



SurroundNet

THE IT ECOSYSTEM PLATFORM · FOR ORGANIZATIONS AND THEIR MSPS

One source of truth for your whole digital ecosystem.

What is SurroundNet?

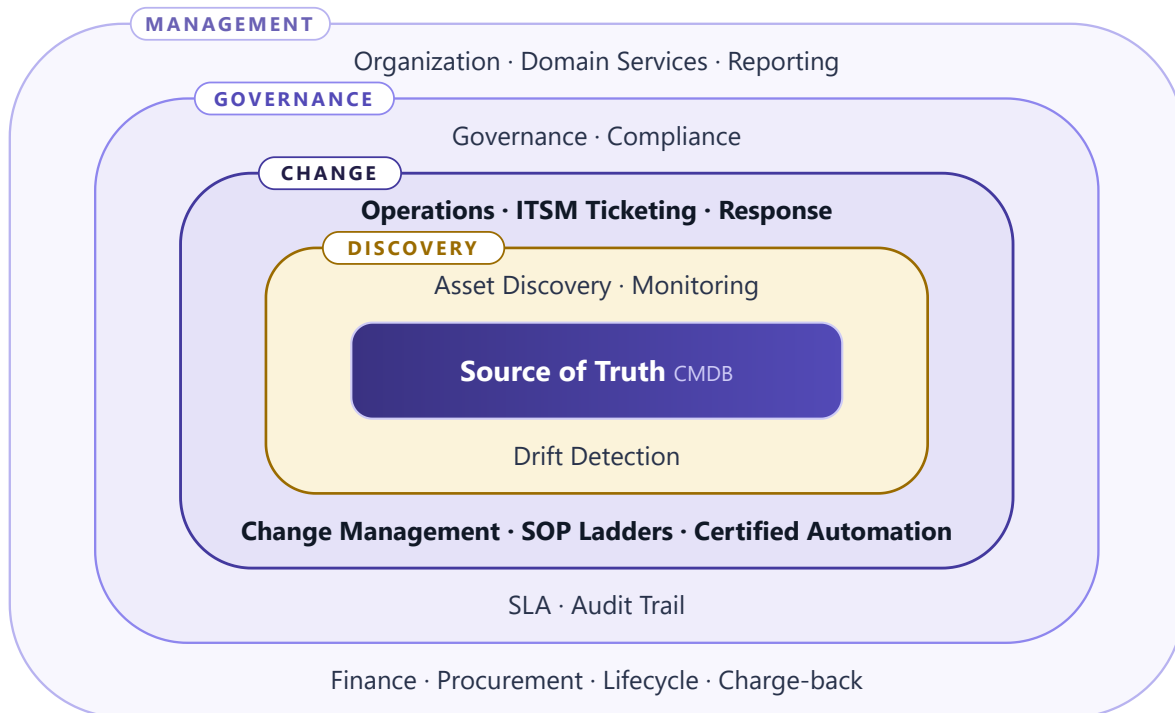
SurroundNet is one platform that discovers everything in your IT estate — network, cloud and containers — and wraps it in the people, processes, finance and compliance that run it. One trusted record, with an audit trail behind every change.

For organizations

Built for end users who want a **strong relationship with their digital ecosystem** — knowing what they have, who owns it, what it costs, and whether it's compliant.

For MSPs

Built for MSPs who want a **strong relationship with their customers**. Your value is repeatability and rigor — SurroundNet's strength is process implementation, delivered the same way for every customer, with **each customer's data sealed off** from the rest.



Every capability works from the same record — **discovered automatically, changed only through process, audited end to end.**

Azure SaaS · On-premise · **Fully air-gapped** — every orbit works with no internet connection

One operating model — applied to every customer.

SurroundNet works in orbits around one source of truth: **Discovery** finds it, **Change** works on it, **Governance** proves it, and **Management** owns and pays for it. Every customer gets the same model, **fully separated**.

DISCOVERY — what you have, and how it's doing

Asset Discovery

Finds network, cloud and container assets and feeds the CMDB.

Monitoring & Telemetry

Presence and real-time health — CPU, memory, disk — at every site; a sustained breach raises a fault automatically.

Drift Detection

Flags anything that changed outside the process and raises it as a fault.

CHANGE — every piece of work, through one process

Operations

Fault console, work orders and maintenance.

