



IT Support Packages

ACUTEC is a team of highly qualified experts with over two decades experience

Delivering world class service enabling you to achieve more every day

Remote Package

- ✓ 8x5 Support Response 2 hours
- ✓ Number of Devices - All business
- ✓ Support Portal Access
- ✓ MS Critical & Security Patch Management
- ✓ Vendor Communication & Support
- ✓ 24x7 Device Monitoring (proactive)

Management Package

- ✓ IT Documentation – IT Glue
- ✓ Quarterly Strategic Review
- ✓ Asset & Inventory Management Report
- ✓ Technology Business Review

Per User
Per Month
£37.50

On-site Package

- ✓ 8x5 Support Response 2 hours
- ✓ Number of Devices - All business
- ✓ Support Portal Access
- ✓ MS Critical & Security Patch Management
- ✓ Vendor Communication & Support
- ✓ 24x7 Device Monitoring (proactive)

Management Package

- ✓ IT Documentation – IT Glue
- ✓ Quarterly Strategic Review
- ✓ Asset & Inventory Management Report
- ✓ Technology Business Review

Per User
Per Month
£47.50

C-Suite VIP

- ✓ 8x5 Support Response 15 minutes
- ✓ Number of Devices - All business
- ✓ Support Portal Access
- ✓ MS Critical & Security Patch Management
- ✓ Vendor Communication & Support
- ✓ 24x7 Device Monitoring (proactive)

Management Package

- ✓ IT Documentation – IT Glue
- ✓ Quarterly Strategic Review
- ✓ Asset & Inventory Management Report
- ✓ Technology Business Review

Per User
Per Month
£67.50

Optional Services

(additional costs apply)

- 365 Backup
- Email Spam Filtering & Archive
- Intrusion Detection & Prevention
- After Hours Support
- Managed Anti-Virus / Anti-Malware - £5

Event Management

- Storage Backup
- Wi-Fi and Management
- Firewalls and Security
- Microsoft 365 Training
- Audits

VoIP

- MDM – Mobile Device Management
- DNS Blocking
- Phishing Simulations
- Cyber Security Training
- Business Intelligence
- Endpoint Detection & Response - £7.50

Password Management

- Multi Factor Authentication
- VCIO – Virtual services
- Penetration Testing
- Cyber Essentials and Plus
- Service Delivery Manager