



# Managed IT Services & Support



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# Managed IT Support (Helpdesk)

Managed IT Support gives you access to a professional helpdesk for everyday IT problems, so your team can get quick help when something isn't working — without relying troubleshooting.

Fast, remote help when staff have IT problems

Support with email, files, devices, and everyday software issues

Help with Microsoft 365 or Google Workspace

Clear response priorities so urgent problems are dealt with first

Friendly, experienced engineers who understand small and growing businesses.

This service keeps your team productive, reduces frustration and ensures IT problems don't disrupt day to day work.

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# Remote Management & Monitoring

Remote Monitoring & Management (RMM) is a service that quietly looks after your computers and laptops in the background, helping prevent issues before they disrupt your work.

24/7 monitoring to detect problems such as failing hardware, low disk space or errors early

Automatic installation of important system and software updates

Remote access that allows issues to be fixed quickly without site visits

Ongoing checks to ensure devices remain secure and compliant

Clear visibility of device health across your business

Most IT problems give warning signs long before something breaks. RMM allows issues to be identified and resolved early, reducing downtime, improving performance and providing confidence that your devices are being actively managed.

# Managed Endpoint Device & Threat Protection

Managed Endpoint Device Protection keeps your laptops and computers safe from cyber threats by combining powerful security tools with user protection and training.

Advanced protection against viruses, ransomware and malicious software

Monitoring to detect suspicious activity early

Blocking access to dangerous or malicious websites

Cybersecurity awareness training for staff

Consistent protection across all company devices

Most cyber attacks start with a user or device; this service reduces risk without slowing your team down.

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# Managed Data Backup

Managed Data Backup protects your emails, files and cloud data by securely backing it up so it can be restored if something is deleted, damaged or lost.

Automatic backups of email, files and shared documents

Protection for Microsoft 365 and Google Workspace data

Quick recovery of deleted emails, files or folders

Protection against accidental deletion, ransomware and mistakes

Secure, encrypted backups monitored to ensure they work correctly

Cloud services are not full backups by default; this ensures you can recover quickly if something goes wrong and avoid costly data loss.

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# Centralised Email Signatures

Centralised Email Signatures ensure every email your business sends looks professional and consistent, without relying on staff to manage their own signatures.

Professionally branded email signatures for all users

Automatic updates when job titles or contact details change

Consistent branding, messaging and legal information

No setup or ongoing maintenance required by staff

Works seamlessly with Microsoft 365 and Google Workspace

Email is often the first impression customers receive; this service ensures your business always looks professional.



# Pricing

The service is offered as a simple, predictable monthly subscription with two options — Essentials and Premium — designed to suit different business needs.

Both packages provide clear, all-inclusive pricing, ongoing support, and peace of mind that your technology is being professionally managed in the background.

## **Essentials – £60 per user per month**

Our Essentials plan covers core IT support, backups, and monitoring — ideal for smaller organisations needing reliable basics.

## **Premium+ – £95 per user per month**

For those needing full coverage, our Premium+ plan includes everything in Managed, plus advanced cybersecurity, compliance support and priority response times — giving you total peace of mind.

# Plan Comparison

A high-level overview of our three common plans. A full comparison can be provided on request.

	Essentials	Premium+
Managed Support & RMM		
Managed Advanced Threat Protection	Extra	
Managed Email Security	Extra	
Managed Backup		
Managed Email Signatures	Extra	
Microsoft 365 Licensing	Extra	
Service Level Agreement		