



G-Cloud 15 Service Description Service Desk



Why IT Naturally

IT Naturally is a certified B Corporation, recognised for putting people and the planet at the heart of everything we do. Headquartered in Peterborough, we deliver trusted, security-first and sustainability-focused IT infrastructure services and have been registered on UK government procurement frameworks since 2021, including G-Cloud and Technology Services 3 and 4. Our largest customer exceeds 5000 users.

Accreditations

- ✓ ISO 9001 - Quality Management
- ✓ ISO 14001 - Environmental Management
- ✓ ISO 20000 - IT Service Management
- ✓ ISO 27001 - Information Security Management
- ✓ Cyber Essentials / Plus

Awards

- Winner 2023: Growing Business Awards Employer of the Year
- Winner 2024: Growing Business Awards Employer of the Year
- Winner 2025: Medium Business of the Year - Peterborough Excellence Awards

Security Clearance

- All employees BPSS cleared
- Ready to obtain SC clearance with sponsored support

Supporting Our World

Environment

- Sustainable IT practices
- Carbon Neutral
- Net-zero plan for 2030

Staff Wellbeing

- Staff wellbeing
- Living Wage
- Unlimited training

Community Support

- Volunteering
- Charities
- Schools
- Work experience

Supply Chain Selection

- Environmental standards promoted



Service Desk Overview

Service Summary

IT Naturally's Service Desk delivers round-the-clock, highly responsive support for organisations that need a dependable extension to their in-house modern workplace and security teams. Operating 24/7, it provides a scalable, cost-effective service underpinned by ITIL best practice and ISO 20000-aligned service management. Provided by a sustainability-minded UK B Corp.

Standard SLAs and XLAs

- Incident Response - within 60 minutes
- Incident Resolution - Priority 1 = 4 hours, Priority 2 = 8 hours, Priority 3 = 2 days, Priority 4 = 4 days
- Service Request Fulfilment - between 8 hours and 2 days (depending on request complexity)
- Minimum CSAT score of 80%

ITSM Tooling

- ITSM: Service Now - best in class
- Telephony: Talkdesk - best in class, excellent uptime
- Remote Control: Splashtop / NinjaOne - resolve tickets faster and securely

Service Features

1. Friendly UK-based service desk delivering fast, dependable, expert support 24/7
2. Unlimited 1st/2nd line remote incident support and request fulfilment
3. For users, devices, Microsoft 365 and applications
4. Connect via portal, dedicated phone number or live web chat
5. Interacts and coordinates with your internal and third-party resolver teams
6. Remote control of devices
7. Transparent monthly service reports
8. Outcome-focused Customer Success Manager
9. Structured onboarding and transitioning process
10. Robust security protocols and policies when engaging with the service desk

Service Benefits

1. Improved productivity with quick IT fixes and minimised downtime
2. Enhanced user experience working with a friendly and patient Service Desk
3. Cost-efficient with unlimited incident resolution
4. Flexible and accessible with multiple contact channels
5. Compliant and aligned to best practices
6. Clear performance metrics to enable decision making
7. Proactive relationship management ensuring continuous improvements aligned to organisational needs
8. Aligned to sustainable IT practices
9. Secure from day one
10. Reduced risk through consistent, standardised support.



Service Desk

A Closer Look

First Contact Resolution

- Strong focus on resolving issues at the first point of contact, reducing disruption and repeat calls
- Experienced Agents and Analysts empowered and skilled to diagnose and fix the majority of incidents without escalation.
- Clear triage and ownership from the moment a ticket is logged, so issues do not bounce between teams.
- ITIL-aligned Knowledge-led support that builds on known fixes and previous resolutions

Remote Capability

- Secure, remote-first support enabling fast response regardless of user location
- Proven tooling to diagnose, remediate and restore services without waiting for site visits
- Effective support for hybrid and fully remote workforces as standard
- On-site support is used when genuinely required, not as a default

Service Management

- Dedicated service management providing clear accountability and a consistent customer experience
- Agreed SLAs with transparent reporting on performance, trends and outcomes
- Structured incident, request and escalation management aligned to ITIL principles
- Regular service reviews focused on operational health and business impact

Continual Service Improvement

- Ongoing analysis of incidents and requests to identify root causes and recurring issues
- Practical improvement plans that reduce noise on the Service Desk over time
- Data-driven recommendations to improve reliability, security and user experience
- A proactive approach that treats the Service Desk as a platform for improvement, not just support

Onboarding & Offboarding

Onboarding Process

IT Naturally follows a structured and customer-centric onboarding process, typically transitioning services over a period of two months, ensuring a smooth, well-governed transition into our managed services. Following due diligence and contract signature, the high-level phases are as follows:

✓ **Welcome & Planning:** We use a series of meetings to get to know you and what's important to you, and ensure expectations are aligned from day one, clearly setting what we will do and when and what is required from you.

