



Extended Business IT Support Package

This is our support package for small and micro-businesses, designed to provide great connectivity to your business data and services, offering a fully licensed Microsoft 365 Business Standard application suite, running safe and secure and integrated with shared cloud data storage.

The package includes the popular Microsoft 365 Business Standard application suite: Word, Excel, Outlook, PowerPoint, Access (PC only), with extensive email, shared contacts, calendars, tasks, cloud data storage and Microsoft Teams. We also include an automatic, ongoing backup, so you know your data and full Outlook features (email, contacts, calendars, Teams files and supported Teams data, etc.) are accessible and safe, with multiple copies available in case of disaster.

It is great for a small business user who wants to use the Microsoft 365 desktop apps, fully integrated across multiple devices with the help, support, advice and monitoring of professional IT staff, working in the background and available by phone or via remote sessions.

What's included (what is in scope):

	<u>Support</u> - Guaranteed response times from our professional IT staff allow you to access the knowledge and support in a timely fashion during business hours. This includes - Unlimited remote phone support and IT advice - Unlimited support via remote login or email (all within reasonable limits). - Tiered guaranteed response times based on the severity of a problem. - Assistance with Microsoft 365 applications, cloud services, including Teams. - Setting up and helping with mobile phone or tablet email and apps. - Advice on IT security, scams and frauds, with someone to call to check legitimacy. - Help with home working, including setting up your home equipment to access your business data securely. - Advice on GDPR, PCI DSS and other relevant regulations, with compliance help.
	<u>Maintaining your machine</u> - PC hardware monitoring (spotting errors you might miss). - PC software monitoring (making sure software is not going wrong in the background). - Help and advice setting up, using and securing your phones or tablets. - Monitoring your automatic backups to make sure your data is safe. - Human monthly backup testing (e.g. test restores).
	<u>IT security</u> - Windows and application patch management (essential security). - Anti-virus security monitoring, checking that your AV is working. - Webroot managed endpoint security: a multi-layer security solution. - Webroot DNS filtering to prevent access to bad and new (often risky) websites. - A true cloud-to-cloud backup mechanism, covering documents, email, contacts, tasks, shared data, Teams files, supported Teams data and calendars. With daily restore points to cover many eventualities.

	<u>Training, discounts and free work.</u> • Onboarding support, which includes basic user training in security, using web applications, data management and working with the extensive Outlook package. • Reduced rates for any on-site callouts, although with remote support and maintenance, on-site visits are rarely needed. • PC servicing and optimisation, either remote or if you drop a machine off to us. Keep your equipment in tip-top shape with our help (parts excluded). • Basic labour costs for changes, additions, moves and removal of users are included. • Technical and budget reviews via Zoom or Teams. • Free temporary loan machines should yours require repair.
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By default, all other services (not on this list) would be classed as out of scope; we can provide these on a charged basis.

Monthly with no long-term commitment, or annually at a discount.

We currently charge **£45+VAT** each month per user we provide services for, with 1 PC or Mac monitored. If you wish to pay annually, it is cheaper at **£480+VAT/year** per user (equivalent to £40+VAT a month). Extra machines for the same user are £10+VAT/month or £100+VAT/year. This includes us supporting, monitoring, and providing security software for these machines for the same user. e.g., 2 users, a desktop and a laptop each = £110+VAT/month. Each Microsoft 365 user licence can cover up to five devices.

Example usage scenario:

Users work in and out of office locations, on-site and at home. They like to use the full office suite both online and offline. They want to share data with colleagues on certain projects while keeping their own data separate. They want access to email, their files, calendars, and tasks, all on the same platform across all their devices (smartphone, desktop, tablet, laptop). They communicate with Microsoft Teams and have various files, pictures and discussions saved on that system. Flexible working is the key, from anywhere, safely and securely.

Should they get confusing or possibly fraudulent emails, they would like someone knowledgeable to help them.

When their equipment does something unexpected or suffers a glitch, they would like someone available to assist.

This plan helps them achieve this; anything sent or received on the smartphone is mirrored on the computers (and vice versa). Contacts, calendars, and tasks can be accessed on multiple devices and shared with others, both inside and outside the business. If they want to work offline, they can access and manipulate files (Word, Excel, etc.) to synchronise with their main cloud data when they are back online.

