

# ITGUYS Managed Services Plans/Pricing 2024

Upgrade your IT systems and security with our flexible managed services plans. We'll help you identify vulnerabilities, boost your defences, and improve your workflows, helping with productivity. Plus, all clients can recycle their e-waste for free!

Clear pricing, no surprises:

- **Part 1:** We'll give your infrastructure a thorough check-up and propose an IT Strategy along with a costed roadmap. This comes with a custom proposal just for you.
- **Part 2:** Choose from our three plans, each offering different levels of protection and features.
- **Part 3:** So you can budget with confidence, we itemise all out-of-scope work and associated costs.

## PART 1 – Infrastructure Audit/Report and Proposal

“We don't guess, we don't assume”. Before we recommend any solutions, we'll conduct a thorough audit of your setup to understand your specific needs. This ensures we provide the perfect fit for your charity.

Think of it as a personalised IT roadmap. During the audit, we'll assess your current practices, user count, office setup, and data complexity. Based on your charity, we'll recommend one of three audit packages:

- **Basic Audit:** Perfect for small teams (up to 10 users) with a straightforward setup.
- **Typical Audit:** Ideal for mid-sized charities (10-50 users) with a standard level of complexity.
- **Complex Audit:** Designed for larger charities (50+ users) with multiple locations and diverse data sets.

After the audit, we'll walk you through the results. We can meet in person or online to discuss the findings, address any concerns, and create a customised plan.

## PART 2 – Managed Services Plan

Are you a small team content with minimal IT changes? Then the **Essentials Plan** might be your perfect fit. It provides basic support, regular maintenance, and security updates - the bare essentials to keep your tech humming.

But if you seek a balance of security, features, and affordability, the **Standard Plan** (our most popular!) is where it's at. You get everything Essentials offers, plus discounted project work and dedicated support. Think of it as the Goldilocks plan - just right for most charities.

For those with demanding IT needs and a desire for zero surprises, the **Premium Plan** is a dream come true. It includes everything in Standard but with no hidden fees! Need onsite support or a new computer setup? Done and dusted. It's the ultimate IT peace of mind package, all-inclusive and hassle-free. The only additional charges in this plan are for Microsoft/Google licenses and new hardware costs.

*Your chosen plan may have additional charges, detailed in PART 3.*

PLAN COMPARISON	ESSENTIAL	STANDARD	PREMIUM
Unlimited remote support Get as much help as you need (business hours)			
ITGUYS management app Stay on top of your IT with a handy app			
Automated OS and Office updates Automatic updates keep you safe and up-to-date			
24x7x365 monitoring We catch problems before they cause trouble			
Enhanced Antivirus with Endpoint defence & response Stop viruses and hackers in their tracks			
Guaranteed response time Get help fast	4-hour	2-hour	1 -hour
Documentation for your company's IT Understand your IT setup easily			
Management reporting & executive summary Stay informed about your IT health			
Technology business review meeting IT Roadmap: Plan your tech future with us	Annual	Biannual	Quarterly
Onsite support We can come to your office if needed	Standard rates	VIP Rates	
Asset & inventory management Keep track of all your tech stuff and who uses it			
Email filtering "Wash" your email to minimise spam phishing and malicious activity			
Microsoft 365 / Google Workspace backup Cloud data triple daily backups to a separate location			
Change Requests Easy team onboarding and offboarding with our form	Set Charge Per Completed Form		
Password manager Say goodbye to password headaches			
Security awareness training suite (online service) Educate your team about the risks of working online			
Web/DNS Filtering Block unwanted websites and protect your team online			
Dark web monitoring We'll tell you if your passwords are leaked			
Vulnerability scanning Find and fix security weaknesses before it's too late			
Cyber Essentials and documentation preparation Show the world you take security seriously with Cyber Essentials			
<b>Monthly cost per user Full Time</b>	Contact us for pricing		
<b>Monthly cost per user Part Time</b> (50% reduction on FT cost)	Contact us for pricing		



## PART 3 – Charges NOT Included in the Managed Service Plan

Apart from the **Premium** “all-in” plan (which only excludes charges for new hardware and **service subscriptions like Microsoft 365** – everything else IS included), we do charge for changes to setups.

There are a few things we don't handle for free. But don't worry, they're all clearly outlined here!

What's **not** included in your plan:

- **New hardware and service subscriptions:** These are always extra, regardless of your plan. Think of it like buying a new phone - the plan covers data and calls, but the phone itself is a separate purchase.
- **Onsite support (Essentials and Standard plans only):** If you need someone to come to your office and fix something, there's a fee (except for **Premium** plans which include this).
- **Changes to your setup (Essentials plan only):** Adding or removing users, changing devices, or other big changes usually require a fee. But it's free if you have a **Standard** or **Premium** plan!

What **is** included in your plan:

- **Most support for your devices:** As long as we set them up and your users are using them normally, all the day-to-day support is covered.
- **Change requests (Standard and Premium plans only):** Need to add a new user, retire an old device, or something else? Just use our handy form and it's free!

In short:

- **Premium Plan:** Everything's covered except new hardware and licenses.
- **Standard Plan:** Most things are covered, but changes and onsite support usually cost extra.
- **Essentials Plan:** Basic support with a longer response time, any changes and onsite support always cost extra.

We want to be upfront and transparent about pricing. While some scenarios might require additional fees based on your specific needs and chosen plan, we're always happy to discuss them in detail and find the best fit for your budget. Contact us today for a personalised quote!