

Dedicated Managed Cloud Support

Our Managed IT Support plans are designed for businesses and public-sector organisations that wish to outsource their IT operations to our dedicated specialist support team. Each plan provides comprehensive coverage across both on-premise and cloud-based environments, including monitoring and support for wired and wireless networks, as well as traditional server, storage, and desktop systems.

We offer three straightforward support tiers — **Bronze, Silver, and Gold** — each providing clear, predictable IT support at a fixed monthly cost. With Silver and Gold plans, you can rely on continuous monitoring and assistance from highly skilled IT professionals.

Bronze Support Package

Our Bronze Support package includes our award-winning remote support service, offering **8 hours of complimentary remote support per month** to help resolve immediate IT issues.

This plan is ideal for small to medium-sized businesses with **up to 15 users**, offering essential support for organisations where IT reliability is a key priority.

Silver Support Package

As your organisation grows, so do the demands placed on your IT systems.

The Silver Support package provides a more extensive level of service, including:

- Proactive IT management
- **Unlimited** remote support between **9:00am and 6:00pm**
- Competitive on-site support rates

With no limits on remote support usage, you gain complete peace of mind knowing help is always available when you need it.

Gold Support Package

Our Gold Support package offers the highest level of service, including access to a dedicated **senior IT administrator** who effectively operates as your organisation's IT Manager.

This includes:

- Weekly catch-up meetings with key stakeholders
- Regular on-site visits
- Support in developing long-term IT strategy
- Ensuring alignment with modern workplace best practices
- Unlimited remote support
- Proactive monitoring across desktop and server environments

Service Management

All support requests are managed through our call management system, which logs, prioritises, and tracks every ticket.

Engineers document all work carried out, and utilisation reports can be provided upon request. Each ticket is prioritised according to its organisational impact, and this document outlines the Service Level Agreement that governs these response and resolution standards.