MONTHLY SERVICE Ex vat – per user	ESSENTIAL	PRODUCTIVITY	RESILIENCE	GROWTH	COMPLIANCE
Microsoft Office 365 Business Premium (under 300 users) or **Microsoft Office 365 E3** (300 users and above) + inTune License	✓	✓	✓	✓	✓
Email and Office 365 Backup	✓	✓	✓	✓	✓
Office 365 Premium Spam and Fishing Protection	✗	✓	✓	✓	✓
Cybersecurity Awareness Training	✗	✗	✓	✓	✓
IT Support (Service Level Agreement)	Charged Per Hour No Service Level Agreement, No SLA	Unlimited Remote Support 9–5 Mon–Fri Business Day SLA	Unlimited Remote Support with Emergency Onsite 9-5 Mon–Fri Priority SLA	Unlimited Remote Support with Emergency Onsite 9–5 Mon–Fri Priority SLA	Unlimited Remote Support with Emergency Onsite 9–5 Mon–Fri Priority SLA

MONTHLY SERVICE Ex vat - per user	ESSENTIAL	PRODUCTIVITY	RESILIENCE	GROWTH	COMPLIANCE
Consultancy & Project	**Charged Per Hour £120.00**	**Charged Per Hour £120.00**	**Charged Per Hour £100.00**	**1 Hour Included Per Month £80.00 Additional Hours**	**1 Hour Included Per Month £70.00 Additional Hours**
Managed Device Patching, Security and Administration	✕	✓	✓	✓	✓
Laptop/Desktop Backup	✕	**Add-on Available**	✓	✓	✓
Standby Replacement Laptop/Desktop	✕	✕	**Add-on Available**	**Add-on Available**	**Included (1 Per Month)**
Managed Server Patching, Security and Administration	✕	**Charged Per Server**	**Charged Per Server**	**Charged Per Server**	**Charged Per Physical Server**

MONTHLY SERVICE Ex vat - per user	ESSENTIAL	PRODUCTIVITY	RESILIENCE	GROWTH	COMPLIANCE
Standby Replacement Server	✗	✗	Add on Available	Add on Available	Included (1 Per Month)
Business Continuity and Disaster Recovery For Servers	✗	✗	Charged Per Server	Charged Per Server	Included
24/7 Cybersecurity Monitoring and Intervention (SIEM/SOC)	✗	Add on Available Charged Per user + device	Add on Available Charged Per user + device	Add on Available Charged Per user + device	Included
Cyber Essentials Certification	✗	✗	✗	Add-on Available	Included (Essentials/Plus)
Secure Mobile and Tablet Device Management	✗	✗	✗	✓	✓