



Your
IT Partner
for
Success



About Pathway

Pathway Communications specializes in providing innovative and effective IT and communication solutions for businesses of all sizes. Rooted in Canada, we offer a wide range of services, including managed IT services, cybersecurity services, data center, cloud, colocation, voice, data, and internet, to help our clients stay connected and operate securely in today's fast-paced world.

With nearly three decades of experience, our team of experts is dedicated to delivering the highest quality products and services to our customers. Our goal is to make IT and communication seamless, secure, and cost-effective for our clients. We work closely with each customer to understand their specific needs and tailor our services to meet their unique requirements.

Whether you are a small startup or a large corporation, Pathway Communications is your trusted partner for all your IT and communication needs. We are dedicated to providing exceptional customer service and support, ensuring that our clients receive the best possible experience with us.



Milestones

1995

We started our journey with dial-up connections and later expanded to a faster, more reliable internet.

1998

Achieved ISO 9002 with our guaranteed rapid response standards to the internet, the first ISP in Canada to get one.

2001

Earned ISO 9001:2000 certification, the first ISP company in the world to achieve this.

2003

Founded NetPulse Services, a service provider of managed IT and business processes. Launched TrueMail spam control system

2007

Launched VoiceCool for home phone services and SmartReach for long-distance phone services

2009

Earned ISO 9001:2008 certification. Opened Canada's first Tier III certified data centre with 99.9% guaranteed uptime.

2011

Launched CloudPath, a secure private cloud with managed services

2013

Achieved SOC 2 Type II, SOC 1 Type II, and CSAE 3416 Type II compliance. Partnered with Avaya to provide IP office solutions.

2014

Launched HostPath, an innovative control panel for domains, hosting, and email. Launched MyExchange, a disaster-proof business email

2016

Achieved PCI: DSS certification and HIPAA & PHIPA compliance.

2019

Launched 24/7, fully-equipped Security Operations Center (SOC)



Services



Private & Hybrid Cloud

Pathway helps you design, build, and manage your cloud computing infrastructure in our world-class Tier-III data centre, SOC 2 compliant and ISO 27001 certified. It frees you from the effort and risk of building and managing one all by yourself and yet gives you complete control and compliance over your sensitive data and critical systems. We also help optimize your resources' use and reduce costs by empowering you to choose the right cloud environment for each load.



Tier-III Data Centre Colocation

Build and scale your IT structure quickly in Pathway's highly secure Tier III data centre at a competitive price. Our data centre offers 99.99% uptime and protects your data and infrastructure from unauthorized access around the clock.



IT Infrastructure, Server & Network Management

Pathway's team of experts monitors and manages the physical and virtual components of your IT system around the clock. We provide real-time updates on critical hosts and services of your network to ensure the availability, reliability, and security of your organization's IT systems.



IT Service Desk & Contact Centre

Pathway's technical experts are trained to handle a higher volume of calls and provide faster response and resolution times. They can resolve any issues during the first call or interaction (FCR) and offer 24/7 support. With our quick and efficient support, you can focus better on your core business activities and improve productivity.



Backup & Disaster Recovery

Pathway helps you build solid backup and recovery procedures tailored to the operational needs of your business so that you can be at ease even in the event of data loss or system failure. Our solutions allow you to spring back to your regular operations with minimal downtime.



Cybersecurity Services

Pathway's 24/7 security operation centre (SOC) protects your organization's assets, business reputation, and customer trust with our Elite Threat Hunters and Cyber Analysts. We use the latest technologies and tools, such as SIEM and SOAR, to streamline and automate security operations and deliver 24/7 MDR (Monitor, Detect, and Response) against threats.



Internet Service Provider (ISP) & Voice

Choose the right internet and phone system for your business with Pathway to experience seamless communication and smooth operations. Empower your workforce with the right tools and improve productivity by migrating to a virtualized phone system.



Consulting & Professional Services

Pathway's professional consultation helps you improve your technology capabilities and gain a competitive advantage. With nearly three decades of industry knowledge and experience, we help you design and build cost-effective solutions that can deliver a quick ROI.



Why Pathway?



One-stop Destination

You no longer have to scramble to find in-house resources or have your services managed by different third parties. Let Pathway Communications take care of your internet, data centre, cloud, security, communications, and disaster recovery needs single-handedly with our qualified experts and resources.



Security and Privacy

We have a Tier III data centre backed up with ISO 9001:2015, ISO 27001:2013 certification and SOC 2 Type II compliance for the ultimate reliability, security, and privacy. Perimeter alarms, biometric authentication, video surveillance, firewalls, and intrusion systems protect your data 24/7.



Transparency

Reports, portals, and regularly-scheduled meetings keep you informed about your service usage while we work with you to identify risks and opportunities. We'll help you understand our services - why you need them, what they do, and how they work.



Comprehensive and Preventive Management

Our intelligent monitoring systems spot and fix problems, patch your systems, and perform audits automatically by monitoring everything 24*7*365. It detects issues before you even experience them.



Tailor-made

You can decide the speed and flexibility of your business. Our experts work closely with you to tune our solutions to match the specifications of your business.



24/7 Customer Support

Pathway experts are available 24/7 to resolve your issues. Our exceptional FCR (First Call Resolution) ensures prompt responses and resolutions whenever you need one. In addition, we provide a dedicated account manager and engineering team to ensure the success of a project.



World-class SOC

Pathway Communications operates a world-class Security Operations Center (SOC) in Markham with experienced security professionals dedicated to protecting your business. Our SOC is equipped with state-of-the-art technology, advanced threat detection and response tools, and a team of elite analysts working 24/7 to monitor your systems and respond to potential threats.



99.9% uptime

Backups at every level ensure your infrastructure never goes down, guaranteeing a minimum 99.9% uptime. We don't make an unrealistic 100% uptime guarantee.

2000+ customers across industries



Customer stories

"It has been a **lifesaver** having a Managed Services provider like Pathway to address our infrastructure hosting and management requirements. Before we engaged Pathway to help us, our IT infrastructure was a major impediment to our business stability and staff productivity."

Shiv Sidhu
IT Manager -
Calvista LLP

"Overall, I have been extremely impressed with Pathway Communications. The company and its leadership team and the quality and enthusiasm of their technical support agents are a **welcome change** that has more than paid off for Bridgewave. I would highly recommend working with them."

Jeffrey Seger
Director of Customer
Support - Bridgewave
Communications

"Since our transition to Pathway, we have been able to provide excellent customer service and received a five-star rating from our customers. Pathway's **result-driven, customer-focused** approach has encouraged us to migrate additional functions to them and allowed us to focus more on our core competencies."

**IT Manager of
Global Video
Surveillance
Systems Company**

Certified and secured for the seamless operations of your business



SAP® Certified
In SAP HANA® Operations Services



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