



Enjoy not talking about IT

G-Cloud 15 Service Description Managed End User Computing (EUC)



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



Managed EUC Overview

Service Summary

Fronted by IT Naturally's Service Desk, our managed user, device and Microsoft 365 service keeps your people productive and supported, your devices running smoothly, and your Microsoft 365 estate organised, secure, and compliant with Cyber Essentials requirements. All delivered by a sustainability-minded UK B Corp.

Standard SLAs and XLAs

- Incident Response - within 60 minutes
- Incident Resolution - between 4 hours and 4 days (dependent on incident priority)
- 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 team delivering fast, dependable, expert support 24/7
2. Unlimited 1st/2nd line remote incident support and request fulfilment
3. JML and end-user life-cycle management
4. PC and Mac support, including BYOD with Intune device enrollment
5. M365 and Device security provided as standard to meet Cyber Essentials requirements
6. 24/7/365 monitoring of devices
7. Device repair service *additional charges apply
8. Transparent monthly service reports and quarterly business reviews
9. Outcome-focused Customer Success Manager
10. Proactive patching and update management for supported devices and Microsoft 365 apps

Service Benefits

1. 24/7 Expert Support for Business Continuity
2. Predictable costs with unlimited remote support
3. Efficient workforce management with fast device deployment
4. Cyber Essentials compliant
5. Greater control and reduced downtime
6. Includes MS Teams Telephony
7. Ready-made M365 security policies
8. Different levels of security protection available
9. Device provisioning included
10. Improved user experience and productivity through faster resolution and proactive prevention of common issues



Managed EUC

A Closer Look

M365 Identity and Access Control

- We manage users, permissions, and sign-in security across your M365 estate
- Access is kept tight through sensible role-based controls and clear governance
- Joiners, movers, and leavers are handled quickly and consistently, reducing risk
- You stay in control of who can access what, with fewer account-related issues day to day

Tenant Ongoing Optimisation

- We keep your M365 tenant organised, consistent, and easy to run at scale
- Standard configurations reduce complexity and prevent gaps from forming over time
- Licensing and group management are kept tidy to avoid waste and confusion
- As your business changes, your M365 setup stays aligned and well-maintained

Intune Endpoint Management & Device Compliance

- We enrol, manage, and secure Windows, macOS, and BYOD devices through Intune
- Device policies and compliance controls help protect data wherever people work
- Standard builds and app management keep devices reliable and supportable
- You get clear visibility of device status, compliance, and risks across the estate

Collaboration Support & User Enablement

- We support Teams, OneDrive, and SharePoint to keep work moving without friction
- Users get fast help with the everyday issues that slow productivity down
- We promote practical ways of working that improve consistency and reduce shadow IT
- Better collaboration, fewer interruptions, and a service that users actually like using

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,
Joiners, Movers and Leavers	Process JML tasks, account creation, access changes and leavers	Submit accurate and timely JML information and requests
Device Management	Manage and monitor devices, build images, patch and secure	Provide devices when not supplied by IT Naturally and ensure devices are made available
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.



Managed End User Computing Pricing

EUC Standard 24

- 24/7/365 monitoring, service desk, including UK public holidays and new device provisioning (shipping excluded)
- **£39 per user/device per month**

EUC Enhanced 24

Standard plus:

- Internet filtering and monitoring
- Dark web monitoring
- Advance email anti-phishing, including user testing
- Email anti-spoofing
- Email signature management
- M365 backup
- **£60 per user/device per month**

EUC Advanced 24

Enhanced plus:

- 24/7 threat hunting and security incident response from human beings
- **£90 per user/device per month**

Volume Discount

Volume discounts are available on all service desk offerings where the number of users exceeds 500.

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.

Additional Work

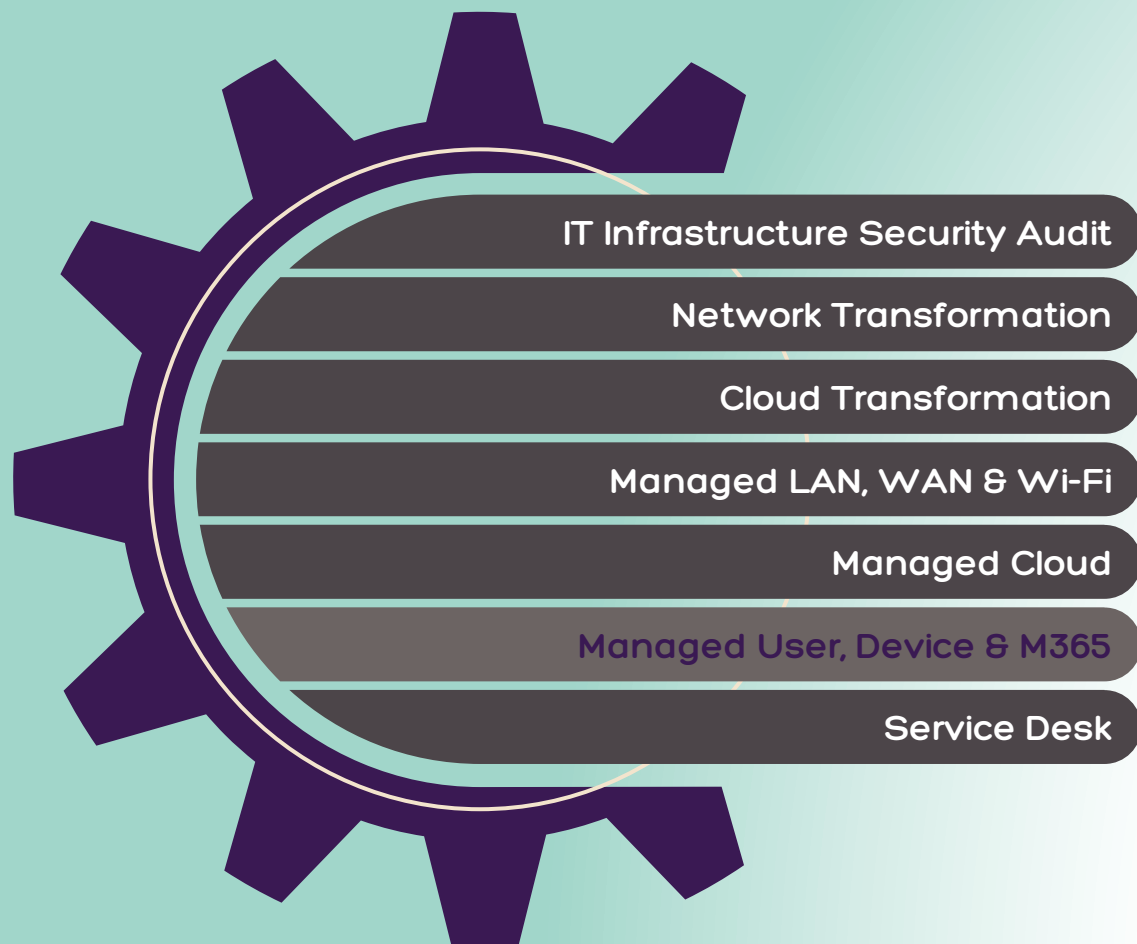
Any additional or complex work will be charged in accordance with our rate card below:

Excluded from Price and Charged Separately

- Shipping
- On-site work
- M365 licenses
- Hardware



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.