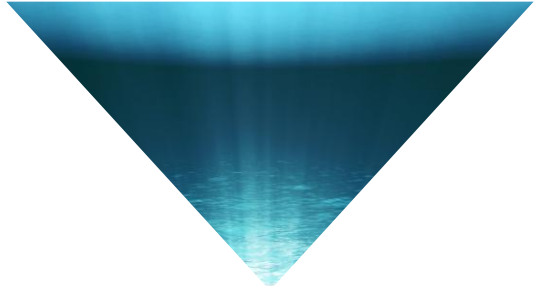




# CLOUD IT SUPPORT PRICING DOCUMENT





## Support Models

### Core IT Support

Standard end-user support for cloud-based services, including Microsoft 365 administration, routine security monitoring, updates and compliant configuration. This tier supports stable day-to-day cloud operations aligned with UK public-sector expectations.

### Managed IT & Support

Our managed IT services provides enhanced cloud support, as well more thorough and proactive security monitoring and remediations, including device application patching. This tier is designed for public-sector environments that must meet higher security assurance levels.



# CLOUD IT SUPPORT FEES

**Core IT Support**  
£30/user/month

**Managed IT & Support**  
£45/user/month



# EXTENDED SUPPORT

Extended support is available for organisations requiring support outside of standard operating hours, or prioritised response times.

Time spent on call outside of our working hours, or tickets that receive prioritised response times fall under our enhanced support rates.

**Enhanced Support**  
£120/hour





## ADDITIONAL FEES

### **On-Site Call Out**

45p/mile to & from our office

### **Bespoke Development or Consultancy**

£900/day

20% discount for educational organisations

