

MANIFESTO · EDITION 1.0

The MSP Operating System Manifesto

Ten articles on how software for managed service providers should be built, sold and proven — each one paired with the mechanism that catches us if we break it.

It is 11:47 p.m. A client is down.

The RMM knows the server stopped answering nine minutes ago. The PSA does not. The ticket that will explain this to the client tomorrow morning does not exist yet, because the alert went to an inbox, and the inbox is a person, and the person is you.

So you open the RMM. Then the PSA. Then the documentation tool, to find which of the three firewalls this client actually has. Then the backup console, which has its own login and its own idea of what a client is called.

Four tabs. Four spellings of the same company name. Four vendors who have each solved a fifth of your problem, and none of whom will speak to the other four.

You are the integration layer. You are the join. Every night you re-derive, by hand and from memory, a picture of the client that no single system in your stack actually holds.

This is not malice. It is arithmetic.

A tool gets built by someone who understands the problem. It gets good. It gets bought. The buyer is a fund with a model, and the model needs the number to go up every quarter, forever. So the fund buys the next tool, and the one after that, bolts them together at the login screen, and calls the result a platform.

A suite is twelve products that share a login screen.

An operating system is twelve products that share a data model.

Nothing behind that login screen ever merged. The billing merged.

And the price only ever moves in one direction, because the model says it must. Your renewal is not a conversation about value delivered. It is a line item in somebody else's forecast.

You were never the customer. You were the distribution channel — the thing that carries the product to the end user and absorbs the friction on the way.

WHY WE GET TO SAY THIS

We are not a startup that studied this market from the outside. We are an MSP, and we have run one since 2013. Real clients — 26 of them. Real tickets — 1,301 resolved end to end. Real 11:47 p.m.

We got tired of being our own integration layer, so we stopped waiting for a vendor to fix it and built one system on one data model: one identity, one client graph, one event spine, one audit spine. Not twelve products that agree to meet at a login screen — one substrate that was never written apart in the first place. Then we ran our own company on it.

One more thing happened on the way here, and it is the reason for half of what follows. We left two vendors, and our ticket history did not come with us. Our real number is higher than 1,301 — we ran on SyncroMSP and Freshdesk before this, and that history did not survive the migration. We cannot prove it, so we do not count it.

We have been the customer holding the empty box. Everything below is written by people who have been on your side of it.

THE COVENANT

Ten articles.

A manifesto that only asserts things is a brochure in a costume. Every article below is paired with the mechanism that catches us if we break it — a page, a ledger entry, a hash, a refusal you can trigger yourself. The commitments are ours. The checking is yours.

ART. I

The MSP is not the integration layer.

If a vendor's tools only meet at the login screen, the joining work did not disappear. It was assigned to you, unpaid, at 2 a.m. One identity, one client graph, one event spine, one audit spine — so that the same client is the same object in every product, and nobody has to re-derive the picture by hand.

HOW YOU CHECK THIS

One client identifier resolves across ticketing, threat findings, compliance controls and signed documents — not a copied hostname, the same node. Ask any vendor to show you a single identifier living in four of their products. Watch what happens next.

ART. II

We run our own company on it before we ask you to run yours.

Argos was not built for a market we studied. It was built for an MSP we operate. Every capability ships into our own business first and has to survive a normal working day against real clients before the word *live* goes anywhere near it.

HOW YOU CHECK THIS

The numbers on this site come out of our production tenant, not a demo seeded with fixtures — 26 clients, 1,301 tickets, 84 repositories on hardware we answer for. When a thing has not yet survived our Monday morning, it is on Unfinished, not on the front page.

ART. III

Your data leaves the day you ask, in a format that opens without us.

Export is not a retention lever, an exit interview, or a favour granted at renewal. It is a standing right, available every day of the agreement rather than only at the end of one: tickets, clients, documentation, assets, evidence and the audit history itself, in formats other software can read, at no cost, including on the day you leave.

HOW YOU CHECK THIS

The export pledge is published on the pricing page with no exit fee attached to it, and there is no multi-year auto-renew to escape from. We wrote this article holding an empty box. We are not going to hand you one.

ART. IV

The price is published, and it moves with the value — not with a fund's forecast.

You are entitled to know what something costs before you speak to a human. No permanent quote wall, no mystery per-feature taxes that surface on a later invoice, no annual increase whose only justification is that a model upstream requires one. If we ever raise a price, the reason will be something we did, and we will say what it was.

