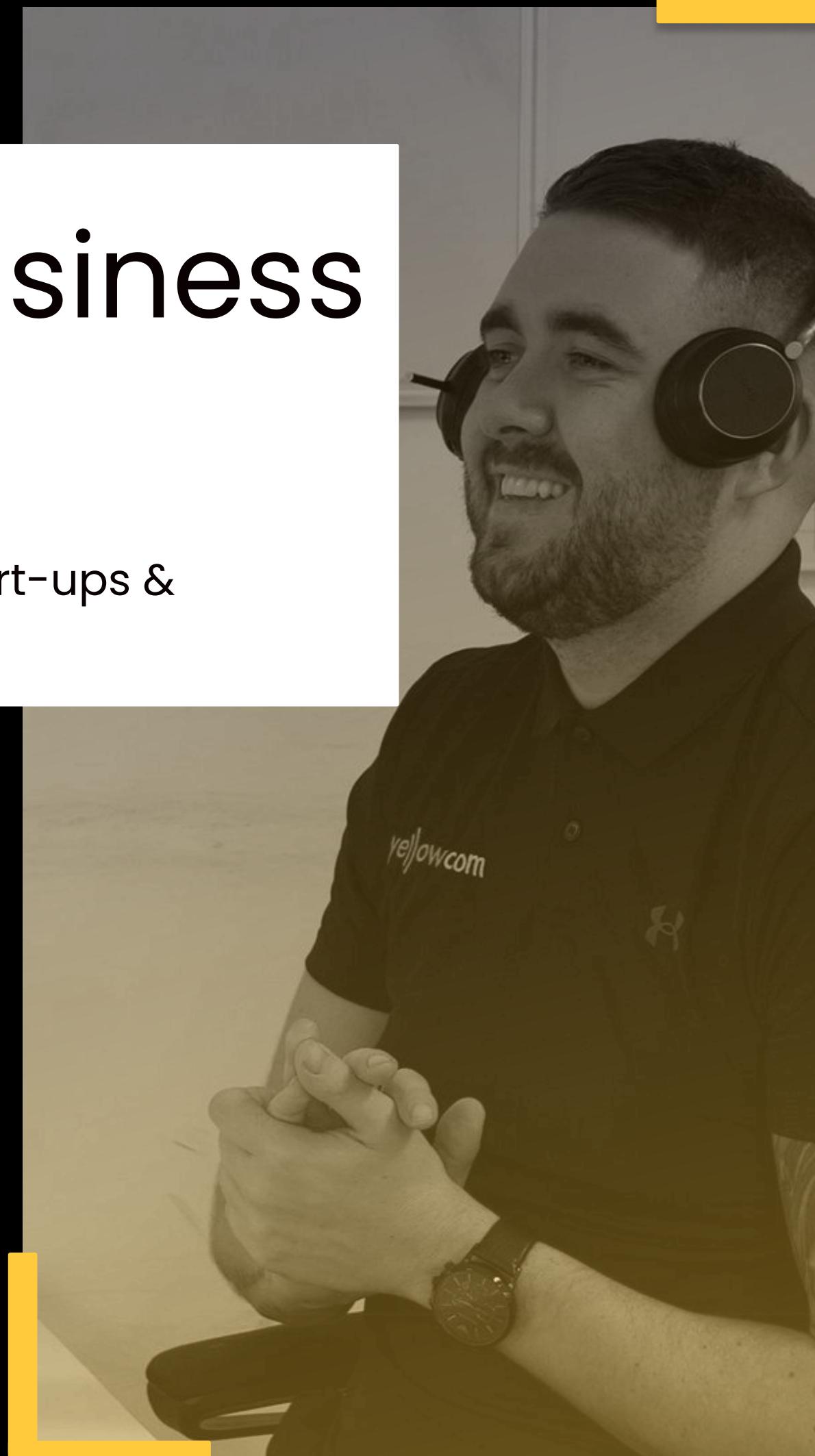


## Micro Business Support

Essential IT Cover for Start-ups & Small Teams

**Perfect for businesses with up to 5 users,** this package delivers professional IT expertise without the overheads of an in-house team.



# Micro Business Support



Starting a business is hard enough without worrying about IT. Our **Micro Business Support Package** gives you professional cover at an affordable monthly cost – ideal for **start-ups, freelancers, and businesses with up to 5 users**.

