



## Introduction

Choosing the right IT support partner is critical to keeping your business secure, productive, and ready for growth. At Ashby Computers, we provide flexible IT support packages designed to meet businesses at every stage, from essential day-to-day support to fully managed, strategic IT partnerships.

This guide outlines what's included in each of our IT support packages, helping you understand which level of support best fits your organisation's needs.



Supporting 3000+ IT systems



99% customer retention



Fast response times



# Fully Managed IT Support

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Our Fully Managed IT Support package is designed for businesses that want total responsibility taken care of — from day-to-day support through to infrastructure, cybersecurity, and long-term IT strategy.

## Unlimited IT Support

- ✓ Helpdesk and remote support for all users
- ✓ Fast issue resolution and clear escalation paths
- ✓ Support for devices, software, and business systems

## Infrastructure Management

- ✓ Server and virtual infrastructure management
- ✓ Network, firewall, and connectivity management
- ✓ Device lifecycle management and recommendations

## Managed Cybersecurity

- ✓ Firewall monitoring and management (supported devices)
- ✓ Managed Endpoint Detection & Response (M-EDR)
- ✓ Advanced antivirus with ransomware rollback
- ✓ Vulnerability scanning and patch management

## Backup & Disaster Recovery

- ✓ Secure, monitored backups
- ✓ Regular backup testing and verification
- ✓ Disaster recovery planning and recovery support

## Microsoft 365 Management

- ✓ Tenant configuration and optimisation
- ✓ User and licence management
- ✓ Security controls and conditional access policies

## Strategic IT Planning

- ✓ Quarterly Business Reviews (QBRs)
- ✓ Technology roadmaps aligned to business objectives

Ideal for businesses that want predictable IT costs, reduced risk, and a proactive IT partner — not just a support desk.



# Proactive IT Support

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Designed for organisations that depend heavily on reliable systems, this package focuses on preventing issues, reducing downtime, and strengthening security, without fully outsourcing every IT function.

## Unlimited IT Helpdesk Support

- ✓ Day-to-day technical support for users
- ✓ Fast remote troubleshooting and resolution
- ✓ Escalation to senior engineers when required

## Monitoring & Maintenance

- ✓ Monitoring of systems and devices
- ✓ Automated alerts for performance, failures, and risks
- ✓ Preventative maintenance to reduce disruption

## Security Management

- ✓ Managed Endpoint Detection & Response (M-EDR)
- ✓ Identity Threat Detection & Response (ITDR)
- ✓ Antivirus and endpoint protection management
- ✓ Patch management for operating systems and

## Backup Monitoring

- ✓ Monitoring of existing backup systems
- ✓ Alerting for failed or incomplete backups
- ✓ Support during data recovery incidents

## Microsoft 365 Support

- ✓ Email and Microsoft 365 troubleshooting
- ✓ User account and access support
- ✓ Core security controls and best-practice guidance

## Strategic IT Planning

- ✓ Quarterly Business Reviews (QBRs)

Ideal for growing businesses that rely on technology but want a proactive safety net to minimise downtime and cyber risk.



# Essential IT Support

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The Essential IT Support package delivers dependable technical support for small businesses that need professional assistance without unnecessary complexity.

## IT Helpdesk Support

- ✓ Support for everyday technical issues
- ✓ Assistance with software, email, and devices
- ✓ Friendly, responsive support when issues arise

## Secure Remote Support

- ✓ Fast remote diagnostics and fixes
- ✓ Reduced waiting times and on-site visits
- ✓ Secure, encrypted remote access

## Core System Monitoring

- ✓ Monitoring of key devices and systems
- ✓ Alerts for critical failures
- ✓ Early warning of potential issues

## Antivirus Management

- ✓ Managed antivirus protection
- ✓ Monitoring for threats and suspicious activity
- ✓ Help with malware or infection remediation

Ideal for small businesses looking for affordable, reliable IT support with the option to upgrade as they grow.

## Choosing the Right Package

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Each package is designed to align with different levels of business reliance on IT:

- ✓ Essential - Reactive support with core protection
- ✓ Proactive - Prevention, monitoring, and reduced risk
- ✓ Fully Managed - Complete IT ownership and strategic partnership

If you're unsure which package is right, our team can assess your current setup and recommend the best fit.

## Get Expert IT Support

Whether you need dependable day-to-day support or a fully managed IT partner, Ashby Computers is here to help. Contact Ashby Computers:

- 🌐 Website: <https://www.ashbycomputers.co.uk/>
- ☎ Phone: 01604 790979
- ✉ Email: [enquiries@ashbycomputers.co.uk](mailto:enquiries@ashbycomputers.co.uk)

