MANAGED IT SERVICES

Three service levels designed to match your business needs, from flexible support through to full partnership.

INCLUDED IN EVERY TIER

01

01 PATCH MANAGEMENT

Windows, Microsoft 365, browsers and common applications kept up to date.

02 CLOUD BACKUP

Daily backups of your Google or Microsoft 365 tenancy with restore capability.

03 SECURITY TRAINING

Cyber awareness training and phishing simulations for your team.

04 AI ENDPOINT DETECTION AND RESPONSE

Enterprise-grade anti-virus, used by Deloitte, Q2, and EML.

05 APPLICATION CONTROL

Application control — only approved software runs on your devices.

06 KEEPER PASSWORD MANAGER

Secure, centralised password management replacing browser-based options.

07 MONITORING

Proactive monitoring of your systems to catch issues before they impact you.

08 SOC (SECURITY OPERATIONS CENTRE)

24/7 monitoring across endpoint detection & response and identity detection & response for sign-ins to Microsoft 365 and Google Workspace.

TECHNICAL ACCOUNT MANAGER

A dedicated point of contact for guidance, strategy, and consultancy — including Power BI, Power Apps, and Power Automate. Includes vendor management, monthly executive reports, and quarterly technology reviews to keep your IT aligned with your business goals.

SERVICE LEVELS

02

ENTRY

CYBER PLUS

Essential protection with support when you need it.

BILLING — PAY-AS-YOU-GO

- ✓ Ad-hoc support (billed per support request)
- ✓ All foundation security included
- ✓ Help desk access via email, phone & chat
- ✓ Variable monthly cost based on usage

MOST POPULAR

ASSURED

Unlimited support with predictable costs and strategic guidance.

BILLING — FIXED MONTHLY FEE

- ✓ Unlimited support (call, email, chat)
- ✓ Dedicated Technical Account Manager
- ✓ Vendor management on your behalf
- ✓ Monthly reports & quarterly reviews
- ✓ Strategy & consultancy (incl. Power Platform)

FULL SERVICE

PREMIUM

Everything in Assured, plus on-site presence and enhanced security.

BILLING — FIXED MONTHLY FEE

- ✓ All Assured features included
- ✓ Scheduled on-site visits
- ✓ Reduced response times (SLAs)
- ✓ Small projects included
- ✓ Additional security features
- ✓ Cloud signatures (no manual signing)