

# IT Support Tiers

Version: Sept 2023

Service	M365	Silver	Gold
<b>Microsoft 365 Support</b> Access to our dedicated IT Support team for all your Microsoft 365 Support needs including administration and end-user queries.	✓	✓	✓
<b>Unlimited Telephone &amp; Email Support</b> Access to our dedicated IT Support team between 8:30-5:30 Monday till Friday without any usage cap.	-	✓	✓
<b>Unlimited Remote Support</b> Access to remote support with our team prior to a call-out to save time and cost with a quick and easy remote support offering.	-	✓	✓
<b>24x7 Device &amp; Server Monitoring</b> We monitor all of your devices (desktops, laptops and servers) for any alerts—both hardware and software—and our team proactively respond to all alerts within working hours.	-	✓	✓
<b>Account Review &amp; IT Health Check</b> Our account management team will visit you to understand how you're finding the service so far, along with one of our IT Consultants for strategic mapping for future IT growth & requirements.	✓	✓	✓
<b>Device Patching</b> We will update your applications and devices to fix, or "patch", a bug or weakness in your IT network. Our remote monitoring and management solution allows for a controlled and automated approach to the deployment of patches and updates.	-	✓	✓
<b>Reduced Hourly Rate</b> Benefit from a reduced hourly rate for all callouts and projects when you take out a support contract agreement with us. (RRP £125/ph)	-	£115.00	£100.00
<b>Additional Device Support</b> We understand that users will sometimes have a desktop and a laptop, so our gold tier includes the additional device support at no extra charge.	-	£5.00	✓
<b>Third-party Vendor Support</b> We will work with your third-party vendors—like your internet or telecoms providers—to ensure a smooth support offering.	-	-	✓
<b>New Device Setup</b> Benefit from reduced costs for all your new device setup orders when you take out a support contract with us. (RRP 2 Hours Engineer Time)	-	£100.00	✓
<b>IT Workshop</b> During your account review, our IT Consultant can conduct a workshop with your stakeholders and end-users to tackle key issues or questions.	-	-	✓