

Our ICT Services

We have 3 plans to choose from for ICT Support Services as part of our TBS membership offering:

- **Day-to-Day IT Support**
- **System Health Check Review**
- **Ad-Hoc Consultancy**



Day-to-Day

IT support covers troubleshooting and resolving IT problems as and when they occur, remote monitoring of servers and end user devices and standard admin tasks like creating new users, closing accounts of leavers etc, all handled through a helpdesk ticketing system.

Prices from £50ph:

1. Pay as you go

Only pay for what you use as and when you need it charged at £50ph.

2. Monthly fixed fee

Quote will be provided following system health check review.

3. Pre-paid

Purchase a block of support time in advance and all support requirements are deducted from this.



System Health

A review of ICT infrastructure, collating in a report with issues highlighted using a traffic light system to determine severity and urgency.

Fixed Price of £350 including:

Reviewing server/cloud/data storage setup

Reviewing backup procedure

Reviewing DR procedure

Checking their Office365 configuration, licensing, and storage limits

Checking security posture, including – firewall setup and rules, password policy, use of MFA and antivirus

Reviewing remote access/work from home setup

Basic performance review with end users and their devices/ computers

Install remote access monitoring and support tools (if taking out our support services)



Ad-Hoc

Project consultancy where typical work would include cloud migrations, new servers, new backup/DR solutions, large scale changes to the IT setup or infrastructure.

Price per quote dependant on the scale of project.

Support Team – Response Times

Priority 1

Definition	An issue with a business critical service which results in multiple users being unable to work
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First Response	30 minutes
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	4 working hours
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Priority 2

Definition	An issue which results in a single user being unable to work, or a fault with a non-business critical service that affects users
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First Response	2 working hours
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	10 working hours
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Priority 3

Definition	An non-business critical system is impaired, but users are able to continue to work
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First Response	4 working hours
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	14 working hours
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Back-up Priority

Definition	Any issue or error relating to a back-up not completing successful
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First Response	7 working hours
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Closure Target	28 working hours
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Change Request

Definition	A request to make a change to the system, such as adding or removing users, changing permissions, granting access, etc. These are requests that can normally be predicted and therefore planned in advance
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	19 working hours
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24 Hour Case

	1 hour (Please note this is only available to clients subscribing to our 24 hour service)
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