HOW YOU CHECK THIS

The number is on the [pricing page](#), per technician, with what is included stated plainly — and it sat on [Unfinished](#) as a thing we owed you until the day it was real.

ART. V

We will not frighten you into buying.

We are a security company. Manufacturing fear would be easy and it would work, which is exactly why it is off the table. No countdown timers, no invented threat only we can save you from, no rigged comparison where every row happens to favour us, no dark pattern that makes leaving harder than arriving. Every risk we show you is a real one you can verify in your own environment.

HOW YOU CHECK THIS

[The No-Tricks Pledge](#) — the full list of tactics this industry runs by default, written down, with our name on it and an open invitation to hold us to it.

ART. VI

Every number we publish carries its evidence.

A claim without a scope is a decoration. Every figure on this site is bound to a ledger entry stating what it counts, where it was measured, and who can verify it who is not us. Where the number belongs to a partner, we say whose it is and link to them, because attribution is checkable and assertion is not.

HOW YOU CHECK THIS

[The Claim Ledger](#) — 23 claims, each with its scope and source, last verified 2026-08-04. Remove the evidence and the number disappears from the site: an unledgered figure fails the build, so this is a property of the software rather than a promise about our editing.

ART. VII **We publish what is not finished, in the same typeface as the wins.**

Every vendor in this category keeps a list of what does not work yet. We are the only one that prints it. A roadmap badge is not an apology – it is the reason you can trust the things we do call live. If a vendor has never published a gap, either the product has none, or the list exists and you are not allowed to see it.

HOW YOU CHECK THIS

The Roadmap of Record – including the capabilities we would most like to put on the front page and will not, with the specific reason for each hold.

ART. VIII **“Unfinished” may mean polish. It may never mean your security.**

Rough only ever describes breadth or finish. It never describes an unresolved weakness, an unprotected piece of your data, or a capability we have claimed elsewhere and cannot back. Those are not roadmap items and they do not get a badge and a target date. They are stop-ship, and they are resolved in a commit that reverts something.

HOW YOU CHECK THIS

The three bars every capability clears before the word *live* is used are published on Unfinished: it has run in our own MSP on a real working day, its failure mode is understood and reversible, and there is evidence a stranger can check.

ART. IX **The record refuses to be rewritten. Including by us.**

An audit log that depends on the good intentions of the vendor holding it is not evidence, it is a courtesy. Ours does not ask us to behave. The database rejects the write, and the head of the chain is anchored in a public ledger we do not own, cannot edit, and could not quietly amend if a lawyer asked us to. If we ever rewrite our own history, the arithmetic breaks in public and a stranger finds it before we do.

HOW YOU CHECK THIS

The engine itself rejects the UPDATE — not a policy we promise to follow — and the chain head sits in Bitcoin block 959874, on infrastructure with no relationship to us whatsoever.

ART. X **The boundary of the machine's authority is published, not promised.**

Software allowed to act on your clients' endpoints must state exactly how far it may go without a human, in numbers, in public. Containment requires two distinct human approvals. The break-glass exceptions are written down rather than implied — critical sixty seconds, high one hundred and eighty, medium and low never. Nothing is enrolled unless you enrol it, the action is reversible network isolation, and nothing is ever deleted.

HOW YOU CHECK THIS

The thresholds are on this page, which is the point — a published boundary can be held against us, a vague assurance cannot. And the capability itself is currently a hold on Unfinished: built, dry-run verified, not yet production-proven. We would rather tell you that here than have you find it out later.

WHAT FOLLOWS FROM ALL OF IT

We lead with the least flattering fact we have. Argos OS has 0 customers today. November 2026 is the first time anyone outside this building runs it. You should hear that from us, on the front page, rather than discover it later.

Every article above is a commitment we can be caught breaking, attached to a mechanism that does the catching. That is deliberate, and it is the one thing in this document a roll-up cannot copy: the moment a competitor publishes their own unfinished list and their own claim ledger, they hand their prospects a weapon. We are betting the company on being the only people in this category willing to do that.

Don't trust us. Check us.

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Victor Ramos	Chief Security Officer
Daniel Ramos	Chief Technology Officer
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WHERE TO CHECK US

The claim ledger	argos-os.com/proof
What is not finished	argos-os.com/unfinished
Tactics we refuse to use	argos-os.com/refuse
The price, in public	argos-os.com/pricing

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