All work is backed up, including their Teams files and supported Teams data, so if anything gets lost, hacked, stolen, corrupted or accidentally changed/deleted, it can be recovered. This is great for collaborative documents.

IT support and advice are readily available at no additional charge, making it less of a chore to call for help than trying to fix issues on their own.

When the user goes on holiday, they can set automatic replies, forward emails to colleagues, access the data/emails abroad or allow a colleague to easily handle emails on their behalf.

If they need to work from home with different equipment, it is all possible, and they have the IT support to do it safely.

In summary:

They have productivity software, security, IT services and support facilities, as if they had their own IT department, but instead provided by a local IT company that understands their situation and needs, all for a single monthly fee.

Plan Options:

We provide many infrastructure options to complement our support packages, such as server support, large network support, on-site callout cover with a guaranteed on-site response (SLA), as well as extended cybersecurity services.

Please contact us on 0161-483-6656 for details.

Glossary

- **Guaranteed response times from our professional IT staff.**

All our staff are trained and qualified IT technicians who undergo constant improvement or refresher training throughout their careers with us. We have set guaranteed response times based on the severity of a problem, the more severe the faster we guarantee a response, remotely or over the phone. If you have an on-site services optional upgrade, this is governed by a different on-site response regime; please contact us for details.

- **Unlimited remote phone support and unlimited remote support via remote login:**

We provide fully qualified IT technical assistance to resolve problems over the phone or via a remote login during business hours and an emergency phone service at other times on a call-back basis. We do not restrict the number of calls or time taken (within reasonable limits).

- **Tiered guaranteed response times.**

Below are some standard categories of faults and how we guarantee a response to them. In most cases, the response is usually much faster for all errors (normally instant), but in very busy times, we prioritise this way. The list is not all-inclusive but gives examples of how we prioritise (if necessary).

- Some examples in this table relate to optional services and are not included in the base Extended Support plan. Response times apply where the affected service is covered by the customer's plan or optional upgrade.

Critical	Your main server is offline and users are unable to work.	1 hour
	Network hardware has failed and half the company can't work.	
	VPNs for the company have failed.	
	Everyone's computer has stopped working.	
	There is a security breach.	
High	Your internet connection is offline, users can still work locally.	2 hours
	Your CEO's computer has stopped working correctly.	
	Your main accounts systems are not working.	
Medium	One user's desktop has stopped working so they cannot work.	4 hours
	One of your printers has stopped, but other printers still work.	
	A user is having problems with connecting to the internet.	
Low	Printing is slower than normal.	8 hours
	A user cannot access a scanner.	
	A user needs some software installed.	
	Add/delete/edit user requests.	
No priority	New computer installations.	These need lead time and planning.
	New network installations or modifications.	

- **IT advice via email or phone:**

We answer questions about your systems and software and can point you to solutions where we don't have direct expertise.

- **Assistance with Microsoft 365 applications, cloud services, including Teams.**

Microsoft 365 Business Standard (Word, Excel, Outlook, PowerPoint, etc.) is a great productivity suite, but with lots of features comes a fair bit of complication, especially when receiving documents from others or integrating with other applications which generate content in Office formats. Teams is also a great application that is changing rapidly. Our support team are ready to help with the various issues surrounding the use of these applications, drawing on the latest knowledge. As we have lots of users across many different scenarios, we have a good understanding of current glitches and available resolutions.

- **Resolution of sync errors and permissions.**

Using Microsoft 365 SharePoint and Teams requires some permission management. Sometimes local file synchronisations also get confused or broken, especially when users access the same files. We can fix these errors and safely reconfigure things for users.

- **Setting up and helping with mobile phone or tablet email and apps.**

Smartphones, tablets and other internet devices can access your data and email. We'll help you set these up to work securely with your data and services.

- **Advice on IT security, scams and frauds**

While we can advise on business rules such as GDPR, PCI DSS, and Cyber Essentials, we also know most current scams, frauds, and other ways criminals try to exploit PC users.

