

LUPINE SYSTEMS

IT AND SECURITY SERVICES FOR SMALL TEAMS.

PRACTICAL, TRANSPARENT, AND BUILT WITHOUT
THE CORPORATE NOISE.



TABLE OF CONTENTS

1

About Us

2

Mission and Vision

3

How Lupine Systems Works

4

Service Tiers 1-3

5

Service Tiers 4-5

6

Engagement & Expectations



About Us.

Introduction

We provide thoughtful, reliable IT and security support for small businesses and creative teams by putting people first, protecting what matters, and building technology that supports growth instead of getting in the way.

This practice exists by choice. After working in large corporate IT environments, we chose to focus on supporting smaller organizations that value people, creativity, and community. Too often, small teams are expected to operate with enterprise level reliability while being treated as an afterthought. We believe they deserve better.

We work as a single, trusted partner, handling everything from day to day IT operations to security, risk, and compliance without selling fear, bloated tooling, or unnecessary complexity. Our approach is grounded in clarity, trust, and practical outcomes. The goal is simple. Stable systems, reduced risk, and technology that quietly supports the work our clients care about.

We specialize in working with small and mid sized businesses, independent studios, record labels, game developers, and creative teams. These are organizations that want enterprise grade reliability without enterprise indifference. If you are looking for calm, honest, security minded IT support from someone who actually understands how your work gets done, you are in the right place.



Mission & Vision.

MISSION

- To provide thoughtful, reliable IT and security support for small businesses and creative teams by putting people first, protecting what matters, and building technology that enables growth instead of getting in the way.

VISION

- We envision IT and security as calm, dependable infrastructure for small businesses and creative teams, built around people, clarity, and long-term trust rather than fear or complexity.



How Lupine Systems Works

Lupine Systems operates as a fractional IT & Security partner. Engagements are intentionally scoped, tiered by complexity and risk, and designed to scale as your organization grows.

Engagement Flow

- Discovery & Assessment
- Tier Recommendation
- Scoped Engagement (SOW-based)
- Ongoing Support & Growth

Scope Boundaries & Philosophy

No fear-mongering. No vendor lock-in. No unmanaged personal devices. All tooling and licenses are owned by the client. Emergency or out-of-scope work is discussed and scoped explicitly.

Lupine Systems supports teams that care about their people and their craft. Calm, competent IT and security leadership, scaled to where you are.

Service Tiers

TIER 1 — ESSENTIAL IT SUPPORT

Reliable day-to-day IT for small teams.

- Device setup and configuration (Windows & macOS)
- User onboarding and offboarding
- Email and productivity platform support
- Basic networking and Wi-Fi troubleshooting
- Backup configuration and recovery support
- Vendor and SaaS management
- General IT troubleshooting

Ballpark: \$120/hr or \$750–\$1,200/month

TIER 2 — MANAGED IT & SECURITY BASELINE

Structured IT operations with foundational security.

- Centralized device management (Intune or Jamf)
- Identity and access management with MFA
- Endpoint security and system hardening
- SaaS access reviews
- IT documentation and process standardization

Ballpark: \$1,500–\$2,500/month

TIER 3 — SECURITY & RISK MANAGEMENT

Active security oversight and risk reduction.

- Security posture and risk assessments
- Vulnerability management guidance
- Endpoint detection and response setup
- Incident response planning and tabletop exercises
- Phishing and security awareness training
- Vendor risk reviews

Ballpark: \$1,500–\$3,500 assessment, \$1,500–\$3,000/month

Service Tiers (cont.)

TIER 4 — COMPLIANCE & GRC SUPPORT

Audit-ready security without fire drills.

- SOC 2, PCI, and privacy readiness guidance
- Risk registers and control mapping
- Policy creation and documentation
- Audit preparation and evidence workflows
- Security questionnaires support

Ballpark: \$3,000–\$7,500 packages, \$2,000–\$4,000/month

TIER 5 — VIRTUAL CISO & STRATEGIC ADVISORY

Executive-level security leadership.

- Security roadmap and strategy
- Executive and board-level risk reporting
- Program oversight and prioritization
- Incident response leadership
- AI governance and advisory support

Ballpark: \$3,000–\$6,000/month



Engagement & Expectations

This page outlines how engagements with Lupine Systems work, what's included, and where boundaries exist. The goal is simple: clarity, trust, and no surprises.

Scope of Work

Included

- Ongoing IT and security support aligned to your selected service tier
- System design, configuration, and ongoing management
- Proactive improvements, risk reduction, and documentation
- Vendor coordination and technical escalation

Not Included

- Unlimited project work outside the defined tier
- Emergency response caused by ignored recommendations
- Ownership of undocumented or shadow IT systems
- Ad-hoc work without visibility into access or decision ownership

Clear scope protects both sides and keeps work focused where it matters.

Engagement Model

- Retainer-based, predictable monthly pricing
- Defined response expectations and escalation paths
- Larger initiatives scoped separately when required
- No surprise invoices or ticket-count games

Engagement & Expectations (cont.)

Tooling & Licensing

All software tools and licenses are owned and billed directly by the client.

Lupine Systems evaluates, designs, configures, and manages these tools on your behalf, without vendor lock-in or hidden dependencies.

Why this matters

- Transparent costs and long-term ownership
- Freedom to change tools or providers as needs evolve
- Full control of systems, data, and billing

Safeguards

- Tools live in the client's own environment
- Ownership and billing stay with the client
- Access and recovery are documented and resilient

Shared Responsibility

Lupine Systems handles strategy, systems, and execution. Clients retain decision-making authority and approvals.

Strong outcomes come from partnership, not handoff.

www.lupinesystems.org

Next Step

If this approach aligns with how you want IT and security to function, clear, practical and human, the next step is a short conversation to confirm fit.

Lupine Systems

 719-651-7351

 shane@lupinesystem.org

