

MANAGED IT SUPPORT

# YOUR OUTSOURCED IT DEPARTMENT

One accountable partner for the whole estate, for UK businesses of 10 to 250 people with no in-house IT team, or one stretched person.



**BOOK A CALL**  
[systechitsolutions.co.uk/contact](https://systechitsolutions.co.uk/contact)  
+44 (0)1482 770583

# IS THIS YOU?

Most businesses did not choose their IT arrangement. It grew around them, one sensible decision at a time.

- ✓ You have no in-house IT team, or one person firefighting instead of improving things
- ✓ Support is reactive: someone gets called when something breaks, not before
- ✓ Someone hired to do something else has quietly become the IT person
- ✓ A customer or insurer has started asking how you secure their data
- ✓ You want one accountable partner for your whole estate, at a predictable monthly cost

## How it usually gets here

An arrangement that suited ten people rarely suits forty. Devices, accounts, sites and suppliers are added as the business grows, and the work that keeps them healthy (patching, monitoring, checking that backups actually restore) has no natural owner.

Nobody decided against it. The business simply grew faster than the arrangement around it, and the preventative work is the first thing to slip when everyone is busy.

### The cost of waiting

Most IT problems are not dramatic. They are the slow drip of missed patches, unlogged tickets and a device nobody has checked in months, until the day one of them takes the business offline. The cost of doing nothing tends to arrive all at once, usually at the worst possible moment.

# WHAT YOU GET

We take ongoing responsibility for your estate, so the preventative work has an owner and your people can get on with the business.

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## Problems found before your people find them

Proactive monitoring and alerting, and daily checks that backups ran, security was reviewed and systems are running as expected.

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## Every issue has an owner

A UK-based service desk. Every issue has an owner on our side, and you are kept updated with a time to fix rather than left to chase.

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## No changes you did not know about

Updates and changes are agreed with you before they are scheduled, so nothing lands on your estate that you did not know was coming.

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## Evidence rather than adjectives

Monthly service reporting and reviews, plus regular licence, cloud cost and security posture reviews, each with recommendations you can act on.

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### Included in the managed estimate

- ✓ Microsoft 365 tenant management and administration
- ✓ OS and application patching across every managed device
- ✓ Managed endpoint protection
- ✓ Monitored, tested backup for Microsoft 365
- ✓ 100% UK-based service desk, with 24/7 support available

### Scoped and quoted separately

- Managed firewall and network monitoring
- EDR/XDR, email security and archiving
- Server and endpoint backup beyond Microsoft 365
- Conditional Access and device compliance rollout
- Microsoft licence and Azure cost management
- Microsoft 365 security posture assessment and hardening
- Copilot readiness

Each of these is subject to quotation. We scope them against your estate and price them individually, so nothing is committed to before we know what it involves.

# HOW WE WORK

Most managed IT is sold on adjectives, which nobody can check. This is the rhythm the service actually runs to.

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## DAILY

Checks that the overnight backups ran, a review of security, and infrastructure checks across servers, connectivity and storage. If we find something, we contact you about the fix already under way.

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## CONTINUOUSLY

Monitoring and alerting, and security patching for operating systems and third-party software, staged on rings by risk profile.

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## WEEKLY

Firewall configuration backups, so a failed device or a bad change is a restore rather than a rebuild from memory.

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## QUARTERLY

Firmware and infrastructure update cycles for the kit that should not be touched weekly, with a review of device and estate health.

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## MONTHLY

Service reporting and review, so all of the above is evidenced rather than asserted.

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## REGULARLY

Licence, cloud cost and security posture reviews, each with recommendations.

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### Also part of the service

- Asset and lifecycle management
- Training gaps identified, with guides and help for the people who need it
- Compliance support, including evidence for ISO 27001 surveillance audits
- Hybrid and remote workers managed with Intune and Conditional Access

### Where we are

Our office is in Brough, East Yorkshire, and our engineers are based across Yorkshire and the UK. We cover Yorkshire and the Humber on site as a matter of course, and work with businesses across the rest of the UK remotely.

# THE EVIDENCE

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

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| <h2>34%</h2> <h3>Azure spend recovered</h3> <p>A continuous cost-optimisation programme for a growing UK business, funded from waste rather than capacity, with no impact on application performance.</p> <p>Case study: <a href="https://systechitsolutions.co.uk/case-studies/azure-cost-optimisation">systechitsolutions.co.uk/case-studies/azure-cost-optimisation</a></p> | <h2>ISO 27001</h2> <h3>Certified and audited</h3> <p>ISO 27001, ISO 9001 and Cyber Essentials certified. We hold Cyber Essentials ourselves and help clients prepare for it.</p> <p><a href="https://systechitsolutions.co.uk/certifications">systechitsolutions.co.uk/certifications</a></p> | <h2>MVP</h2> <h3>A Microsoft specialist team</h3> <p>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).</p> <p><a href="https://systechitsolutions.co.uk/about">systechitsolutions.co.uk/about</a></p> |
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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

*"Moving our support to Systech was the easiest IT decision we've made. Response times are excellent and it finally feels like we have a partner rather than a supplier."*

**Operations Manager**, Logistics & Distribution

*"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.

## MANAGED IT, TYPICALLY

# £25 to £40

per user, per month

Managed IT is usually priced from a reference build, and the estate is expected to fit it. We work the other way round: we price against what you already run, including the parts that are working perfectly well and do not need replacing. It means the scoping conversation comes before the number, and it means the quote itemises what is actually included, so it can be compared line by line with anyone else's.

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**£20 to £90** **Co-managed, for businesses with their own IT staff**, typically, 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.

### Up to 50 users

An indicative per-user range, because at this size estates are similar enough for one to be meaningful. You can budget from this page without speaking to anyone, and the assessment confirms where you sit.

### Over 50 users

Above 50 users, estates vary enough that a single per-user rate stops being meaningful. We scope and quote those directly.

**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

Monitoring, patching and backup checks are brought under one owner, and anything the review surfaced is planned with you. Where we can, we would rather walk the estate in person than infer it from a remote scan.

5

## First review

Your first service review, with reporting that shows what was checked, what was found and what was done. From there, monthly reporting and reviews keep it evidenced rather than asserted.

# 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](https://systechitsolutions.co.uk/contact)

## EMAIL US

[hello@systechitsolutions.co.uk](mailto:hello@systechitsolutions.co.uk)

## CALL US

+44 (0)1482 770583

## VISIT US

Unit 21, Brough Business Centre, Baffin Way,  
Brough, HU15 1YU



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