✓ **Assessment & discovery:** Our ready-made audit will discover and record all the information we need. This focuses strongly on ensuring minimum security requirements are met and how to meet your critical success factors.

✓ **Design & Configuration:** Using what we have learned, we create a specific service design for you and build our knowledge, configure our systems, establish operating procedures specific to you and train our staff.

✓ **Testing, Transition & Go-live:** Internal testing, end-to-end testing with you, implementation planning, support with your comms and go-live.

✓ **Early Life Support:** Hypercare is applied to the service typically for two weeks after service go-live, but hypercare is maintained for as long as it takes for the service to run smoothly and all parties are satisfied.

Our ITSM system is pre-configured with detailed sub-tasks for each phase for every service we provide, which are fine-tuned and improved every time we do this.

Onboarding Manager

Our Service Transition Managers orchestrate every aspect of the transition by aligning stakeholders, managing delivery performance, coordinating communications around planned and unplanned changes, and ensuring all ITSM processes are set up, and dependencies are controlled so the new service goes live smoothly, securely and exactly as agreed. The Service Transition Manager will remain in place until a full handover to service has been completed.

Onboarding Governance

Our governance model provides clear structure and control through a tiered set of forums that ensure progress, transparency and timely decision-making. Weekly project meetings are used to review risks, issues, actions and dependencies, maintaining alignment between all parties, and update the shared RAID log and plans. A Steering Committee held fortnightly provides strategic oversight, approves changes, resolves escalations and agrees deviations from plan. A report is created each week.

Off Boarding

We hate to say goodbye, but if a customer chooses to move on, the offboarding process is treated with the same care, structure and professionalism that we bring to onboarding. Clear, efficient communication is maintained through a dedicated mailbox and handover meetings, ensuring knowledge transfer, technical handover and access management are all completed smoothly. We implement an agreed change freeze as the termination date approaches, coordinate with incoming providers and continue to honour all open tickets until service end. Final verification calls confirm everything has been successfully transferred.

Dependencies & Constraints

Information, Access & Environment

- The customer must provide complete and accurate environment information, including user lists, device inventories, configurations, policies, and access requirements.
- The customer must ensure IT Naturally has appropriate access to systems, networks, and documentation required for incident diagnosis and request fulfilment
- Customers must maintain up-to-date contact information for users, approvers, SMEs, and escalation points.

Security & Compliance

- Where minimum security requirements are not met, customers must complete (or permit IT Naturally to complete) remediation work prior to onboarding.
- Customer devices must meet agreed minimum technical and security standards.
- Customers must enforce internal security requirements such as MFA, password policies, and appropriate data-handling practices.

Engagement & Availability

- Customers must actively participate in testing, end-to-end validation, and confirmation of readiness for go-live.
- Timely approvals must be provided for changes, prioritisation decisions, and service-affecting actions.

Tooling & Connectivity

- The customer must permit the use of IT Naturally's remote support tooling to enable efficient diagnosis and resolution.
- Stable connectivity (e.g., internet, VPN, internal network) must be maintained to support secure remote access, monitoring, and service operations.
- Customers must maintain valid licensing for Microsoft 365, OS platforms, security tools, and any supported applications.

Operational Processes

- Customers must follow agreed support processes and log all incidents and requests via the designated channels (portal, phone, live chat).
- Customers must own and maintain internal documentation, business policies, and any relevant process flows for service delivery.
- Customers must own and maintain the CSI register, including priorities and approvals for improvement actions..

