



## Comparison of Support Packages

Below is a comparison list of the free services included with each business support plan.

| Support                                                              | Remote | Extended | Complete |
|----------------------------------------------------------------------|--------|----------|----------|
| Unlimited remote phone support (business hours).                     | ✓      | ✓        | ✓        |
| Unlimited support via remote login (business hours).                 | ✓      | ✓        | ✓        |
| Help with tablet and phone setup, including data and email access    | ✓      | ✓        | ✓        |
| IT advice via email or phone, including on security and GDPR.        | ✓      | ✓        | ✓        |
| Assistance with cloud services, including Office365 + Teams.         | ✓      | ✓        | ✓        |
| Assistance with home working setups.                                 | ✓      | ✓        | ✓        |
| Guaranteed tiered response times                                     |        | ✓        | ✓        |
| Out of hours emergency support                                       |        |          | ✓        |
| Security                                                             | Remote | Extended | Complete |
| Windows and application patch management.                            | ✓      | ✓        | ✓        |
| PC hardware and software monitoring.                                 | ✓      | ✓        | ✓        |
| Anti-virus security monitoring (i.e. is it working).                 | ✓      | ✓        | ✓        |
| Managed business class anti-virus + DNS protection.                  | ✓      | ✓        | ✓        |
| Cloud server level, extended spam and phishing protection.           |        |          | ✓        |
| Management                                                           | Remote | Extended | Complete |
| Technical and budget reviews and planning via Zoom or Teams.         |        | ✓        | ✓        |
| Virtual CIO role (we sit in on your meetings giving advice/reports). |        |          | ✓        |
| Security incident management i.e. fraud, hacking investigation.      |        |          | ✓        |
| File and Permission systems planning                                 |        |          | ✓        |
| Asset management reporting                                           |        |          | ✓        |

| Training                                                          | Remote | Extended | Complete |
|-------------------------------------------------------------------|--------|----------|----------|
| User onboarding                                                   | ✓      | ✓        | ✓        |
| End user training.                                                |        |          | ✓        |
| Security awareness training.                                      |        |          | ✓        |
| Services                                                          | Remote | Extended | Complete |
| Ongoing machine servicing and optimisation.                       | ✓      | ✓        | ✓        |
| Changes, additions, moves and removal of users.                   | ✓      | ✓        | ✓        |
| Managed Microsoft (Office) 365 cloud, email and storage.          |        | ✓        | ✓        |
| Microsoft (Office) 365 standard desktop licenses (for 5 devices). |        | ✓        | ✓        |
| Automatic cloud-to-cloud, data, email, and contacts backup.       |        | ✓        | ✓        |
| Backup monitoring.                                                |        | ✓        | ✓        |
| Monthly human backup recovery testing.                            |        | ✓        | ✓        |
| Emergency loan machines.                                          |        | ✓        | ✓        |
| Free of charge onsite callouts when remote won't do.              |        |          | ✓        |

|                                                                               |                |             |             |
|-------------------------------------------------------------------------------|----------------|-------------|-------------|
| <b>Monthly price per user with 1 PC/MAC each month excluding VAT</b>          | <b>£17.50</b>  | <b>£45</b>  | <b>£75</b>  |
| <b>Discounted yearly price per user with 1 PC/MAC each year excluding VAT</b> | <b>£192.50</b> | <b>£480</b> | <b>£750</b> |
| Extra PC/MAC/Laptop monitored for same user (monthly)                         | £8.75          | £10         | £10         |
| Discounted Extra PC/MAC/Laptop monitored for same user (yearly)               | £96.25         | £100        | £100        |

Specific items can be added to a plan on an ad-hoc basis (e.g. office and cloud-to-cloud backup for a remote plan). Please contact us for details.

**Optional extras:** (all prices below exclude VAT)

**Onsite SLA:**

Onsite callout within a specified time window (SLA).

By end of next day onsite callout £50+VAT

Within 4 business hours onsite callout £100+VAT

**Servers:**

Server monitoring and maintenance (on-premise or in-cloud) £100+VAT/server/month.

**Network infrastructure:**

We include basic network cover as standard, however larger installations with multiple switches and access points are charged at £60/month

**Email signatures**

Multiple device, company wide email signatures to one or more fixed templates, Each email from whatever device has the same authorised company template signature. £2 user/month

**Security awareness campaigns and simulated phishing**

Simulated phishing and staff security awareness training £120+VAT (one off presentation, included in complete plans) then £1.50/user/month

**Password Management**

Across all devices password management £4/user