



+ Medical Grade IT

We design, implement and deliver IT solutions to suit the unique needs of each of our clients.

➔ **Please select** the level that best suits your business from each of the plans.

All packages align to SMB1001, CIS and NIST compliance frameworks. **Talk to us** about your compliance needs.

Support Plans

PAYG
SUPPORT

BASIC
SUPPORT

PREMIUM
SUPPORT

PREMIUM
PLUS
SUPPORT

Security Plans

USER
SECURITY
BASELINE

USER
SECURITY
PROTECTIVE

USER
SECURITY
COMPLIANCE

NFP pricing = more than 30% savings on RRP

Secure Networking Plans

SECURE
NETWORKING
BASELINE

SECURE
NETWORKING
PROTECTIVE

SECURE
NETWORKING
COMPLIANCE

NFP pricing = more than 30% savings on RRP

À la carte products, sold at RRP

Packaged = more than 15% savings on RRP



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Support Plans

Our service desk hours are from 6am till 6pm

PAYG SUPPORT

Includes:

- **Dedicated client portal** for seamless communication and reporting
- **Basic training modules** covering Microsoft 365 applications
- **HIPAA-compliant** data management
- **Foundational** cybersecurity practices
- **Continuous system monitoring**, ensuring critical issues are identified early and addressed promptly
- **All support is billed hourly** at a reduced rate, giving you flexibility and control over your IT spend

Note for PAYG and Basic Plans with variable billing: We offer proactive solutions so any fault or vulnerability that is identified will be automatically approved for resolution and the cost applied to your plan.

Aligned with SMB1001 Gold

BASIC SUPPORT

Includes:

- **Dedicated client portal** for seamless communication and reporting
- **Basic training modules** covering Microsoft 365 applications
- **HIPAA-compliant** data management
- **Foundational** cybersecurity practices
- **Continuous system monitoring**, ensuring critical issues are identified early and addressed promptly
- **30 minutes** of remote-only support hours per user per month

NOTE: Any work beyond this basic limit is charged as a variation bill.

PREMIUM SUPPORT

Includes:

- **Dedicated client portal** for seamless communication and reporting
- **Basic training modules** covering Microsoft 365 applications
- **HIPAA-compliant** data management
- **Foundational** cybersecurity practices
- **Continuous system monitoring**, ensuring critical issues are identified early and addressed promptly
- **Unlimited remote** support

Aligned with SMB1001 Diamond/Platinum

PREMIUM PLUS SUPPORT

Includes:

- **Dedicated client portal** for seamless communication and reporting
- **Basic training modules** covering Microsoft 365 applications
- **HIPAA-compliant** data management
- **Foundational** cybersecurity practices
- **Continuous system monitoring**, ensuring critical issues are identified early and addressed promptly
- **Unlimited remote** support
- **On-site support** included

USER SECURITY BASELINE

Includes:

- **Multi-factor Authentication** for secure user authentication
- **DNS Filter** to block malicious or unsafe websites
- **Breach Secure Now** for employee training and risk monitoring
- **Anti-Spam email protection**
- **M365 backup and restoration**
- **Password Manager**

Aligned with SMB1001 Gold

USER SECURITY PROTECTIVE

Includes:

- **All User Security Baseline** services
- **DMARC email protection** for domain-based email authentication and protection against spoofing
- **24/7 Managed Identity Detection and Response**, manned by security analysts to protect from identity-based threats like credential misuse and privilege escalation
- **Up to 90-day retention of Managed Identity Detection and Response data** for extended data analysis

Aligned with SMB1001 Diamond/Platinum

USER SECURITY COMPLIANCE

Includes:

- **All Secure Networking Compliance** services
- **24/7 Managed Threat Hunting service**, manned by security analysts 24/7 which leverages human expertise and AI for real-time threat detection
- **Up to 365-day retention** of Managed Identity Detection and Response data for extended data analysis

Aligned with ISO 27001 standards

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Secure Networking Plans

SECURE NETWORKING BASELINE

Includes:

- **Defender** for endpoint security
- **Inforcer** for 365 policy enforcement and compliance
- **NOC Active Monitoring and Standard Patching** ensure real-time oversight and automated remediation, reducing downtime and operational risk
- **24/7 Managed Detection and Response** with expert security analysts to continuously monitor endpoints and detect, investigate and respond to threats

Aligned with SMB1001 Gold

SECURE NETWORKING PROTECTIVE

Includes:

- All **Secure Networking Baseline** services
- **End-to-end vulnerability management** identifies and prioritises risks before they become threats
- **Application Control** to prevent unauthorised software usage, allowing a zero-trust approach
- **24/7 Managed Extended Detection and Response (XDR)** extends beyond your endpoints to monitor your entire IT environment, including local firewalls, networks and cloud environments such as 365, to detect, investigate and respond to threats
- **90-day retention of MXDR data** for extended data analysis

Aligned with SMB1001 Diamond/Platinum

SECURE NETWORKING COMPLIANCE

Includes:

- All **Secure Networking Protective** services
- **24/7 MXDR Network Discovery** for deeper network visibility and control
- **24/7 MXDR Threat Intelligence** for an in-depth understanding of your threat landscape, monitoring emerging threats and proactive risk reduction
- **365-day retention of MXDR data** for extended data analysis

Aligned with ISO 27001 standards

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