Legacy or Unsupported Technology

- Where customers operate end-of-life, bespoke, or unsupported systems, service levels may be limited; remediation or project work may be required and agreed separately

Limitations

- On-site support, hardware break/fix, and out-of-scope third-party applications are not included; the customer owns all systems and infrastructure, and any complex changes or project work are excluded and will be billed separately.



Roles & Responsibilities

Activity	IT Naturally	Customer
Incident Logging and Triage	Perform triage, categorisation and prioritisation	Ensures users log tickets via agreed channels
Remote incident resolution	Deliver 1st/2nd line support, remote diagnosis & fix 24/7	Provide access, environment info, user validation
Incident Escalation	Coordinate with internal resolver groups & 3rd parties	Provide contacts for all suppliers and approve escalations if required
Service Request Management	Fulfil standard catalogue requests	Approval, provide required information,
Knowledge Management	Maintain ITIL aligned knowledge and known errors	Provide service-specific information and updates
3rd-Party Supplier Coordination	Coordinate with vendors as part of ticket resolution	Provide contacts, manage contracts & obligations with 3rd parties
Service Management and Monthly Reporting	Produce performance reporting, trends, SLAs, XLAs; deliver service reviews	Attend reviews, provide feedback & decisions
Service Onboarding	Conduct discovery, assess configuration and security, design and configure the service, and lead testing, transition and hyper care.	Provide complete environment information and inventories, validate design decisions and approvals, and participate in testing and confirming readiness for go-live.
Continual Service Improvement Initiatives	Analyse incidents/requests, propose improvements	Own and maintain the CSI register, providing priorities and approvals, while collaborating with IT Naturally on improvement actions and reviews

Security-First

Security-First by Design

IT Naturally builds security into every part of service delivery as a core principle, not an add-on. All employees are BPSS screened and complete mandatory annual security training aligned to ISO 27001 and Cyber Essentials Plus, covering threats such as phishing, social engineering, and credential compromise. Our environment is protected by strong password policies, MFA, advanced endpoint protection, proactive patching, and strict data handling standards, underpinned by a clear Information Security Policy with defined responsibilities, risk management, and continuous compliance monitoring. This security-first approach gives every customer enterprise-grade controls from day one.

Secure Infrastructure & Hardened Platforms

We protect customer environments with strict configuration standards across cloud and on-prem infrastructure, including firewall controls, secure M365 tenant settings, encryption, and zero-trust aligned access. Our audits and transformation projects follow proven governance frameworks, so changes are tested, documented, and aligned to best practice, helping customers modernise safely and reduce legacy risk. Through ongoing reviews of vulnerabilities, patching, and secure baselines, we keep platforms hardened against evolving threats, backed by ISO certified service management for consistency and auditability.

People & Culture: Our 1st Line of Defence

Cybersecurity is as much about people and process as technology. Our teams complete regular training, phishing simulations, and security briefings to reduce human risk, backed by approved device use, secure storage, and strict access controls to protect customer data. Role-based access, change management, incident readiness, and clear escalation routes ensure issues are contained fast, creating a security-aware culture that strengthens each customer's defence.

Policy-Led Governance

IT Naturally's security is built on a mature governance framework, with annually reviewed policies that define how we protect information, manage risk, and meet ISO 27001, Cyber Essentials Plus, and GDPR requirements. These policies cover secure operations end to end, including access control, data classification, encryption, incident response, and risk management, and all employees are required to follow them. This policy-led approach enforces consistent standards across customer environments, reduces risk, and maintains a strong baseline against evolving threats.



Service Desk Pricing

Service Desk 24

- 24/7/365, including UK public holidays
- £21 per user per month

Service Desk Standard

- Business hours only, e.g. 8am to 6pm
- £18 per user per month

Service Desk OOH (Out of Hours)

- Out of hours only, including weekends and UK public holidays
- £750 per month + £25 per ticket

Volume Discount

Volume discounts are available on all service desk offerings where the number of users exceeds 750.

