcomes.

CASE STUDY · MULTI-LOCATION HEALTHCARE PRACTICE

COMPLIANCE TIER

"Our cyber insurance renewal used to take three weeks of remediation. After moving to Phantom's Compliance tier, we passed underwriting with zero follow-up questions."

— Practice Administrator,
Specialty Medical Group (Indiana)

BY THE NUMBERS

3 wks → 0

Insurance remediation time eliminated

100%

HIPAA Security Rule alignment

18% ↓

Cyber insurance premium at renewal

ENVIRONMENT

Multi-location clinic · 32 workstations · 2 servers · HIPAA-regulated PHI

"We pick up the phone. We show up when it matters. And we treat every client like a neighbor — because most of them are."

By Henry Timm, Founder & CEO

Frequently Asked Questions

The questions every prospect asks, answered straight.

Q. How is Phantom different from the IT person we have now?

We do not bill hourly to fix things after they break. You pay a flat monthly fee for a team that is monitoring, patching, securing, and advising 24/7. We document your environment so the institutional knowledge does not live in one person's head. And we lead with security and compliance, not just uptime.

Q. How long does onboarding take?

The formal onboarding period is 30 days. Fundamentals clients typically reach steady state in 2–4 weeks. Compliance and Co-Managed clients are 4–8 weeks.

Q. Do we have to sign a long contract?

Our default initial term is 12 months. After that, the agreement renews in 12-month terms unless either side provides 60 days' written non-renewal notice.

Q. What does it cost?

Guardian pricing is published per-device, per-server, and per-location, the same rate card applies to every client. See the Service Tiers page for benchmark numbers. You can also use the investment estimator at phantomts.com to get a ballpark for your environment, or we will provide a detailed proposal after a discovery call.

Q. What happens when we have an emergency?

Fundamentals and Compliance clients have a 1-business-hour remote response target and under-8-business-hours onsite target. Co-Managed clients are 24-business-hour acknowledgement and under-72-business-hour onsite. After-hours emergencies are handled through the main support line with on-call escalation.

Q. Who do we actually talk to?

A dedicated Client Success engineer is your primary day-to-day contact. A named vCIO or vCISO handles strategy depending on tier. Our CEO is available for executive escalation. The team that answers is the team that knows your environment, no offshore call center.

Q. Do we have to use your tools?

Yes, for the things we manage. To deliver our SLAs and our security baseline, we standardize on a curated stack of best-in-class MSP tooling for RMM, ticketing, MDR, EDR, backup, and documentation. We do not require you to abandon line-of-business software that already works for your team.

Q. What if we already have internal IT staff?

Co-Managed is the right starting point. You get the full cybersecurity stack, RMM, patching, monitoring, workstation backup, and an annual TBR at a lower per-device cost. Help desk time is billed hourly at a 10%

discount. If you want included help desk, server backup, or quarterly vCISO leadership, those step up to Fundamentals or Compliance.

Q. How do you handle compliance, HIPAA, CMMC, GLBA?

Our Compliance tier includes a named vCISO, framework alignment (CIS Controls, NIST CSF, HIPAA Security Rule), policy development, annual tabletop exercises, and regulatory readiness reporting. We do not perform formal audits or certifications ourselves, we get you ready and coordinate with your auditor.

Q. What if we are not happy?

Tell us. Contact your Client Success engineer first; if it is not being resolved, escalate to our CEO directly. We would rather address a concern early than have it sit. Commercial agreements include a 90-day termination-for-convenience option, and Phantom waives the early termination fee if we are the ones who disengage.

Our Team

Meet the team that picks up the phone.

Phantom is built around senior expertise, not a large call center. Every client environment is touched by people who know your business by name. We hire deliberately, invest in development continuously, and stay small enough that the team that quoted you is the team that supports you.

Capabilities On Our Bench

- **Senior service delivery engineers.** Tier 2 and Tier 3 expertise across Microsoft 365, Windows Server, Azure, networking, virtualization, and endpoint management.
- **Dedicated Client Success engineers.** Your primary day-to-day contact. Owns onboarding, escalation, monthly reporting, and the long-term relationship.
- **vCIO and vCISO leadership.** Strategic technology and security leadership for Compliance and Co-Managed clients, board-level reporting, multi-year roadmaps, risk register ownership.
- **24/7 SOC and NOC analysts.** Round-the-clock security and network operations coverage through our managed detection and response partners.
- **Independent specialty partners.** A vetted bench of third-party specialists for penetration testing, forensics, and audit when independence matters.
- **Operations and administration.** Billing, contract administration, and vendor coordination so the engineers can focus on your environment.

How We Hire and How We Work

We hire for judgment, not just credentials. Strong communicators who can talk to non-technical business owners without condescension. Engineers who document instinctively. People comfortable being direct, telling a client a recommendation they may not want to hear, or admitting when something went wrong.