If you are contacted by people on the phone or online, check with us to see if it's legitimate; we can tell you how to be sure. This is especially true in emails, which are often quite convincing.

All our staff are constantly trained in the latest scams and see many instances.

Don't guess or start a conversation if unsure; we will be available for up-to-date advice.

- **Home and non-office working:** Home PCs used to access business networks or generally used for any business activities should be secure. We will set up secondary equipment to access your services securely, so you can work safely away from the office.

- **PC hardware monitoring:**

Our monitoring software reports current and historical hardware faults, so in most cases we can proactively fix these problems before a full failure or disaster.

- **PC software monitoring:**

As with hardware, we monitor most software packages you have installed, updating and configuring them as necessary. This is useful as software changes and evolves over time.

- **Help and advice setting up, using and securing your phones or tablets.**

These devices are often the weak link in IT. We can advise and help you get them configured correctly.

They can also be used to access your business data on the move or on holiday. We can assist with this.

- **Monitoring your automatic backups.**

Backups need to run to be of any use. We check these daily.

- **Human monthly backup testing.**

Making sure the backups that run are actually recoverable. Tested each month by a technician.

- **Windows and application patch management:**

We monitor and pre-test the latest Windows patches before deploying them to your systems, we do the same for other common updates to products such as Adobe Reader, Chrome, Firefox, FTP tools etc.

Patching prevents most backdoor attacks targeting systems that are not kept up to date.

- **Anti-virus security monitoring:**

Checking that anti-virus products are installed and up to date.

- **Webroot managed endpoint security with DNS filtering.**

[Webroot Endpoint Protection](#) is a leading anti-virus and endpoint security product which we install and monitor. It is based on live data rather than traditional anti-virus products, which rely on downloaded signatures. To enhance this, we also provide DNS filtering (a content-based firewall) as standard. This prevents access to security risk websites (URLs) by default, but can also be configured to cover further categories you might not wish to display (such as drugs, adult content, social media, etc.).

- **A true cloud-to-cloud backup mechanism.**

Our backup covers documents, email, contacts, tasks, Teams files and supported Teams data, other shared data and calendars, with multiple daily restore points to cover a range of eventualities. Your machine does not need to be on to be backed up.

- **Onboarding support.**

- Includes basic user training in security, using web applications, data management and working with the extensive Outlook package. Getting a user up to speed in an ever-changing world.

- **Reduced hourly rates for on-site callout.**

On-site time charges are discounted (currently by £5+VAT/hr).

- **PC servicing.**

Running a PC service keeps your machine in tip-top shape, just call us and we can do this remotely or if you prefer, drop a machine off to us. The labour element is covered under this support plan, but you may need to pay for any parts used.

- **Labour costs for changes, additions, moves and removal of users are included.**

When day-to-day personnel change, we will help with the new user setup (excluding any extra software or hardware).



- **Technical and budget reviews via Zoom or Teams**

If you want to discuss your IT estate and services, or do some ad hoc planning, we are available as consultants via Zoom or Teams.

- **Licensed Microsoft 365 Business Standard desktop applications.**

Each user licence allows use of Microsoft 365 Business Standard on up to five active devices. These are included in the extended plan.

- **Free temporary loan machines should yours require repair.**

We have several functional machines to keep you working while yours is repaired. Equipment loaned in this way needs to be returned in the same condition. We include basic data transfer to loan machines to keep you working with standard office applications; specific applications are unlikely to be available on a loan machine.

Payment

The Extended Support plan is based on support paid in advance via monthly or annual direct debit.

To set up the plan, we would send you a direct debit mandate to make adding/removing users and services easier to manage. We collect the package cost via direct debit and send you receipts each month or year for tax purposes.

Billing is on the 1st of the month.

Termination of contract

Either of us can terminate the cover with one month's notice before any renewal. Monthly plans have no long-term tie-in. Yearly plans are paid in advance and are renewed annually. As they are offered at a discount, yearly plans are typically non-refundable mid-term.

We have a cooperative procedure for transferring information to any new provider.

Some Exclusions

Force Majeure might prevent us from attending on-site or conducting remote support. An internet connection is generally required for most interactions other than phone support (phone support can often get the internet working again).