CertusITM



SERVICES PORTFOLIO · 2026

Information Technology Management, engineered to never stop.

Consulting, cybersecurity, custom development, reports and dashboards, infrastructure and 24/7 specialized support for businesses in the United States and Latin America.

WHO WE ARE

A senior engineering team. Built across borders, for businesses without borders.

We aspire to be your trusted IT partner, supporting your business every step of the way — from strategy and security to the day-to-day operations that keep your systems running. Although we are a young company, our team brings more than 18 years of experience implementing, configuring, and managing industry-leading technology.

100%	12+	2	EN · ES
Senior engineers on delivery	Avg. years of experience	Countries · 4 timezones	Working languages

The name means certain. We mean it.

Senior-only delivery teams

No bench-warming juniors learning on your project. Every engineer assigned has shipped systems like yours before.

Cross-border by design

USA + Mexico presence with bilingual project leads — contract in USD or MXN, deliver across the Americas.

Audit-ready by design

We design and operate against CIS Controls, NIST CSF and the ISO 27001 and SOC 2 control sets. We are not the auditor or the certification body — we are the team that gets you through it.

Outcomes, not timesheets

Fixed-scope statements of work for projects. You buy results, not hours.

Six disciplines. One operating system for your IT.

01 **Consulting**
Technology decisions, made with the business in the room.

02 **Cybersecurity**
Fewer ways in. A plan for when something gets through.

03 **Custom Development**
Software built to be run, not just delivered.

04 **Reports & Dashboards**
Reports people actually open.

05 **Infrastructure**
Cloud, hybrid or on-premise — built to keep running.

06 **Specialized Support**
One accountable team for the systems you depend on.

01 Consulting

Technology decisions, made with the business in the room.

Advice from engineers who have run the systems they advise on. We look at where your IT stands today, decide with you what to fix first, and leave a plan your team can carry out — with us or without us.

WHAT WE DELIVER

- ✓ Current-state assessment
- ✓ Architecture reviews
- ✓ Vendor and tool selection
- ✓ Technology roadmap
- ✓ Cost and licensing review
- ✓ Audit readiness

> **We prepare you for the audit. We do not run it.**
> Certus ITM is not an accredited audit firm. We align your environment to the control set and close the gaps; the audit itself is run by your certification body or your SOC 2 auditor.



HANDS-ON EXPERIENCE

CIS Controls v8 · NIST Cybersecurity Framework · ISO/IEC 27001 — Annex A · SOC 2 — Trust Services Criteria · Microsoft Cloud Security Benchmark · ITIL 4 · Scrum

HOW WE DO IT

01
Listen
Interviews with management and the IT team to understand the goals, the constraints and what is already in motion.

02
Assess
Read-only access to the environment and its documentation. We verify instead of assuming.

03
Recommend
A written report and roadmap, presented to the people who decide, with the reasoning behind each priority.

04
Follow through
We can carry out the plan, support your team while it does, or hand it over completely.

02 Cybersecurity

Fewer ways in. A plan for when something gets through.

We harden what you run, control who can reach it and keep an eye on it — with the same controls we apply to our own systems, and a response plan written down before you need it.

WHAT WE DELIVER

- ✓ Security assessment
- ✓ Identity and access
- ✓ Endpoint and perimeter
- ✓ Hardening
- ✓ Vulnerability management
- ✓ Incident response

> **Your business, seen from the outside.**
> Inspecnia is our external security and web-presence review: a passive look at what anyone can see of your company from the outside, explained and prioritized. It needs no access to your systems.



HANDS-ON EXPERIENCE

Microsoft Entra ID · Active Directory · ADFS · Cisco DUO — MFA · Password Manager Pro · CrowdStrike — EDR · Bitdefender · Fortinet · Cisco — firewalls · Barracuda — content filtering · Qualys

HOW WE DO IT

01
Assess
We map what you have, who can reach it and what matters most to the business.

02
Prioritize
Findings ranked by risk, so the first weeks go to what would hurt the most.

03
Remediate
We apply the changes with your team, in maintenance windows, with a rollback plan for each one.

04
Keep watch
Monitoring, scheduled scans and patching continue under a managed contract, or your team takes them over.

03 Custom Development

Software built to be run, not just delivered.

Web, mobile and cloud applications built by senior engineers at CertusWS, our product studio — with the security gates, documentation and handover that let your team own what we build.



