

What's included in our fixed price plans?

S15 INSIGHT

S15 GUARDIAN

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User and Device Support		
Unlimited remote user and device support via customer portal	✓	✓
Priority support and Service Level Objectives	✓	✓
Full system documentation and management	✓	✓
Emergency telephone support during business hours	✓	✓
System Support		
Network infrastructure support	✓	✓
Servers, PC and laptop monitoring and remediation	✓	✓
Server, PC and laptop patching	✓	✓
Installations, moves, additions and changes (IMACs) ¹	✓	✓
Backups		
Windows Server backup software licences	✓	✓
Proactive monitoring of server and 365 backup jobs	✓	✓
Full backup management, including scheduled manual restore testing		✓
Full Account Management		
Hardware leasing options, including priority replacements	✓	✓
Monthly executive and audit reports	✓	✓
IT budget preparation advice	✓	✓
Scheduled quarterly technology and business review meetings	✓	✓
Preferential Rates for Out of Scope and Project Work		✓
User Training		
Comprehensive online user training portal	✓	✓
Security awareness training	✓	✓
Advanced Security²		
Endpoint anti-virus and anti-malware protection, monitoring and management	✓	✓
Quarterly Microsoft Azure and 365 security reviews	✓	✓
24/7/365 Microsoft 365 cyber security monitoring, threat identification & containment		✓
Comprehensive email security software with advanced email threat scanning		✓
Email phishing simulation software and user awareness testing		✓
Company-wide secure password management software		✓

¹ IMACs are included up to 15 minutes per ticket ² Microsoft 365 Business Premium (or equivalent) licences are required for Guardian

If you would like to discuss your IT requirements or would just like to know more about the services we offer, please feel free to contact us by email or phone.

SYSTEM 15 |  Microsoft

System 15 Limited. VAT No: GB213094736. Company Reg. No: 9533674

system15.co.uk

01452 643 515 help@system15.co.uk



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