enablesIT
Services Bundle

Helpdesk Support
enablesDesk

	essentialIT	enhancedIT	eliteIT
Remote Support 8am - 6pm Mon - Fri	✓	✓	✓
Remote Support 8am - 6pm Mon - Fri + On-Site (NBD)		✓	✓
Remote Support 8am - 6pm Mon - Fri + On-site (SLA)		Optional	✓
Remote Support 24/7		Optional	✓
Remote Support 24/7 + On-Site (NBD)		Optional	✓
Remote Support 24/7 + On-Site (SLA)			✓

Network Operating Centre (NOC)
enablesDesk

	essentialIT	enhancedIT	eliteIT
24/7/365 Remote Monitoring	✓	✓	✓
Microsoft365 Platform Management	✓	✓	✓
Workstation - Essential	✓	✓	✓
Workstation - Premium		✓	✓
Server - Essential	✓	✓	✓
Server - Premium		✓	✓
Network Device - Essential	✓	✓	✓
Network Device - Premium		✓	✓

Cyber Security
enablesShield

	essentialIT	enhancedIT	eliteIT
Password Management	✓	✓	✓
Multi-factor Authentication (MFA)	✓	✓	✓
Email Security	✓	✓	✓
Endpoint Protection Threat Response (EDTR)	✓	✓	✓
Microsoft365 Identity Security		✓	✓
Cyber Insurance Questionnaire	Chargeable	✓	✓
Cyber Awareness/Simulation Phishing Attack	£1,495.00	✓	✓
Vulnerability Scan	Chargeable	Bi-annual	Quarterly
Penetration Test	Chargeable	Chargeable	Annually
Dark Web Monitoring (Single Domain)		✓	✓

Backup & Disaster Recovery (DR)
enablesProtect

	essentialIT	enhancedIT	eliteIT
Server Physical/Virtual/500gb - Per Device (Pooled)	✓	✓	✓
Backup Retention	6-Months	6-Months	12-Months
Cloud BCP/DR - 500gb Per Server (Pooled)	Chargeable	Optional	✓
Simulation BCP/DR Test	Chargeable	Optional	✓
Full BCP/DR Production Test	Chargeable	Chargeable	Chargeable

Management
enablesExec

	essentialIT	enhancedIT	eliteIT
Monthly Executive Report	✓	✓	✓
Asset & Inventory Management Report	£1,495.00	Annually	Bi-annual
IT Budget Preparation		Annually	Bi-annual
Business Review Meeting	Bi-annual	Quarterly	Monthly
Technology Enablement Sessions	Annually	Annually	Annually

Additional Services

	essentialIT	enhancedIT	eliteIT
Microsoft365 License - 50gb Mailbox	✓	✓	✓
Service Requests - Charged in 5 minute Increments	✓	✓	✓