We invest continuously in our team's development: certifications, vendor training, and time for self-directed learning. The threat landscape changes quickly; staying sharp is part of the job.

We stay small by design. A larger team would let us take on more clients, but it would dilute the quality of the relationships. Every client gets a real human who knows their environment, not a ticket queue and a rotation of strangers.

Our Story

A practical MSP, built deliberately, in Northern Indiana.

Where We Started

Henry Timm founded Phantom Technology Solutions in 2008 and incorporated the business in June 2010 in Rolling Prairie, Indiana. The original premise was simple: small and midsize businesses in the Michiana region deserved the same caliber of IT and security support that enterprises took for granted, without the enterprise complexity or hourly billing surprises.

How We Have Grown

Phantom has been recognized three consecutive years on the CRN MSP 500 list as one of the Top 500 managed service providers in North America. We have built our reputation slowly and deliberately, expanding only where we can deliver excellent service. We do not chase growth for the sake of growth.

What Has Changed

The threat landscape has changed dramatically since 2010. Ransomware, phishing-as-a-service, AI-enabled attacks, and tightening cyber insurance requirements have pushed security from optional to existential. Phantom responded by reshaping the firm around a security-first delivery model: The Phantom Standard, built on NIST and CIS frameworks. Today, every managed client gets EDR, MFA, 24/7 monitoring, and a baseline that meets what cyber insurance carriers actually require.

What Has Not Changed

We are still locally owned and operated in Rolling Prairie. We still pick up the phone. We still believe that small businesses deserve serious IT, delivered without ego. And we still under-promise and over-deliver, because in this business, your reputation is the only thing you actually own.

Our Core Values

What we hold ourselves to, and what you can hold us to.

Security First, Not Security Sold

Cybersecurity is built into every layer of our service, not packaged as an upsell. The same EDR, MFA, monitoring, and security baseline applies whether you are our smallest Fundamentals client or our largest Compliance engagement.

Execution Over Promise

We under-promise and over-deliver. We would rather quote a longer timeline and hit it than over-commit and miss. Our reputation is the only thing we actually own.

Geographic Discipline

We serve clients we can serve well. Tight, profitable, and well-regarded matters more to us than growth for the sake of growth. If we are not the right fit, we will tell you and recommend someone who is.

Direct, Practical, Peer-Level

No corporate filler. No fear-selling. No buzzwords for the sake of buzzwords. We talk to clients the way we would want to be talked to as business owners.

Document Everything

Institutional knowledge belongs in a system, not in one person's head. Every client environment is fully documented, every process has an SOP, and every decision has a record.

Long-Term Relationships

We optimize for clients who stay for years, not quarters. That means we say no to bad-fit engagements and yes to honest conversations about scope, cost, and risk.

See What It Would Cost

Get a ballpark in two minutes with our investment estimator.

We publish our Guardian pricing because we believe prospects deserve clarity before a sales call. Use the investment estimator on our website to model your own environment by users, servers, and locations, and get a real range, not a guess.

SCAN OR VISIT

phantomts.com

Enter your workstation count, server count, and locations. The estimator returns a real range for each Guardian tier so you can have a budget conversation internally before we ever meet.

- ✓ No email or contact info required
- ✓ Real numbers, real ranges, no sales theater
- ✓ Takes 2 minutes

Next Steps

A clear path from here to a signed agreement, no pressure, no surprises.

If what you have read so far resonates, here is exactly how we move forward. We use a deliberate three-stage process so both sides know whether we are the right fit before any agreements are signed.

01

Fit Call (20 minutes)

A short call with our Client Success team to confirm we are aligned. We cover your business, your current IT situation, what is driving the conversation, and a high-level sense of fit. No pitch, no slides. If we are not a fit, we will tell you and ideally point you somewhere better.

02

Discovery & Light Assessment (45–60 minutes)

A working session with our team. We review your environment in more detail, run a light assessment of your M365 tenant and security posture if helpful, and identify the gaps that matter. You leave with a clearer picture even if we never sign anything.

03

Proposal Review & Close (30–45 minutes)

We present a tier recommendation, scoped pricing, a Statement of Work, and our full agreement suite. We walk it line by line. Questions answered live. No high-pressure close, you take what you need to make a confident decision.

TRUSTED TECHNOLOGY PARTNER SINCE 2010

Ready to Talk?

The fastest path forward is a 20-minute fit call. Bring your questions; we will bring ours.

Schedule a free consultation: phantomts.com
Email: htimm@phantomts.com
Visit: 5097 N 600 E, Rolling Prairie, IN 46371

Phantom Technology Solutions • Locally owned. Practically secure. Built to last.