

Service Definition and Pricing

IT Managed Services

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Classification Confidential

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 hello@thettg.com

 www.thettg.com

 Kemp House, 124 City Road
London, EC1V 2NX

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1 Service Overview

In today's dynamic business landscape, a well-functioning IT infrastructure is critical for success. However, managing IT in-house can be resource-intensive and divert focus from your core business activities. Our IT Managed Services offer a flexible, secure and cost-effective solution, acting as your virtual IT team to ensure your technology runs smoothly and securely.

We go beyond simply managing your IT infrastructure; we become an extension of your team. By understanding your unique business needs, culture and values, we can tailor our services to seamlessly integrate with your existing operations. This allows your internal IT staff to focus on strategic initiatives and projects, while we handle the day-to-day IT operations.

2 Service Features

Our IT Managed Services encompass a wide range of features designed to keep your IT infrastructure functioning optimally:

- **Desktop Support:** Our service desk provides end-user support for any device-related issues, ensuring your employees have a seamless user experience.
- **Infrastructure Management:** We proactively monitor and manage your network, servers, and other IT infrastructure components, optimising performance and preventing downtime.
- **Application Management:** Our team can manage the lifecycle of your business applications, including installation, configuration, updates and licensing.
- **Patching and Maintenance:** We perform regular system updates and security patches to minimise vulnerabilities and ensure optimal performance.
- **24/7 Technical Support:** Experience peace of mind knowing our technical support team is available around the clock to address any IT emergencies.
- **Backup and Disaster Recovery:** We implement robust backup and disaster recovery solutions to safeguard your critical business data in case of unexpected events.
- **Security and Compliance:** Our security experts help you maintain a secure IT environment by monitoring for threats, implementing security protocols, and ensuring compliance with relevant regulations.
- **User Monitoring & Alerting:** We proactively monitor user activity and system performance, identifying potential issues and resolving them before they disrupt your operations.

- **Service Ticketing and Issue Resolution:** Our service desk utilises a ticketing system to track and resolve IT issues efficiently, ensuring clear communication and timely resolution.
- **Service Management Reporting:** We provide regular reports that offer insights into your IT infrastructure's health, performance metrics and potential areas for improvement.

Service Benefits:

By partnering with us for your IT Managed Services needs, you can unlock a multitude of benefits that empower your business to thrive:

- **Cost-Effective IT Management:** Reduce the need for in-house IT staff and associated overhead costs.
- **Simplified IT Support:** Our comprehensive services eliminate the need for multiple suppliers, streamlining your IT support experience.
- **Proactive Issue Prevention:** Our proactive monitoring and maintenance approach helps prevent issues before they disrupt your operations.
- **Enhanced Application Performance:** Regular updates and optimisation ensure your applications run smoothly and efficiently.
- **Reduced Downtime:** Minimise disruptions and lost productivity with our proactive maintenance and rapid issue resolution.
- **Improved IT Security:** Benefit from our expertise in implementing robust security measures and maintaining compliance with relevant regulations.
- **Increased Productivity:** Free your internal IT team to focus on strategic initiatives while we handle day-to-day IT operations.
- **Regulatory Compliance Support:** We can help you navigate the complexities of IT compliance and ensure your business meets necessary regulations.

- **Scalable IT Infrastructure:** Our services adapt to your evolving business needs, allowing you to scale your IT infrastructure seamlessly as your business grows.

3 Service Pricing

Our pricing structure is flexible and transparent, tailored to suit the specific needs and budget constraints of your business. We offer competitive rates for our IT Managed Services, with pricing determined based on factors such as service level, complexity and scope of work. We provide detailed descriptions of service, deliverables and associated costs upfront, ensuring that there are no surprises along the way.

We understand that every business has unique needs and budgets. That's why we offer flexible pricing options to suit your specific requirements. Here's how we structure our pricing:

- **Tiered Service Packages:** We offer a variety of pre-defined service packages, each catering to a specific level of IT support needs. These packages typically range from basic support to comprehensive support. Choosing the right package is easy – we'll help you assess your IT environment and recommend the ideal package to fit your current needs.
- **Customised Service Plans:** For businesses with unique IT requirements, we offer customised service plans. This allows you to select the specific features and support levels you need, ensuring a cost-effective solution tailored to your specific situation. During the planning process, we'll work collaboratively with you to understand your specific needs and priorities, then craft a customised service plan that delivers the optimal level of support for your business.
- **Fully Managed IT:** Our Fully Managed IT service provides complete oversight and management of your entire IT infrastructure. This includes 24/7 monitoring and support, proactive maintenance, patch management, security management, user support, and ongoing strategic IT consulting. This option is ideal for businesses that do not have an internal IT team or prefer a completely outsourced IT solution.
- **Co-Managed IT:** Our Co-Managed IT service allows you to leverage our expertise alongside your existing IT staff. We work collaboratively with your internal IT team, providing additional resources, expertise and support to fill

any gaps or handle overflow tasks. This option is ideal for businesses with an existing IT team that needs additional support or specific skillsets.