## Core Services

### Remote Troubleshooting

Get fast fixes for everyday issues, ensuring minimal disruption to your workflow.

### Microsoft 365 Support

Comprehensive assistance with email, Microsoft Teams, and secure file sharing within the 365 ecosystem.

### Device & Network Monitoring

Proactive monitoring of your devices and internet connection to keep them running efficiently.

### Vendor Liaison

We co-ordinate directly with Microsoft or other suppliers, escalating issues as needed so you don't have to.

### Customer Reporting & Account Management

Receive clear updates and have a dedicated point of contact to ensure you always know where you stand.

## Optional Security Add-On:

- **Antivirus & Malware Defence:** Robust protection against malicious software and cyber threats
- **Email Filtering & Phishing Protection:** Safeguard your inbox from spam, phishing attempts and other email-borne attacks.
- **Cloud Backup for Microsoft 365:** Securely back-up your critical Microsoft 365 data, ensuring business continuity.

Even the smallest businesses deserve professional IT support. Our **Micro Business Support** ensures your team can stay focused on growth, not IT headaches – with scalable options that grow as you do.

# What's included

Our **Micro Business Support Package** is ideal for small offices, home offices, and co-working teams, or for businesses primarily using Microsoft 365. With the Security option, you add built-in protection through DattoAV, ensuring your devices and data stay protected from Day One.

## Coverage

Feature	Basic	With Security	Notes
User Limit	Up to 5 Users	Up to 5 Users	Tailored for micro teams and start-ups
Support Requests	Up to 15 per month	Up to 15 per month	Covers all typical needs of small teams
Contract Terms	12-60 month term	12-60 month term	Flexible contract lengths available

## Support Access

Feature	Basic	With Security	Notes
Remote Support	✓	✓	Access via phone, email & secure remote tools
On-site Support			Available in higher-tier packages
Support Hours	✓ 9am-5pm, Mon-Fri	✓ 9am-5pm, Mon-Fri	Core business hours
24/7 Support			Available in higher-tier packages

## Technical Support

Feature	Basic	With Security	Notes
1st Line IT support	✓	✓	Troubleshooting & fixes for everyday issues
2nd/3rd Line Escalation			Vendor liaison if needed
Proactive Monitoring	✓	✓	Basic checks on critical systems
Device Coverage	✓ Up to 3 devices per user	✓ Up to 3 devices per user	Typically laptop + mobile + tablet
Additional Mobiles	Available at per user cost	Available at per user cost	Ideal for sales reps, drivers, remote staff

