

CO-MANAGED IT SUPPORT

DEPTH BEHIND YOUR TEAM, NOT INSTEAD OF IT

Your in-house IT keeps the day-to-day and the projects.
We add Microsoft, security and out-of-hours depth behind
them, with a written split of who owns what.



BOOK A CALL
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IS THIS YOU?

Your IT person was hired to move the business forward. Most weeks the time goes on keeping the lights on.

- ✓ You have an in-house IT person or small team, and you want to keep them
- ✓ Their week goes on patching, backup checks and alerts rather than the projects you hired them for
- ✓ Nobody covers evenings, weekends, annual leave or sickness, so IT stops when they do
- ✓ You need depth in Microsoft 365, Azure, security or virtual desktops a few times a year, not a full-time hire for each

How it usually gets here

The team was sized for the estate it had. Since then there are more users, more cloud services, more security tooling and more questions from customers and insurers, and the run-and-maintain work has grown with every one of them.

One or two people cannot be awake at 3am, on holiday and current across security, cloud, identity and networking all at once. That is a question of capacity, not capability.

The cost of waiting

The run-and-maintain work never stops, so it eats the week, the improvement work is deferred to next quarter again, and the quiet failures (a backup warning nobody read, a patch that never landed) are found on the day they matter.

WHAT YOU GET

We work as an extension of your team on the run-and-maintain work, so your people can move the business forward.

Your team gets its week back

Patching, monitoring and backup checks move to us, and the projects that were always deferred get a clear fortnight.

IT carries on when they are away

Out-of-hours cover for the hours your team cannot reach, and agreed cover for leave and sickness, so those stop being the weeks when IT waits.

Depth when you need it

Direct access to senior engineers across Microsoft 365, Azure, security and virtual desktops, not a tiered first-line queue.

Your team stays in control

Change requests are agreed with your team before any update or change is scheduled.

What we can take on alongside your team

- Microsoft 365 administration, and Copilot readiness and governance
- Azure infrastructure support and monitoring
- Managed firewall: monitoring, configuration backup, patching and change control
- Patching for operating systems and third-party software, on staged rings
- Backup that is monitored, with restores tested rather than assumed
- Infrastructure support and monitoring for servers, storage and the network
- Out-of-hours cover for evenings, weekends, leave and sickness
- Proactive support: daily checks, and fixes before they become tickets
- Virtual desktops on Azure Virtual Desktop and Windows 365

A menu, not a bundle

This is a menu rather than a bundle. Some customers hand us one piece, often the firewall estate or out-of-hours cover. Others hand us most of the run-and-maintain work and keep the projects. Both are co-managed; the only difference is where the line sits.

WHO OWNS WHAT

Co-managed arrangements fail in one specific way: both sides assume the other is watching something, and the answer turns out to be nobody. So the split is written down at onboarding.

YOUR TEAM KEEPS

- Day-to-day user support
- Business priorities
- Vendor relationships
- Project ownership

WE TAKE

- Monitoring and patching
- Backup checks
- Security
- Out-of-hours cover
- Specialist work that comes up a few times a year and has to be right

The written split covers

- ✓ Which systems belong to which team
- ✓ Who holds which administrative roles, including privileged accounts in your Microsoft tenant
- ✓ Who responds first to each type of alert, in hours and out of hours
- ✓ Where tickets are raised, and how they pass between the two teams
- ✓ Who approves changes, and who can authorise an urgent one out of hours

How your team stays in control

- Updates and changes are raised as change requests and agreed with your team before they go into a window.
- Daily checks confirm that backups ran, security has been reviewed and systems are running as expected. When we find something in our half, we fix it and tell you what we found and what we did.
- The split moves as your estate does, because a new system or a new starter in your team changes where the line sits.

THE EVIDENCE

Every figure here is one we publish, and each one travels with its source.

34% Azure spend recovered A continuous cost-optimisation programme for a growing UK business, funded from waste rather than capacity, with no impact on application performance. Case study: systechitsolutions.co.uk/case-studies/azure-cost-optimisation	ISO 27001 Certified and audited ISO 27001, ISO 9001 and Cyber Essentials certified. We hold Cyber Essentials ourselves and help clients prepare for it. systechitsolutions.co.uk/certifications	MVP A Microsoft specialist team ISO-certified processes and enterprise standards on every project. Our technical direction is led by Ryan Mangan, a Microsoft MVP for Azure Virtual Desktop and Windows 365 and a Chartered Fellow of the BCS (FBCS). systechitsolutions.co.uk/about
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Across Systech client engagements over the last 12 months

98%

of tickets met SLA

Under 15 min

average response time

£1.2m

of cloud spend optimised

100%

UK-based support

24/7 cover is available for businesses that need it.

What clients say

"The 24/7 monitoring gives us real peace of mind. Issues are picked up and resolved before we'd even have noticed them, and downtime has dropped noticeably."

Head of IT, Manufacturing

"Systech cut our Azure bill by a third in the first quarter and we barely noticed the work happening. They just get on with it and the monthly reporting is genuinely useful."

Finance Director, Professional Services

Client names withheld at their request.

INDICATIVE PRICING

Published so you can budget before you speak to anyone. Estimated against your estate, then confirmed in writing.

CO-MANAGED IT, TYPICALLY

£20 to £90 per user, per month

Where it sits depends on how much your team hands to us: escalation and tooling only at the lower end, most of the service desk and the security stack at the upper end. We price against the split of responsibilities rather than headcount alone, because two organisations of the same size can need very different things from us. We scope first, then quote, and the quote is itemised so you can compare it line by line.

£25 to £40 Fully managed, if there is no internal IT to work alongside, typically, per user, per month. Monitoring, patching, backup and a UK service desk, owned end to end by us.

Out-of-hours cover on its own

Bought on its own, without a full managed contract. For businesses whose own IT team covers the working day and needs the hours it cannot, or a second pair of hands through a project, a vacancy or a period of leave. It is priced against the coverage window, the size of the estate and how much standing authority the on-call engineer holds, so it is quoted rather than published.

Estimates, not offers. These figures are estimates to help you budget, not a quote or an offer. The real price depends on your estate and its condition, so every engagement starts with an assessment and is confirmed in a written quote.

HOW WE START

It begins with a conversation, and nothing is committed to before you have an itemised quote in your hands.

After you book a call

- A person reads your enquiry, not an autoresponder. Enquiries sent between 9:00 and 17:30, Monday to Friday, are answered the same working day; anything arriving overnight or at the weekend is picked up the next working morning.
- If it is already clear what you need, you get a direct answer. If it is not, we ask for a short call, usually 20 to 30 minutes, to work out the real problem before quoting anything.
- Straight answers from a Microsoft specialist, with no obligation and no hard sell. You are not added to a mailing list or chased by anyone.

1

A conversation

What you run, what is working, what is not, and what has to be true in twelve months.

2

Estate review

We look at the tenant, the devices, the network and the backups rather than taking a description of them. You keep the written findings whether or not you go ahead.

3

Itemised proposal

A quote broken down by line, so it can be compared against anyone else's rather than taken as a single number.

4

Onboarding

We agree the written split of who owns what: the systems, the administrative roles, the first responder for each alert type and how tickets pass between the teams. Then our half goes live.

5

First review

A review with your team of how the split is working in practice: what we checked, what we found and fixed, and whether the line needs to move.

BOOK A CALL

A conversation about how your IT works today, with straight answers from a Microsoft specialist. No obligation, and no hard sell.

BOOK ONLINE

systechitsolutions.co.uk/contact

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VISIT US

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Our office at Brough Business Centre, East Yorkshire. Our engineers are based across Yorkshire and the UK.