Service Desk

A closed-loop ticket for every alert, on an SLA clock anchored to the asset, auto-resolved when the fix is verified.

Response

Faults and incidents escalated against the SLA clock, with runbooks at hand.

Change Management

Approved against policy, traced request to invoice, with an assurance pack for the client.

Project Management

Portfolios, projects and WBS, status reports to the RACI, and white-label project templates.

Certified Automation

Approved runbooks via an outbound-only connector — two-person approval, recorded, reversible.

GOVERNANCE — the rules, and the proof

SOP Ladders

Governed SOPs that run step by step — approvals, rollback by SOP, every run recorded. Plus DR plans.

Compliance

Standards cross-walk, auto-scan, risk register and breach reconstruction.

Vulnerability & Patch

CVE intelligence matched to each asset, prioritized by blast-radius, fixed through gated runbooks.

Software Licensing

Installed software against entitlements — license position, unsupported software and true-up exposure.

CMDB Integrity

Reconciliation when sources disagree, point-in-time history, owner certification and a dependency graph.

SLA

Service levels set per customer and measured automatically.

Audit Trail Every change in every orbit is recorded: who, what and when. Nothing changes outside the process.

MANAGEMENT — who owns it, and what it costs

Organization

Teams, owner groups, role-based access and the people network.

Domain Services

Each service people use, with its assets, who looks after it and its cost.

Reporting

Executive dashboards, KPI trends and project status reports.

Finance

Budgets by account code, computed forecast, estate cost by pillar, site and service.

Procurement

Purchase orders, 3-way match, receiving and bills of materials.

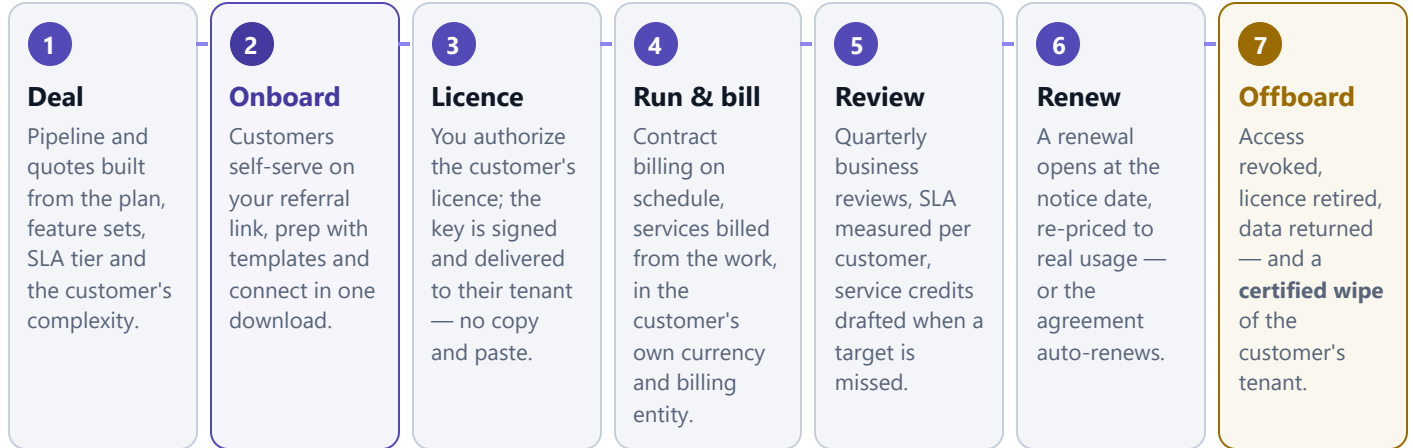
Lifecycle

Commissioning to decommissioning, with wipe certificates.

Built for MSPs — every customer, from first deal to final wipe.

Partners onboard themselves — **provisional licence on day one**, agreements accepted rung by rung, guided practice set-up, a **vertical pack**. Then every customer runs the same way, from first deal to clean offboarding.