WHAT WE DELIVER

- ✓ Web applications and portals
- ✓ APIs and integrations
- ✓ Modernization
- ✓ Mobile apps
- ✓ SaaS products
- ✓ Maintenance and support

> **Handover is a right, not a negotiation.**
> Your repository, your cloud tenancy and your domains from day one. Every change goes through review and automated security checks before it reaches production.

HOW WE DO IT

01
Discovery
A focused workshop to map the users, the data and the outcomes that matter to the business.

02
Design
Architecture, security model, delivery plan and a fixed-scope proposal, before anything is signed.

03
Build
Short iterations you can see working, with code review by a second engineer and automated checks on every change.

04
Hand over or operate
Your repository, your cloud, your domains, with runbooks and decision records. We keep running it if you want us to.

04 Reports & Dashboards

Reports people actually open.

Executive reports and dashboards built with the tool that fits each case — Power BI, a custom web dashboard or a report that arrives on its own — on a data model where every number means the same thing to everyone.



WHAT WE DELIVER

- ✓ The data model first
- ✓ Operational reports
- ✓ Automated delivery
- ✓ Executive dashboards
- ✓ Custom web dashboards
- ✓ Access by role

> **Publish reports without sending files.**
> For reports that go to clients, partners or a board, InsightEntry — built by CertusWS — publishes Power BI and web reports to the right people, with access control instead of attachments.

HANDS-ON EXPERIENCE

Power BI · Microsoft Fabric · Custom web dashboards · Excel · SQL Server · Oracle Database · PostgreSQL · MySQL · MariaDB · Oracle JD Edwards

HOW WE DO IT

01
Questions first
Which decisions the report has to support, who reads it and how often. The tool comes after.

02
Sources and model
We connect the sources and agree on the definition of each metric with the people who own it.

03
Build and reconcile
Before go-live, the figures are checked against the reports you already trust.

04
Hand over and evolve
Documentation, training for the people who use it, and changes as the business asks new questions.

05 Infrastructure

Cloud, hybrid or on-premise — built to keep running.

Design, migration and day-two operations across Azure, AWS, Microsoft 365 and your own data center — sized for what you run today and what you will run next.

WHAT WE DELIVER

- Cloud and hybrid architecture
- Microsoft 365 and identity
- Networking
- Migrations
- Virtualization and storage
- Backup and continuity

Certified on the platforms we run.
Our engineers hold active Microsoft certifications in Azure architecture, administration, networking and virtual desktop, plus years of Windows Server and Active Directory credentials. Every number can be verified with Microsoft.



HANDS-ON EXPERIENCE

Azure · AWS · GCP · VMware ESXi · vCenter · Storage · SAN · vSAN · PowerStore Manager · Windows Server · Microsoft 365 · Exchange Server / Online

HOW WE DO IT

01
Inventory
What you have, how it is connected and what depends on what.

02
Design
The target architecture, the costs and the migration plan, approved by you before we touch anything.

03
Migrate
In maintenance windows, system by system, with a rollback plan and your team informed.

04
Operate
Monitoring, patching and capacity under a managed contract, or a documented handover to your team.

06 Specialized Support

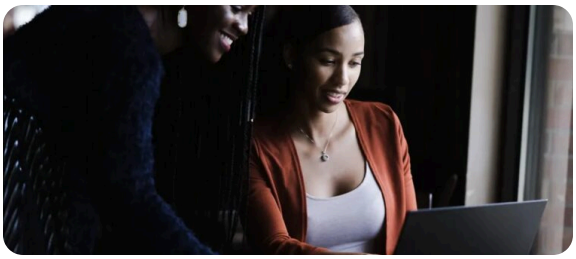
One accountable team for the systems you depend on.

Senior engineers on retainer, with response times written into the contract, 24/7 on-call for critical incidents and a single accountable owner for every system we touch.

WHAT WE DELIVER

- Proactive monitoring
- Patching and maintenance
- Documentation and runbooks
- 24/7 incident response
- Change management
- Regular reviews

The same commitments in every contract.
Response times, transparency and confidentiality are written into every managed contract, the same way for every client.



HANDS-ON EXPERIENCE

PRTG · VMware Aria Operations / Logs · InvGate · CA ITCM · ServiceDesk · Windows Server · Windows 11 / 10 · Red Hat Enterprise Linux · Ubuntu Server · Debian

HOW WE DO IT

01
Onboarding
Inventory, access, monitoring and the severity matrix set up and agreed with you.

02
Stabilize
We close the urgent gaps found on the way in: missing backups, unpatched systems, shared accounts.

03
Run
Day-to-day operation, monitoring and response under the agreed response times.

04
Review and improve
Regular reviews of what happened and what is coming, and a plan to reduce the incidents that keep repeating.

