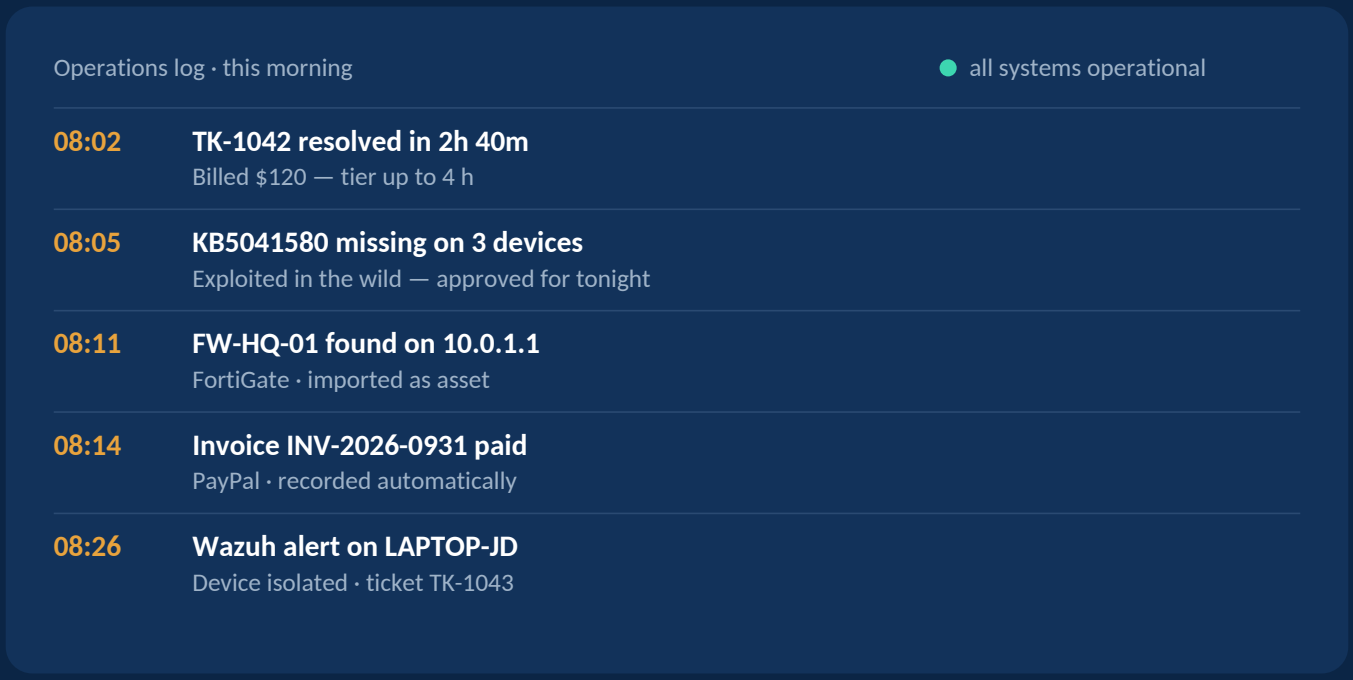
Iteronix

Run your whole MSP from one screen.

One platform to run your managed services — helpdesk, RMM, security, documentation and billing.

Iteronix replaces the patchwork of PSA, RMM, documentation and billing tools most MSPs juggle. Technicians work tickets, patch and remote into devices from one screen; clients get a clean portal; the business side quotes, bills and gets paid automatically.



1
platform instead of 5–8 tools

24/7
agent monitoring & patching

0
per-technician licence fees for open-source remote & EDR

100%
self-hosted data

Everything in one platform

Five areas that usually need five different subscriptions.

Service desk

Everything a technician needs to resolve issues fast.

Tickets with SLAs

Priorities, categories, SLA timers, escalations, internal notes and a full activity log.

Merge, split & parent/child

Combine duplicates, split multi-issue tickets, group work under a parent ticket with tasks.

Collision warning

See instantly when a colleague is viewing or typing on the same ticket.

Watchers & CC

Keep colleagues and customer contacts in the loop automatically.

Recurring tickets

Monthly backup checks, patch reviews and licence renewals created on schedule with checklists.

Reminders & follow-ups

Snooze-style reminders that can reopen a ticket when it's time to check back.

Dispatch calendar

Plan on-site and remote appointments per technician for the week.

AI assist

Summaries, reply drafts, triage suggestions, troubleshooting steps and KB articles.

Chat from the desktop

Users chat with a technician from the tray icon; one click turns the chat into a ticket.

Monitoring & management

A lightweight Windows agent keeps every device visible and healthy.

Asset inventory

Hardware, software, warranty, lifecycle, depreciation, check-out/check-in and QR labels.

Excel/CSV import

Map any spreadsheet's columns, dry-run, update duplicates by serial number.

Patch management

Policies, approvals, maintenance windows, compliance reports — exploited CVEs (CISA KEV) flagged first.

Drivers & firmware

Dell Command | Update and Lenovo updates scanned and applied remotely.

Monitoring & alerts

Disk, CPU, memory, services and offline alerts that open tickets automatically.

Scripts & automation

Run PowerShell on one device, a client or the whole fleet — with results collected.

Network discovery

SNMP + ping sweep finds switches, firewalls, printers and NAS devices on client networks.

Remote control

One-click desktop, terminal and file sessions through self-hosted MeshCentral.

Device lifecycle

Unregister, transfer between clients and restore removed devices for 90 days. Reinstalling reclaims the same record.

Remote console & files

PowerShell console and file transfer through the agent — no extra remote-control tool needed.

