

Monthly IT Service Desk Packages

Peace of mind 24/7, with predictable costs and no downtime headaches - IT made simple.

Why our monthly IT support plans?

- **Peace of Mind:** our expert engineers are on hand during business hours - with round-the-clock monitoring keeping you protected at all times.
- **Save Money:** predictable monthly cost, no hidden overheads, enterprise-grade support from just £40/user.
- **Save Time:** fast fixes, proactive monitoring, and a dedicated service desk mean fewer interruptions and more productivity.

See a difference in just eight weeks.



Which IT Package is right for you?		Essentials	Enhanced	Premium
Price		£40/user/month	£55/user/month	£100/user/month
Support and Service	UK Service Desk (Phone, Email, Portal)	✓	✓	✓
	Remote Support for end users	✓	✓	✓
	New User Onboarding and Leave Offboarding	✓	✓	✓
	Centralised Email Signature Management	-	✓	✓
	Online Ticketing Portal and Knowledge Base	✓	✓	✓
	Chargeable Onsite Support	Discounted Rate	Better Rate	Best Rate
	Monthly Service Report	✓	✓	✓
	Quarterly Strategic Business Review	-	✓	✓
	Monthly Strategic Business Review	-	-	✓
Proactive Management	24/7 Proactive Device Health Monitoring	✓	✓	✓
	Microsoft OS and App Patch Management	Monthly	Fortnightly	Fortnightly
	Common 3rd Party Application Patching	-	✓	✓
Cybersecurity	Managed Endpoint Detection and Response (EDR)*	✓	✓	✓
	Microsoft 365 Security Hardening	✓	✓	✓
	End User Device Security Hardening	✓	✓	✓
	Protective Web Filtering	Add-on	✓	✓
	Advanced Email Threat Protection (M365)*	Add-on	✓	✓
	Security Awareness Training and Phishing Sims	Add-on	Add-on	✓
Data Protection and Resilience	Microsoft 365 Cloud Backup	Add-on	✓	✓
	Workstation Cloud Backup	Add-on	Add-on	✓
Advanced Services	24/7 Security Monitoring and Threat Hunting (SOC)	-	Add-on	✓
	Regular Vulnerability Assessments	-	Add-on	✓

*Certain advanced security features, such as EDR and Advanced Email Threat Protection, require you to have the appropriate Microsoft 365 licences (e.g., Microsoft 365 Business Premium or higher). We can advise on and supply the correct licensing for your needs.

Fractional CTO Service

Technology is moving fast and so is your business. But without a senior tech lead, it's hard to know what's a smart investment, what's a risk, and what's just noise. With our Fractional CTO service, you get access to expert, part-time leadership to guide the big decisions: scaling systems, tightening cybersecurity, mapping out the future. It's like having a flexible CTO - without the six-figure salary.

You stay in control.

We bring the strategy, structure and oversight - starting from just £750/month.*



Which IT Package is right for you?		Essentials	Enhanced	Premium
Price		From £750/month*	From £1750/month*	From £3500/month*
Strategic Planning	Annual Technology Health Check and Review	✓	✓	✓
	Technology Roadmap Development	-	✓	✓
	Annual IT Budget Creation and Management	-	✓	✓
Leadership and Meetings	Strategic Meetings with Leadership Team	Quarterly	Monthly	Monthly
	Onsite Presence	Add-on	1 day per quarter	1 day per month
	Ad-hoc Strategic Calls and Emails (Fair Use)	✓	✓	✓
	Representation in Board Meetings	-	-	✓
Governance and Risk	High-Level Cybersecurity Policy Guidance	✓	✓	✓
	Cyber Essentials Journey Management	Add-on	✓	✓
	Technology Risk Register	-	✓	✓
Operational Oversight	Key Technology Vendor Contract Review	-	✓	✓
	Strategic Oversight of Major IT Projects	-	✓	✓
	Mentorship for Internal IT Contacts	-	Add-on	✓

*Requires 12-month commitment.