Price Increases

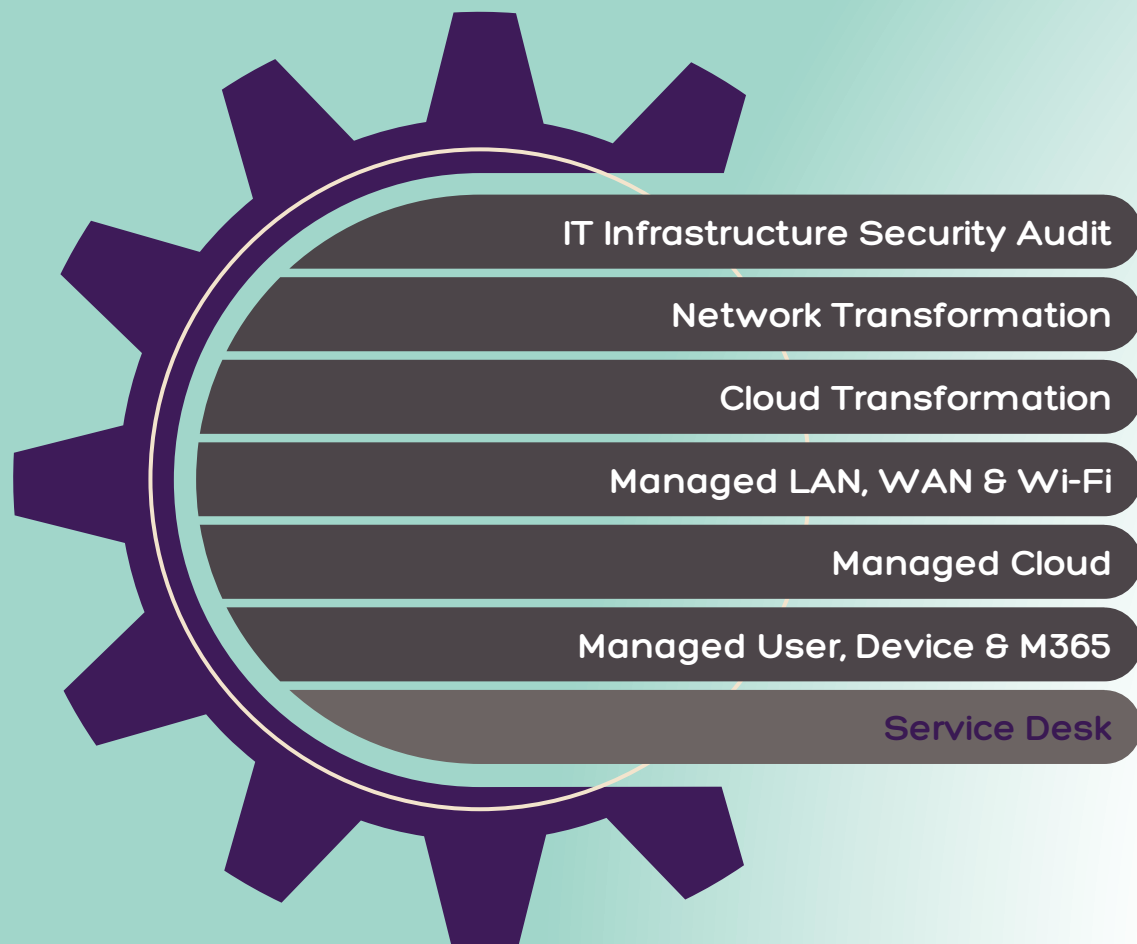
Prices will be increased annually in line with the previous 12 months' UK retail price index.

Where the customer agrees to a contract lasting three years or more, there will be no price increase in the first two years.

Payment Terms

Monthly in arrears.

Complementary Services



Customer Success Stories & Experience

Proven delivery on complex change

IT Naturally has extensive experience delivering cloud and infrastructure migrations with minimal disruption, even in complex environments where downtime is not an option.

Supporting growth and modernisation

We partner with growing organisations to modernise IT platforms, helping them become more agile, scalable and cloud-ready while maintaining day-to-day stability.

Improving productivity where it matters

By simplifying infrastructure and collaboration tools, we help customers remove friction from daily work, freeing teams to focus on what really matters.

Support customers rely on

Our Service Desk delivers consistently high satisfaction through responsive, knowledgeable support that customers trust to keep their business running.

Depth through strong partnerships

Strategic technology partnerships allow us to offer broader, well-integrated solutions without compromising accountability or service quality.

Purpose-led, responsible delivery

As a certified B Corp, IT Naturally combines technical expertise with a genuine commitment to people, sustainability and long-term customer success.