Automatic agent updates

Pilot group first, then everyone; every installer verified by hash and signature.

Everything in one platform

Continued.

Security & compliance

Prove and improve every client's security posture.

EDR with Wazuh

Threat detection, file integrity, vulnerability scans, isolation and active response.

Security posture

BitLocker, Defender, firewall, local admins and risky settings scored per device.

Microsoft 365 & Google Workspace

Users, licences, admins, MFA status, stale and wasted licences per tenant.

Client security report

One report combining MFA, EDR alerts, patch compliance and device health.

PCI DSS toolkit

SAQ questionnaires and a complete set of policy documents in Word and PDF.

Documentation vault

Encrypted passwords with access log and 2FA codes, client documents, domain & SSL expiry.

Document backup

Desktop and Documents backup of business files, encrypted on the device, with 30–180 day retention and self-service restore.

Business & billing

Quote, deliver, bill and get paid — without spreadsheets.

Quotes

Professional quotes the client accepts or declines in the portal, converted to projects or invoices.

Projects

Fixed price, time & materials or milestones with budgets, tickets and time tracking.

Flexible support billing

Hourly, per ticket (e.g. up to 1 h = $49), per project or unlimited remote support per user — per client.

Automatic invoicing

Monthly invoices from resolved tickets, project items, re-billable expenses and subscriptions.

Online payments

Clients pay invoices in the portal with PayPal or card; Wise and bank transfer details included.

Accounting

Payments, expenses, profit & loss, receivables aging, tax summary and CSV export.

Customer satisfaction

Star ratings on resolved tickets with per-technician and per-client results.

Quarterly business reviews

Service, security trend, device age and recommendations per client — print and present.

For your clients

A professional self-service experience your customers will actually use.

Client portal

A professional self-service experience for your customers.

Tickets & updates
Users open and follow tickets, reply and rate the service.

Sign in with Microsoft or Google
Single sign-on for client staff, with domain-based onboarding.

Getting-started videos
Short security-awareness videos with progress tracking per user.

Devices & security
Company admins see their devices, patch status and security report.

Quotes, invoices & payments
Accept quotes, download invoices and pay online.

Compliance documents
Approved PCI DSS documents available for download.

Public status page
Live service status, uptime history and maintenance notices.

Restore my files
Users browse their backed-up files and versions, download them or restore to their PC.

Refer a company
Clients share their link and earn a free month for every company that joins.

Getting started with a new client

1 **Onboard**
Questionnaire, sites, users and assets imported from Excel.

2 **Deploy**
Agents via Intune, GPO or script; remote access and EDR follow.

3 **Protect**
Patch policies, exploited-CVE priority, monitoring and EDR.

4 **Report**
Monthly security report, CSAT and automatic invoices.

Why MSPs choose Iteronix

Self-hosted & private
Your data and your clients' data stay on infrastructure you control.

Open-source security stack
Wazuh and MeshCentral — no per-endpoint licence fees for EDR and remote access.

Built for small MSPs
One tidy platform instead of a stack of subscriptions to integrate and pay for.

Business outcomes
Faster resolution, fewer missed bills, provable security for every client.

Book a demo

A 30-minute walkthrough, then a pilot on one of your customers.
hello@iteronix.co · portal.iteronix.co

Pricing

Pay per user or per technician, add only the modules you need, and choose how support is billed. No setup fees, no long contracts.

FOUNDING CLIENT OFFER

Free until 1 January 2027 — then 30% off for 24 months.

The first 5 clients lock the discount in exchange for a short testimonial and a monthly feedback call. Support work is billed separately.

Core

Businesses (end clients)

$12 per user / month

- Helpdesk, SLAs and client portal
- Asset & software inventory
- Windows + third-party patching
- Monitoring & alerting
- Monthly security report
- Knowledge base, onboarding & training

All-In Managed

Businesses that want one fixed bill

$49 per user / month

- Everything in Core
- Unlimited remote support (business hours)
- EDR threat detection
- Remote access
- Document backup (30 days)
- AI-assisted triage

MSP Platform

MSPs and IT teams

$29 per technician / month

- All Core modules for every client
- Unlimited endpoints and portal users
- Billing, quotes & invoicing
- Documentation vault
- Network discovery
- Add-ons at wholesale prices

Add-ons (per month)

Document backup	**$2 / user**
EDR (Wazuh)	**$3 / device**
Remote access	**$2 / device**
AI Assist	**$2 / user**
Microsoft 365 / Google insights	**$1 / user**
Drivers & firmware	**$1 / device**
Documentation vault	**$15 / client**
Network discovery	**$15 / client**
PCI DSS compliance	**$39 / client**

Backup retention: 30 d $2 · 60 d $3 · 90 d $4 · 180 d $6 per user (or $25 / $35 / $45 / $65 flat per company)

Support — billed your way

Hourly — **$65 / hour**
Remote, billed in 15-minute steps. On-site $85/h. After hours ×1.5.

Per ticket — **from $49**
Up to 1 h $49 · up to 4 h $120 · up to 8 h $199. Fixed price, no surprises.

Per project — **fixed quote**
Quoted up front, or prepaid 10-hour blocks at $60/h.

Unlimited remote — **$35 / user / month**
Unlimited remote support in business hours. Projects and on-site excluded.

How that compares

Typical US managed IT	**$100–250 per user / month**
Typical break-fix rate	**$125–250 per hour**
Popular RMM/PSA suites	**$79–209 per technician / month**
Typical MSP backup resale	**$10–20 per endpoint / month**

Unlimited remote support covers normal day-to-day requests. Projects, new installations, on-site visits and after-hours work are billed separately. Prices exclude tax.