

Support Centre	liteIT	essentialIT	enhancedIT	eliteIT
Remote Support – 8am-6pm Mon-Fri	*	✓		
Remote Support – 8am-6pm Mon-Fri + On-Site (NBD)		Optional	✓	
Remote Support – 24/7		Optional	Optional	✓
Remote Support 'X' – 8am-8pm Mon-Fri			Optional	
Remote Support – 24/7 + On-Site (NBD)				✓
Remote Support – 8am-6pm Mon-Fri + On-Site (SLA)			Optional	Optional
Remote Support – 24/7 + On-Site (SLA)				Optional
Remote Support – VIP - (P1 Response)			2x Users	5x Users
Network Operating Centre	liteIT	essentialIT	enhancedIT	eliteIT
Microsoft365 Tenancy Management	✓	✓	✓	✓
Workstation - Standard		✓		
Workstation - Premium			✓	✓
Server - Standard		✓	✓	
Server - Premium			Optional	✓
Network Device - Basic		✓		
Network Device - Standard		Optional	✓	
Network Device - Premium			Optional	✓
Cyber Security	liteIT	essentialIT	enhancedIT	eliteIT
Password Management	✓	✓	✓	✓
Multi-factor Authentication (MFA)	✓	✓	✓	✓
Email Security	✓	✓	✓	✓
Endpoint Protection Threat Response (EDTR)		✓	✓	✓
Microsoft365 Identity Security		✓	✓	✓
Cyber Insurance Questionnaire Review		Optional	✓	✓
Cyber Awareness/Simulation Phishing Attack		Optional	✓	✓
Dark Web Monitoring (Single Domain)			✓	✓
Vulnerability Scanning			✓	✓
Annual Penetration Test				✓
Backup & Disaster Recovery (DR)	liteIT	essentialIT	enhancedIT	eliteIT
M365Backup – Email/SharePoint/OneDrive/Teams	✓	✓	✓	✓
Server Physical/Virtual - 500GB - Per Device (Pooled)		✓		
Server Physical/Virtual - BCP/DR – 500GB Per Device (Pooled)		Optional	✓	✓
Simulation BCP/DR Test			Optional	✓
Full BCP/DR Production Test				Optional
Management	liteIT	essentialIT	enhancedIT	eliteIT
Technical Report & Review	Annual	Quarterly	Monthly	Monthly
Asset & Inventory Management Report		✓	✓	✓
Dedicated Client Manager		✓	✓	✓
Additional Service	liteIT	essentialIT	enhancedIT	eliteIT
Microsoft365 Business License – 50GB Mailbox	✓	✓	✓	✓
Service Request		✓	✓	✓

* Application Support Only.