

SupportWise IT Services Ltd. – Pricing Table

	BYTE-SIZE	CTRL+ALT+ELITE	NERDS ON DEMAND	THE TECH TOWER
	Peace of Mind	Sign Up Now	Discover Comfort	Ready to Talk IT?
Support Coverage				
Support Hours	Monday - Friday 9am - 5pm	Monday - Friday 9am - 5pm	Monday - Friday 9am - 8pm	Monday - Friday 9am - 8pm
Email Support	1 hour of support, per user, per month pooled (i.e. 5 users = 5 hours support)	✓	✓	✓
Telephone Support		✓	✓	✓
Access to our helpdesk portal	✓	✓	✓	✓
On-site Support	On-Site Support from £80	On-Site Support from £50	1 On-Site Visit Included per month	✓
Service Management				
24/7 Automated Monitoring	✓	✓	✓	✓
Windows Updates	✓	✓	✓	✓
Software Updates	✓	✓	✓	✓
Automatic Fixes	✓	✓	✓	✓
Monthly Reports	✓	✓	✓	✓
Backup Monitoring	✓	✓	✓	✓
Microsoft 365 Administration	✓	✓	✓	✓
Firewall Health Checks	✓	✓	✓	✓
Anti-Virus Management	✓	✓	✓	✓
BUDR Management	✓	✓	✓	✓
Additional Services				
Server Management	£100 <i>per server per month</i>	£100 <i>per server per month</i>	£80 <i>per server per month</i>	£80 <i>per server per month</i>