



IT MANAGEMENT AND SUPPORT SERVICE LEVELS

Whether you need a complete managed service or a one-off IT Project, we'll become an extension of your business, not just a supplier, for as long as you need us.

Support	STANDARD	PREMIUM	UNLIMITED
Guaranteed Response Times	■	■	■
Defined Resolution Times	■	■	■
Vendor Management	■	■	■
Unlimited Remote Support	■	■	■
Unlimited Onsite Support (Business Hours)		■	■
Home User Support (weekdays)	■	■	■
Unlimited After Hours Support (weekdays)			■
Unlimited After Hours Support (7 days / week)			■
Scheduled Onsite Support			■
Software Management			
Microsoft App Support and Updates	■	■	■
3rd Party Applications Support	■	■	■
3rd Party Applications Updates and Patching (Business Hours)		■	■
Hardware Management			
24x7x365 Infrastructure Monitoring	■	■	■
Onsite Best Practice Implementation			■
Server Crash Recovery	PAYG	■	■
Security			
Security Protection Package	PAYG	PAYG	■
Ransomware Remediation	PAYG	■	■
Phishing Attack Remediation	PAYG	■	■
Management			
IT Documentation	■	■	■
Dedicated Relationship Manager	■	■	■
Monthly Executive Report	■	■	■
Online Client Portal	■	■	■
Asset and Inventory Management Report		■	■
Budget and IT Strategy Preparation			■
Quarterly Business Review		■	■
Technology Business Review Meeting	■	■	■
Data Management			
Daily Data Backup Monitoring	■	■	■
Disaster Recovery Plan			■
Simulated Mock BDR Test			■
Fixed price per user per month	Please ask us for a quotation		

OPTIONAL SERVICES

Our packages offer complete flexibility for you to pick and choose services to suit your needs. As your business grows and changes, so can our packages.

Office 365 Package

Advanced Security Protection Package

Mobile Advanced Security Protection Package

Disaster Recovery Package

Telephony Package

Managed Networking Package

Connectivity Package

Tech as a Service (TaaS) Package

Business Advisory Package

For more information
and prices on any of these services,
please ask.

BLOCK HOURS

Need instant support without the contract?

Blocks of 5 or 10 hours

Pre purchase block hours to ensure you
have access exactly when you need it.



ALWAYS BY YOUR SIDE

Start your journey, call us **01392 796779**

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Email: ask@bluegrass-group.com Follow us on Twitter: [@bluegrass_it](https://twitter.com/bluegrass_it)

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