



Why Choose INDIGO IT?

At INDIGO IT we believe we can empower all businesses with enterprise knowledge and a highly advanced cyber prevention toolset, to protect them in an ever-evolving world.

Based in Surrey, we have been providing IT Support and Telecommunications to UK businesses for over 20 years. Today, we support professionals nationwide with a broad range of solutions and products.

Our clients have been with us for nearly a decade, and our highly dedicated team has almost three centuries of combined experience in a variety of specialist areas.

You can trust that your business is in safe hands with INDIGO IT.

We Stand By Three Key-Pillars To Ensure Absolute Protection and Support:

We provide, maintain, and support your IT and VoIP environment.



We connect you and your colleagues to the outside world.



With our enhanced toolset, we protect you from the ever-evolving sector of cybercrime.



For more information please contact our Sales Team.

Our experts will be happy to assess your needs and provide free personalized recommendations to help you achieve your goals.

You can also learn more about our people, company values, products, and approach on our website.



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www.indigo-it.com

Meet the Smart Source IT Helpdesk

As the significance of IT and cybersecurity continues to grow for UK businesses, our helpdesk understands the crucial need to keep your team and services operational.

Our team of UK based engineers are fully trained to deliver reactive, proactive, and preventative support to safeguard your business, and they aren't afraid to pick up the phone for a quicker resolution.

Your IT is in Safe Hands

On average, our support team answer calls within 5 seconds and they successfully resolve over 90% of customer inquiries within one business day.

Engineers that Care

Our engineers are always at your disposal to offer you the support and up-to-date business IT solutions that you require. Should you have any questions or just want a chat, they're ready.

Proactive Support

Our INDIGO AI agent actively monitors your device for faults and risks, attempts to resolve them, and, if necessary, escalates the issue to our helpdesk team for further assistance.

INDIGO IT

Smart Source IT



Advanced Technical Knowledge

Our team dynamic offers comprehensive knowledge, from connectivity and firewalls, to phones, email, and server management. If any of your services are not functioning as expected, we will work diligently to restore them to optimal performance.

Efficient Ticket Resolution

With our established fault escalation plans, we strive to resolve all tickets as quickly as possible by assigning the appropriate engineer.

Peace of Mind

As a business certified with Cyber Essentials Plus, we adhere to the latest industry standards in all our processes.

Hewlett Packard
Enterprise

Business
Partner

SME
news

UK
ENTERPRISE
AWARDS
WINNER 2023

Silver
Microsoft
Partner



Smart Source Plans

The Fundamental Plan features are included in all of our packages, setting a new standard for essential protection. These tools represent the bare-minimum level of security that we believe every business should have, safeguarding against 80% of potential attacks.



Monthly Device Health & Vulnerability Reporting.



All Devices Monitored and Managed with our INDIGO AI.



Anti-Virus Management



Advanced Email Spam Filter



Full IT Audit to Keep you Informed on Your IT Estate.



Every Email & Associated Cloud Storage Backed up 3 Times Daily.



Client Ticketing Portal Access



Billing Portal Access

Smart Source Plans Enterprise



Device & User Protection, Cyber Security and Advanced Compliance Certification.

The Enterprise Plan provides the ultimate in IT compliance, including ISO27001 & Cyber Essentials Certification, 24/7 support, and a dedicated VIP phone escalation path.

With our advanced auditing tool, we can easily locate devices on premises with location and picture-based logging. We've taken device management to the next level to ensure your business stays ahead of documentation and its IT estate.

- ✓ Dedicated VIP Escalation
- ✓ Cyber Insurance
- ✓ Internal & External Penetration Testing
- ✓ Yearly Cyber Essentials Plus & ISO27001 Certification
- ✓ Full IT Asset Map Based on Building Blueprints
- ✓ Cloud-Based Endpoint & Mobile Device Management (MDM)
- ✓ 24/7 Helpdesk Support
- ✓ Regular IT Estate Auditing

Options & Pricing Smart Source IT Plans

	Fundamentals	Professional	Enterprise	
User Support Price (Per user, per month. Ex. VAT)	£41.00	£55.00	£93.50	*Essential Defence Toolkit
Contract Duration	30 Day Term	30 Day Term	30 Day Term	
Devices per User	1	2	5	Email Spam Filter Anti Virus Management Device Health Management User File & Email Backup Update & Patch Management
Live IT Helpdesk	8am - 6pm	8am - 6pm	24/7	
Essential Defence Toolkit*	Included*	Included*	Included*	
Helpdesk Ticket Portal	Included	Included	Included	
INDIGO AI Device Report	Included	Included	Included	
Email Tenant & Domain Protection	1	2	3	**Advanced Defence Toolkit
Onsite IT Support	Chargeable	Included	Included	
IT Audit & Board Report		Annually	Quarterly	
Cyber Essentials (Including 25K Insurance)		Included	Included	
Advanced Defence Toolkit**		Included**	Included**	
Cyber Essentials Plus		Available	Included	
Email Footer Management			Included	
Yearly Network Penetration Test			Included	
Biometric Password			Included	
ISO 27001 & SOC 2 Management			Included	
Live Audit Compliance Portal			Included	
Site Support Price (Per month. Ex. VAT)				
Virtual Head Office	£77.00	£172.00	£2,231.00	
OR				
Physical Head Office	£231.00	£326.00	£2,385.00	
Per Additional Physical Site	£154.00	£154.00	£154.00	