

Service	Included (Y/N)	Optional	Notes
Onboarding/setup process	✓		
Healthcheck audit & report	✓		
Site documentation	✓		Visio diagrams, pictures & support procedures
Hardware asset management	✓		
Dedicated account manager	✓		
Out-of-hours/emergency support	✓		Evenings & Weekends
On site callouts	✓		
Support for third party apps	✓		
On site proactive visits & reporting	✓		Dedicated technician
Quarterly Reviews & account management	✓		
IT leadership, roadmap & strategy	✓		
365 administration & billing	✓		
Average reponse time of 45 minutes	✓		
Desktop security suite with EDR	No	✓	Web Security + auto patching
Managed data backup	No	✓	1 yr retention
Mail protection & security	No	✓	
New Device Set up	No	✓	£125 per device
Cyber Security Awareness Training	No	✓	
Phishing Simulation	No	✓	
Cyber Essentials Certification	No	✓	