SYSTECH
IT SOLUTIONS

SMALL BUSINESS IT SUPPORT

ENTERPRISE-GRADE IT, SIZED FOR A SMALL BUSINESS

Security and Microsoft expertise, sized and priced for a business of five to fifty people, with a straight answer on whether a contract is worth it yet.

ISO 27001 CERTIFIED

ISO 9001 CERTIFIED

CYBER ESSENTIALS CERTIFIED

BOOK A CALL
systechitsolutions.co.uk/contact
+44 (0)1482 770583

IS THIS YOU?

At this size IT is rarely anyone's job. It is something that gets done between everything else.

- You are between about five and fifty people with no in-house IT
- 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 are not sure whether your Microsoft 365 data is actually backed up

How it usually gets here

In most businesses of this size somebody has absorbed IT without ever being hired to do it: an office manager, a finance lead, a technically confident director. It works for a while, and it is often the reason things run as well as they do.

Then the business grows. There are more people, more devices and more questions from customers, and the person holding it together alongside their actual job stops having the time.

The cost of waiting

At this size the controls that stop most attacks are cheap and unglamorous, and they are missing because nobody owns them rather than because anyone decided against them. The gap is usually found by the incident, not by the audit.

SIX THINGS WORTH HAVING FIRST

Being small is not protective. Most of what reaches a business of ten or thirty people was never aimed at it: it is automated, and it does not check headcount first. These are the controls that stop most of it, in rough order of how much risk they remove per pound.

Multi-factor authentication on every account	No exceptions for directors, shared mailboxes or the account that runs the accounts system. The exceptions are where attacks land.
Managed endpoint protection on every device	Monitored by somebody, rather than a consumer antivirus nobody looks at.
Patching on a schedule somebody owns	"Everyone updates their own laptop" is not a schedule.
Backup of Microsoft 365 with tested restores	Microsoft replicates your data for availability; it is not a backup against deletion, ransomware or a departing employee. The test restore is the part that matters.
Conditional Access	So a sign-in from an implausible location or an unmanaged device is challenged or blocked rather than merely logged.
A written idea of what happens if systems are down for a day	Not a formal continuity plan. Just knowing, in advance, who does what.

Most small businesses have two or three of these and believe they have all six, usually because a licence was bought that includes features nobody has configured. We check them honestly as part of the estate review, and the managed baseline is built to put them in place and keep them there.

WHAT YOU GET

The managed baseline covers those controls and gives them an owner, so the person who absorbed IT gets their actual job back.

The basics stop depending on one person	Patching, endpoint protection and Microsoft 365 backup have an owner, with daily checks that backups ran and security was reviewed, whether or not anyone internal had time that morning.
Someone to call who knows your setup	A 100% UK-based service desk. Every issue has an owner, and you are kept updated with a time to fix.
No surprises on your systems	Updates and changes are agreed with you before they are scheduled.
An answer when customers ask	Compliance support and regular security posture reviews, so when a customer, insurer or tender asks how you secure their data, the answer is evidenced.

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.

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

Across Systech client engagements over the last 12 months

98%	Under 15 min	£1.2m	100%
of tickets met SLA	average response time	of cloud spend optimised	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

"They modernised applications we'd been stuck with for years and moved us to Azure without any drama. A genuinely knowledgeable team that explains things in plain English."

Managing Director, Legal 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.

SMALL BUSINESS MANAGED IT, TYPICALLY

£25 to £40 per user, per month

We publish an indicative range rather than quoting only after a discovery call, because a price you cannot see is a price you cannot compare. 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.

£20 to £90 **Co-managed, if you want to keep your IT person and add depth behind them**, 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.

When a monthly contract is worth it

We would rather say this plainly than sell into it. A business of two or three people, working entirely in Microsoft 365 on modern laptops, with no server, no compliance obligation and no real cost to being offline for a morning, does not need a managed contract yet.

What moves the answer is dependency rather than headcount: being offline starts costing money, a customer, insurer or tender asks how you secure their data, or the person absorbing IT stops having time. Any one of those tends to arrive well below twenty people.

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

The baseline goes on: monitoring, patching, endpoint protection and Microsoft 365 backup are brought under one owner, and anything the review surfaced is planned with you before it changes.

5

First review

Your first service review, showing what was checked, what was found and what was done, so you can see the six controls are genuinely in place rather than assumed.

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

BOOK ONLINE

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CALL US

+44 (0)1482 770583

EMAIL US

hello@systechitsolutions.co.uk

VISIT US

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