

# Managed Services

A Total Suite of Fully Managed IT Services

## We'll worry about technology, You can focus on your business

In today's fast-paced digital world, businesses confront the challenge of managing complex IT needs while striving for innovation. The rapid evolution of technology and the increasing importance of data demand a strategic approach to leveraging technology for growth and efficiency, and relying on a reactive IT security and maintenance strategy is increasingly expensive and high risk.

Small businesses allocate an average of 6.4% of their revenue to technology, yet 80% of the expenses are incurred post-purchase. This highlights that the real cost lies not in acquiring technology but in maintaining its performance. Instead of being a financial burden, **your IT infrastructure should be a catalyst for growth.**

### Protect your technology investment

Total Group's managed IT services, available at a fixed monthly fee, are tailored to your business's evolving needs, ensuring operational continuity, cybersecurity protection, and optimal system performance. Our comprehensive suite of services, including security, remote monitoring, and back-office solutions, minimises cyber risk and downtime, safeguarding the core data that drives your business.

With our clients' networks ranking in the top 1% for SMEs per £1 invested, **we guarantee the best value for your IT budget.** Our flexible service options, from in-house management with expert assistance to full outsourcing, are designed to enhance workflow efficiency and business success, all supported by a robust Service Level Agreement (SLA) to keep your IT infrastructure secure and performing at its best.

**Proactive Services that Maximise Uptime,  
Enhance System Performance, Mitigate Data  
Loss, and Drive Business Efficiency**

- ✓ IT Support tailored to you
- ✓ 24/7 Network Monitoring
- ✓ Instant Access to Team of Expert Engineers
- ✓ Guaranteed Response Time
- ✓ Security Suite
- ✓ Unlimited IT Support
- ✓ Business Continuity
- ✓ From just £33 Per month

### Features & Benefits

#### Enhanced Focus on Core Business

Free up your internal teams to focus more on strategic projects to drive your business forward. Our clients grow twice as fast as the UK average.

#### Better Financial Planning

With managed IT services, you know how much you're going to spend each month. No more gambling with your budget and productivity.

#### Our team is your team 24/7

When an issue arises, we're already on the job, taking care of routine maintenance and ensuring your IT systems are operating properly.

#### System Optimisation & Faster Problem Resolution

With remote monitoring in place, we'll usually see a problem before you do, allowing us to get a jump on the matter with less (or zero!) downtime for you. Plus, even when systems aren't actually down, they can still run slow, or inefficiently. Our solution maximises the value of your IT investment all the time.

#### Maintain Control & Security with Outsourced IT Management

Leverage Total Group's outsourced IT management for complete control and security of both on-premise and cloud infrastructure. Total environment oversight.



## Turnkey Solutions that Grow with you

We understand that as your business evolves, so do your IT needs and budget requirements. Total Group offers adaptable IT support packages tailored to your evolving business needs and growth phase, ensuring precise support with the flexibility to integrate additional security and support modules as required.



### Total Care IT Support Packages

#### Response

This foundational package guarantees unlimited telephone/remote rapid response to IT issues, enabling your team to concentrate on strategic objectives rather than technical setbacks. This service is ideal for businesses seeking **reliable IT support** that keeps their systems running smoothly.

#### Pro Support

Pro Support offers everything included in Response, with the addition of unlimited onsite support for main office branch service during office hours. With a 2-hour response rate, this package is perfect for businesses looking for a more **hands-on approach to IT management** and comprehensive data protection.

#### Advantages:

- Maintain 24/7 watch over your entire IT environment
- Proactively identify and analyse device "events" for potential problems.
- Remediate processes or services with identified issues or vulnerabilities.
- Ensure security patches, service packs and anti-viral defenses are up to date.
- Ensure that data backups are completed and viable.
- Disaster Recovery: Protection and security is crucial. we've got a plan for you.

#### Elite Support

Elite Support includes all the benefits of Pro Support with the added advantage of 24/7 helpdesk access, along with a disaster recovery solution and plan. This premium package is designed for businesses that require **unparalleled IT reliability and security**, ensuring they are prepared for growth and any eventuality, such as cyberattacks, system failures, and data breaches.



# Our Suite of Fully Managed IT Services include some of the following:

## Network Monitoring & Patching

We keep tabs on your network activity around the clock, and when a system or function fails, our support teams immediately jump in to investigate. Once the problem is identified, we'll work to fix it — in many cases before you've even realised there's an issue. We don't just patch Windows we patch 9000 vendors nightly.

## Support / Help Desk

Our Help Desk provides 24x7x365 support, whenever you need it. Our highly-skilled technicians can be contacted via phone, email or web-based chat, and are ready and waiting to help answer any of your technology questions and provide fast, professional support for a variety of software applications.