THE CUSTOMER LIFECYCLE — seven steps, one record



Every step is a task, a record and an audit entry — **nothing about a customer is managed in a spreadsheet.**

RUN EVERY CUSTOMER — monitoring, work and access in one place

Certified automation (RMM)

- Health watches on processes, services, ports, CPU, memory and disk
- A breach raises a fault, the fault opens a ticket, recovery closes both
- Alerts from the RMM you already run raise tickets too
- Approved runbooks, outbound-only — two-person approval, recorded, with rollback
- Staged patch rings (Linux today)

Every cost, accounted for

- Change → project → WBS → work order → time and materials
- The MSP invoice becomes the customer's payable, charged back to the service that asked for it
- Budget against spend per pillar, with a computed forecast
- One trace from the first alert to the invoice and the lessons learned

Co-Share roles — co-managed by design

- The customer grants its MSP access — time-bound, revocable, on the record
- Who looks after what is agreed per pillar: customer, MSP or shared
- Each technician holds a role per customer; both teams work in the same record
- Customers see when support is active; every access, approval and command is audited

KNOW EVERY CUSTOMER — before the renewal conversation

Aligned implementation

Align, implement, assess, iterate — increments with training, never every option at once.

Complexity & margin

A complexity score that explains the price, and margin per customer, with unbilled work surfaced.

Health & churn risk

Faults, changes, SLA and health rolled up per customer; a falling score opens a task before it becomes a lost account.

Fleet console

Fleet health, customer and billing consoles — every customer from one seat.

Discovers from: network scan, SNMP, CDP / LLDP, Azure, AWS, GCP, Kubernetes, Cisco DNA / Prime / ACI, SD-WAN (vManage), vCenter, Hyper-V, SolarWinds

One platform instead of a stack.

Most IT teams and MSPs run a stack — monitoring, service desk, PSA, CMDB, budget spreadsheets, procedure documents — each with its own copy of the truth. SurroundNet puts them on **one record**.

FOR THE CFO — EVERY COST KNOWN

With everything costed and known, budgets and plans can be properly funded.

It's knowing what the unknowns cost as we go — the faults, the changes, the hours, the parts — that builds the strategic plans, roadmaps, portfolios, projects and budgets. Nothing is estimated after the fact: every piece of work is costed as it happens, against the asset, the customer and the budget line it belongs to.

Change → project → WBS → work order → time and materials → invoice → charge-back · business roadmap and five-year outlook

INSTEAD OF A SEPARATE...	SURROUNDNET GIVES YOU	
RMM	Certified automation: approved runbooks, two-person approval, rollback, patch rings	Today
PSA	Service desk, time and materials, contracts, billing, charge-back, quotes	Today
ITSM	Tickets, change approvals, fault-to-change trace, change assurance pack	Today
CMDB & discovery	Network, cloud, Kubernetes and virtualization discovery; dependency graph	Today
Network management	Topology, IPAM, DNS / DHCP, circuits and SD-WAN, certificates	Today
Projects & portfolio	Portfolios, projects, WBS, earned value, status reports to the RACI	Today
Finance & procurement	Budgets, forecasts and actuals by account code; estate cost; five-year outlook	Today
Procedures	SOP ladders that execute step by step, runbooks, DR plans, lessons learned	Today
Compliance & risk	Standards cross-walk, auto-scan, risk register, breach reconstruction	Today
Vulnerability & software	CVEs matched to assets by business impact; software licence position	Today
Executive reporting	KPI dashboards, health, margin and business reviews	Today
Service accountability	Every Domain Service with its assets, who looks after it and its cost	Today
Onboarding	Partner and customer self-service, templates, one-download connector	Today

On the roadmap: Windows and third-party patching (Linux today) · live remote desktop · client ticket portal · dispatch and scheduling · two-way ITSM sync · self-healing remediation.

Built with focused AI agents — one task each, contained within SurroundNet; nothing ships until its journeys and standards prove it. Product automation stays deterministic and approved; AI agents inside SurroundNet are coming next, each reviewed by a person and recorded.

Works alongside, by design: your EDR / SIEM, password vault and backup — SurroundNet doesn't replace security tooling.

Your data stays yours.

Every customer, and every environment within it, is sealed off by the **database itself** through row-level security, not just by the app. Cross-customer access is break-glass only and audited, and a departing customer gets a **certified wipe**.

Fully air-gapped. Fully functional.

Runs entirely inside your network with **no internet connection**: discovery, monitoring, reporting and every orbit, with standalone sign-in and an offline-verified licence. Or run it as Azure SaaS or on-premise.

See SurroundNet run an environment like yours.

A working demo on a sample customer: discovered, onboarded, isolated and billed the way you operate.

Request a demo

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