HOW WE WORK

A predictable path from first call to a system you can rely on.

01

Discovery

A focused workshop with your team to map current state, constraints, and the outcomes that actually matter to the business.

02

Design

Architecture, security model, delivery plan, and a fixed-scope proposal. You see the full picture before signing anything.

03

Build

Iterative delivery in two-week cycles with a single accountable lead. Status, risks, and demos every sprint — no surprises.

04

Operation

We don't disappear at go-live. Optional managed-operations handoff with monitoring, on-call, and continuous improvement.

Pick the shape that fits the problem.

Fixed-scope statements of work

Defined deliverables, defined dates, defined price. Best for migrations, builds, and audits.

Embedded engineering team

A dedicated capsule of senior engineers working as part of your org. Best for long horizons.

Outcome-based SLAs

We own the platform end-to-end and report on uptime, performance, and risk. Best for ops.

What we put in every contract.

- ✓ Optimized and secure IT infrastructure
- ✓ Response time in writing
- ✓ Confidentiality of your information
- ✓ Proactive and reactive support, 24/7
- ✓ Transparency and constant communication
- ✓ Monthly activity reports

99.95%
SERVICE LEVEL TARGET

24 / 7
COVERAGE

< 15 min
CRITICAL RESPONSE

Service targets under our Managed Services agreement. Thresholds, measurement windows, exclusions and service credits are defined per contract.

Operating principles.

Boring tech, on purpose.

We choose the right tool, not the new tool. Resilience beats novelty.

Observable everything.

If we can't measure it, we don't ship it. Logs, metrics, traces, on-call.

Written, not whispered.

Architecture docs, runbooks, decision records. The system survives the person.

Secure by default.

Every architecture passes a security review before it passes code review.

EXTERNAL SECURITY AND WEB-PRESENCE REVIEW

Inspecnia

Your business, seen from the outside.

Could someone be sending email in your company's name? Inspecnia reviews what anyone can see of your business from the outside and tells you, in plain language, what to fix first.

NOTHING TO INSTALL · ONLY YOUR DOMAIN · PLAIN-LANGUAGE REPORT

Sample report		yourcompany.com
HIGH	EMAIL	Anyone can send email in your name
MEDIUM	WEBSITE	Your site still accepts outdated encryption
LOW	DNS	Any provider can issue certificates for your domain
OK	CERTIFICATE	Valid, renews automatically

SIX QUESTIONS YOUR REPORT ANSWERS

01 Can someone send email pretending to be you?

02 Does your site scare customers with "not secure" warnings?

03 Is your site running old software with known flaws?

04 Are there doors left open where anyone can see them?

05 Is your site sharing visitor data without saying so?

06 Does your site make a good first impression?

CERTUS WEB SOLUTIONS · PRODUCT STUDIO

CertusWS

Ship the product. Not the prototype.

CertusWS is the Certus ITM product studio: enterprise SaaS and consumer platforms, designed, built and operated end to end by the same team behind our consulting work.

Today we run our own platforms in production: identity, IT inventory and compliance, IT service management, e-invoicing, web infrastructure, reporting and monitoring. The people who wrote the code are the people on call.

BUILD · LAUNCH · SCALE



TEAM CREDENTIALS

Certifications you can verify.

Industry-recognized credentials held by the Certus ITM engineering team. Every Microsoft certification number can be independently verified.

Microsoft Certified: Azure Solutions Architect Expert
ACTIVE

Microsoft Certified: Azure Administrator Associate
ACTIVE

Microsoft Certified: Azure Network Engineer Associate
ACTIVE

Microsoft Certified: Azure Virtual Desktop Specialty
ACTIVE

Microsoft Certified: Power BI Data Analyst Associate
ACTIVE

ITIL® Foundation · Scrum Fundamentals · Project Management
SERVICE MANAGEMENT AND DELIVERY

MCSE: Private Cloud · MCSE: Server Infrastructure
RETIRED PROGRAM · DOES NOT EXPIRE

MCITP: Enterprise Administrator on Windows Server
RETIRED PROGRAM · DOES NOT EXPIRE

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LET'S TALK

One conversation. Then a real plan.

Tell us what's broken, slow, or unclear. An engineer, not a salesperson, replies within 24 hours.

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