## Mobile Device Management (MDM)\*\*\*

With more companies looking for efficient, secure ways to incorporate their employees' personally owned mobile devices into the workplace, we offer a response that answers all your needs. Our mobile device management solution is the fastest, most comprehensive way to get devices configured for company access and to ensure that your organisation's data is secure on smart phones and tablets.

## Backup and Disaster Recovery

Our data backup and continuity solution ensures your critical information is secure, backed up and accessible whenever you need it, even during a network failure or a disaster, so you'll never have to worry about data loss again.

## Scheduled Network & Security Assessments

How healthy is your overall network? On a regular basis, we'll generate reports on your systems, letting you know of potential problems. With this information, you'll always have the most effective response options.

## Microsoft 365

We provide seamless migrations to Microsoft 365. Our Microsoft expertise make us the perfect partner to secure administer and manage your Microsoft estate. From providing a spam and virus free Exchange email. Organising your file services safely across Teams, Share Point, and One Drive. Serving applications from Azure to Managing mobiles and access control. We are a one stop shop for all things Microsoft 365. Our clients uniquely benefit from our 24/7/365 Security Operations Centre dedicated to Microsoft 365 keeping it very safe.

## Cloud Migration

Leverage the scalability and cost savings of the cloud. We provide strategic planning, secure data transfer, and post-migration optimisation to ensure a smooth transition with minimal disruption. Our ongoing management ensures your cloud environment is optimised for performance and cost, supporting your business needs effectively. Our consistently high quality service allows us to provide fixed price quotations you can budget for.

## Your Full-Service IT Provider

Our managed IT and security services are unrivaled in the UK and cover the full spectrum of class leading solutions. Let us answer any questions you have about our managed IT services. **We'll show you the easiest and most affordable way to maintain your IT systems for top business performance.**

## Why are our Managed Services so popular?

Our managed services are highly sought after for their ability to **efficiently guide businesses in acquiring and maintaining critical accreditations** like Cyber Essentials and ensuring GDPR compliance, while also providing essential IT support to address all their technology needs.

## Why Total Group?

As a leading data security provider in the UK, we provide the best deals while ensuring **premium, trusted solutions and personalised support tailored to your requirements.** With total accountability, our fully managed IT services guarantee reliable outcomes and peace of mind, making us the clear solution for your IT needs.



# Our 2024 Suites - UK's Leading Solutions - Intelligently Managed

Choose or toggle between - 1. Managing Solutions In-house | 2. Managing with Expert Assistance | 3. Fully Outsourced (done for you)

Service / Solutions	Network Management - Subscription, Licensing & Support Suites				
	Device Management		Help Desk + IT Management		
	Essentials 2024	Comply 2024	Response 2024	Pro 2024	Elite 2024
Operational Hours	24/7/365	24/7/365	09:00-17:30	09:00-17:30	24/7/365
Service Level Agreement (SLA)	None	2 hr	4 hr* [T]	2 hr* [T]	2 hr* [T]
<b>Essential Device Protection &amp; Monitoring</b>					
AntiVirus - Monitoring & Management	✓	✓	✓	✓	✓
Intelligent Real-time Remote Monitoring	✓	✓	✓	✓	✓
Network Mastery - Discover and Analyze	✓	✓	✓	✓	✓
Compliant Patch Management License	✓	✓	✓	✓	✓
Secure Remote Access	✓	✓	✓	✓	✓
Asset Inventory Hardware & Software		✓	✓	✓	✓
24/7/365 Network Operation Centre		✓	✓	✓	✓
<b>Help Desk - Support - Service Level Agreement (SLA)</b>					
Help Desk - Operating System Support PC/MAC			✓	✓	✓
Unlimited Telephone Support (09:00-17:30)			✓	✓	✓
Unlimited Onsite Support (see T&C's)				✓	✓
Change Management - Project & Field Team Access 72hr				✓	✓
Policy & Scripting Support & Change				✓	✓
<b>Professional Management &amp; Business Insight - Service Level Agreement (SLA)</b>					
Annual Risk and Budget Reporting *				✓	✓
Custom Dashboard and Reporting*				✓	✓
Annual Data Audits and Network Assessment*				✓	✓
AI Powered scripting & Automation*				✓	✓
Access to Data Protection Officer & GDPR Practitioner*				✓	✓
Password & Compliant Access Control Software & MGMT				✓	✓
Compliant Change Management & PM Software				✓	✓
Professional Network Management				✓	✓
Hardware & Software Asset Management				✓	✓
Warranty Fulfillment				✓	✓
Disaster Recovery Plan & Testing				✓	✓
Unlimited Support Access 24/7/365					✓
*New in 2024 Suite   [T] - TERM agreement applies   **Terms & conditions apply   ***requires additional licensing					