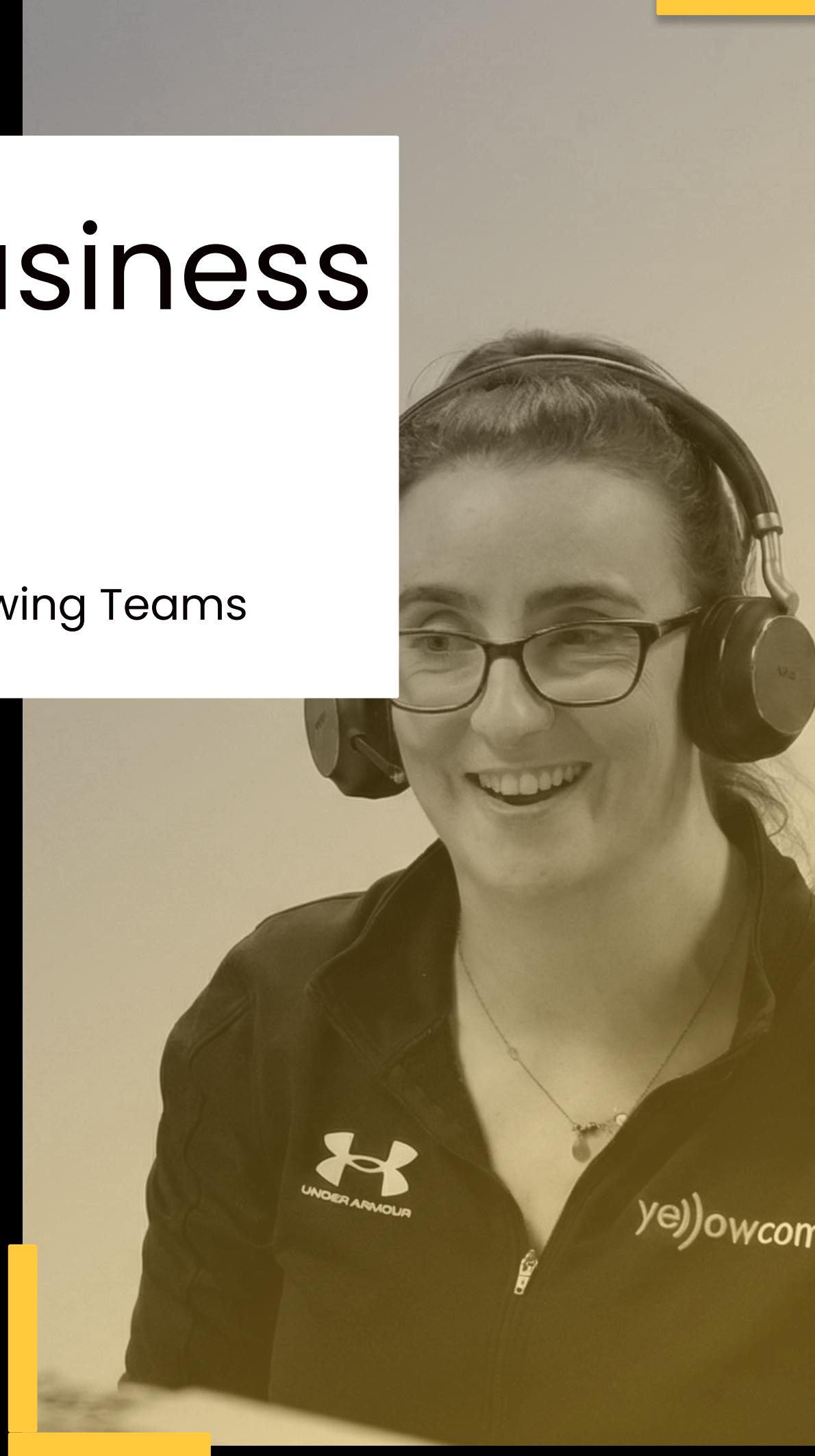
## Security & Backup

Feature	Basic	With Security	Notes
Cybersecurity Tools		✓ DattoAV (subject to change)	Core protection included in Security option
Cloud Backup (M365)	Add-on	Add-on	Available for email, Teams & SharePoint

## Small Business Support

Reliable IT Cover for Growing Teams

**Ideal for businesses with up to 10 users,** this package offers enhanced support to ensure your expanding operation runs smoothly and securely.



# Small Business Support



As your business grows, so do your IT needs. Our **Small Business Support Package** is designed for teams who need more cover, faster response, and the peace of mind that comes with **proactive monitoring and professional support**.

## Core Services

### Remote Troubleshooting

Get fast fixes for everyday issues, ensuring minimal disruption to your workflow.

### Microsoft 365 Support

Comprehensive assistance with email, Microsoft Teams, and secure file sharing within the 365 ecosystem.

### Device & Network Monitoring

Proactive monitoring of your devices and internet connection to keep them running efficiently.

### Vendor Liaison

We co-ordinate directly with Microsoft or other suppliers, escalating issues as needed so you don't have to.

### Account Management

A dedicated point of contact who understands your specific business needs and setup.

## Optional Security Add-On:

- **Advanced Security Toolkit:** Robust antivirus, advanced phishing protection, and dark web monitoring to safeguard your data.
- **Cloud Backup for Microsoft 365:** Securely back up your critical emails, Teams chats, and SharePoint files for business continuity.
- **Mobile-Only Support:** Add mobile users at a per-user cost - ideal for sales reps, field engineers, or drivers.

This package offers the perfect balance of cost and comprehensive protection. It provides more proactive cover than our Micro Business Package, with the added flexibility to include advanced security and mobile support as your team continues to grow and evolve.

# What's included

Whether you're based in a **small office, working remotely, or running a hybrid setup**, our **Small Business Support Package** ensures your team has reliable IT support whenever and wherever it's needed.

