

SERVICES OVERVIEW

Fusion Computing Services Overview

Fully managed IT, co-managed IT, managed cybersecurity and AI for Canadian businesses with 10 to 150 employees.

Who we work with

Fusion Computing was founded in 2012 and is Canadian-owned. It has supported over 500 Canadian businesses.

We serve Toronto and the GTA, Hamilton and the Golden Horseshoe, and Metro Vancouver.

How the service runs

Managed and co-managed IT each have a written scope.

Our security work is CISSP-led and aligned to CIS Controls v8.1. Mike Pearlstein, our CEO, holds the CISSP.

We respond to critical issues within 1 hour. Every client is supported by four technicians.

Terms

Agreements run two or three years as standard; a one-year term is available at a higher rate.

We do not sell break-fix or pay-as-you-go support.

Assessments are paid work, and each one is scoped separately.

The four service lines

Service line	Who it is for and what it covers	Price
Fully managed IT	For a business that needs an IT department. Fusion handles day-to-day support, monitoring, security and Microsoft 365, with a written scope and a plan for the work ahead.	Fully managed IT from \$185 per user per month
Co-managed IT	For a business with an internal IT lead. Your team keeps the responsibilities it wants to own. Fusion adds agreed monitoring, security, escalation and planning support.	Co-managed IT from \$160 per user per month
Managed cybersecurity	For a business that needs a stronger security program. Fusion provides monitoring, incident response, backup verification and CISSP-led guidance.	Managed cybersecurity at \$185 to \$230+ per user per month

Service line	Who it is for and what it covers	Price
AI	For a team with a specific workflow to improve. Fusion scopes Microsoft Copilot, business automation and AI implementation around the people, information and review steps involved.	Quoted by deliverable

The CIS-Aligned package is about \$230 per user per month. Managed cybersecurity can also be priced by device: \$200 per managed device per month, plus \$200 per month for each Microsoft 365 tenant.

A Power Automate engagement costs \$5,000 to \$25,000+, and a typical one is about \$5,000. A scoped Power Automate discovery is a separate first step and costs \$750.

Project work is the only service sold outside a retainer. It is billed at \$185 an hour, remote or on-site.

What a managed IT agreement covers

Function	What we run
Help desk	Tier 1 to Tier 3 support, password resets and app issues.
Monitoring	Agents on every endpoint and server, with 24/7 alert routing.
Security	Endpoint detection and response, multi-factor authentication, sign-in access rules, a password vault and firewall management.
Microsoft 365	Tenant configuration, licence right-sizing and mobile device management.
Backup	Immutable cloud backups, quarterly restore tests and documented recovery targets.
Planning	Quarterly business reviews with leadership, a roadmap and a risk register.

50 Best

Managed IT Companies in Canada
(e-ChannelNews, 2024 and 2025)

93%

first-contact resolution (Fusion service desk,
measured, as of August 2026)

4.9/5

Google rating, checked August 2026

Start with a free 30-minute discovery call about your team. Call 416-566-2845 or send us a request.

Contact Fusion Computing · senior reply within 1 business day · fusioncomputing.ca/contact-us/

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