## Coverage

Feature	Basic	With Security	Notes
User Limit	Up to 10 Users	Up to 10 Users	Ideal for small but growing teams
Support Requests	Up to 25 per month	Up to 25 per month	More generous allowance for creative teams
Contract Terms	12-60 month term	12-60 month term	Flexible contract lengths available

## Support Access

Feature	Basic	With Security	Notes
Remote Support	✓	✓	Access via phone, email & secure remote tools
On-site Support	Optional	Optional	Available at agreed per-visit cost
Support Hours	✓ 9am-5pm, Mon-Fri	✓ 9am-5pm, Mon-Fri	Core business hours
24/7 Support			Available in higher-tier packages

## Technical Support

Feature	Basic	With Security	Notes
1st Line IT support	✓	✓	Troubleshooting & fixes for everyday issues
2nd Line Escalation	✓	✓	More complex issues handled within this tier
3rd Line Escalation			Available in higher tier packages; vendor liaison included
Proactive Monitoring	✓ Enhanced	✓ Enhanced	Broader device & network monitoring
Device Coverage	✓ Up to 3 devices per user	✓ Up to 3 devices per user	Laptop, desktop & mobile tablet included
Additional Mobiles	Available at per user cost	Available at per user cost	Ideal for sales reps, drivers, hybrid staff

## Security & Backup

Feature	Basic	With Security	Notes
Cybersecurity Tools	Optional Add-on	✓ DattoAV (subject to change)	Adds core endpoint protection to every user
Cloud Backup (M365)	Optional Add-on	Optional Add-on	Available for email, Teams & SharePoint



# Medium Business Support

Advanced IT Support for Established Teams

Our Medium Business Support Packages are **designed for organisations with up to 300 users** who need advanced coverage, faster response times, and peace of mind from enhanced SLAs.



# Medium Business Support

When IT becomes mission critical, your business needs more than basic cover. Our **Medium Business Support Package** provides scalable solutions, enterprise-grade monitoring, and on-site support – ensuring your operations run without disruption.

## Who It's For

### **Established Businesses**

With 10-300 employees

### **On-site & Remote Cover**

For hybrid setups

### **Complex Environments**

For complex IT environments, critical systems, and multiple endpoints

## Package Options

With a choice of **Premium** or **Platinum** tiers, this package gives established businesses the advanced IT support they need to scale confidently – combining proactive monitoring, on-site expertise, and round-the-clock cover.

### **Premium**

Remote + scheduled on-site support 9am - 5pm Mon - Fri, up to 50 requests per month, Account Management as standard



Growing SMEs needing **reliable cover with some on-site support**

### **Platinum**

Priority on-site support with faster response, unlimited support requests, 24/7 availability for critical issues, dedicated account manager



Businesses where **uptime is mission-critical and downtime isn't an option**

# What's included

Our **Medium Business Support Premium & Platinum Packages** are designed for established companies who need scalable, professional-grade IT management.

## Coverage

Feature	Premium	Platinum
User Limit	✓ Up to 300 Users	✓ Up to 300 Users
Support Requests	✓ Up to 50 per month	✓ Unlimited
Contract Terms	✓ 12-60 month term	✓ 12-60 month term

## Support Access

Feature	Premium	Platinum
Remote Support	✓ Multi-channel (phone, email client)	✓ Priority access with dedicated line
On-site Support	✓ On-site response	✓ Priority on-site response
Support Hours	✓ 9am-5pm, Mon-Fri	✓ 24/7 coverage for critical issues

## Technical Support

Feature	Premium	Platinum
IT Support Levels	✓ 1st & 2nd Line	✓ 2nd & 3rd Line
Proactive Monitoring	✓ Enhanced System Checks	✓ Real-time, enterprise level monitoring
Device Management	✓ Up to 3 devices per user	✓ Unlimited devices
Server Support	✓ Basic monitoring	✓ Full management & rapid recovery
Network Management	✓ Standard monitoring	✓ Advanced optimisation & security
Backup & Recovery	✓ Managed backups	✓ Full disaster recovery planning

## Account Management

Feature	Premium	Platinum
Account Manager	✓ Standard	✓ Dedicated
IT Reporting	✓ Monthly overview	✓ Monthly overview
Project Support	✓ Limited/ad-hoc	✓ Limited/ad-hoc
Software Training	✓ Basic guidance	✓ Tailored training sessions