

Managed SERVICES

	ESSENTIAL	ADVANCED	ELITE
USER BENEFITS			
Asset Monitoring & Management	✓	✓	✓
EDR Management*	✓	✓	✓
365 Backup Management*	✓	✓	✓
Dark Web Monitoring*	✓	✓	✓
Remote Support	✓	✓	✓
Requests via Email /Portal	✓	✓	✓
Requests via Phone	—	✓	✓
Unified Email Signature Management*	—	✓	✓
Security Awareness Training	—	✓	✓
Password Management*	—	✓	✓
Mobile Device Management*	—	—	✓
How do I requests	—	—	✓

COMPANY BENEFITS			
Complete documentation	✓	✓	✓
On-prem backup Management	✓	✓	✓
Firewall Management	—	✓	✓
Cyber Essentials	—	—	✓
Backup Testing	QUARTERLY	MONTHLY	MONTHLY
Executive Reports	QUARTERLY	QUARTERLY	MONTHLY
Technology Adoption Roadmap	ANNUAL	QUARTERLY	QUARTERLY
Azure Management*	✓	✓	✓
Intune Management*	✓	✓	✓
Email Threat Management*	—	✓	✓
Disaster Recovery and Planning	—	✓	✓
Out Of Hours Maintenance	—	—	✓
Onsite Support	—	—	✓

*Software sold separately

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Managed Services GLOSSARY

USER BENEFITS

365 Backup Management

Did you know Microsoft doesn't backup your 365 data? Our 365 backups will keep your email, OneDrive, Teams, and SharePoint data safe in a separate UK data centre.

Asset Monitoring & Management

Our systems continuously monitor your workstations, servers, and networks. Using reporting, alerts, and automation we can be proactive and minimise your downtime.

Dark Web Monitoring

Sometimes keeping your systems safe isn't enough. If a website you use gets hacked your details could be released on to the dark web and hackers use those details to compromise your systems. Our monitoring alerts us to risks so we can protect you against them.

EDR Management

Endpoint Detection and Response management is next generation protection of your IT assets. Working with anti-virus, monitoring for, and preventing malicious activities, ransomware and other unknown threats.

How do I requests

If you need your staff to be able to get assistance, such as on how to format a table or image in Word, help with an Excel formula, or the best way to gather information in Teams we can help.

Mobile Device Management

Secure your users mobile devices. If your users want to access your company's sensitive data we can enforce a pin, remotely install apps, or remotely wipe company data.

Password Management

Give your users a secure way to keep track of passwords. Stop them using the same password for everything whilst making it easier to use complex passwords. Even create safe and secure ways of sharing some passwords with defined groups of users.

Remote Support

Our remote support tools allow us to remote in and share your screen to support you when you need it. We can also perform many actions such as changing settings or checking logs in the background without having to stop you working.

Requests via Email /Portal

Submit your tickets via email to us or login to our online portal, where you can submit tickets, view responses, ticket history, and more.

Requests via phone

For urgent or timely support, call our support line and get a ticket raised.

Security Awareness Training

Educate your users on how to spot a phishing email and how to ensure something is safe before entering details like bank accounts or passwords. Combined with ongoing simulated phishing emails to test your users' knowledge, your users will learn to spot the fakes.

Unified Email Signature Management

Brand your email signatures, ensure all users have the same layout even when they email from their phones.

COMPANY BENEFITS

Azure Management

Azure is Microsoft's main cloud platform, it includes your users sign in and security, device security, virtual servers, and lots more. We take all the hassle of managing this beast off your hands.

Backup Testing

Backups are important, but only if you know they're working. Our regular testing of your backup includes checking log files, picking random files, and dates then restoring them to check everything is working as it should.

Complete documentation

Documentation is crucial. How your network is structured, how devices are configured, what to install for new users, and much more. We keep all your information documented and available to you.

Cyber Essentials

Showing you take security seriously is becoming more and more important. Cyber Essentials is a great way to do that, but the accreditation process can be a mine field. We can guide you through the process and identify improvements required to meet standards.

Disaster Recovery Planning & Simulation

Having a plan for what to do when disaster strikes is important, but the real confidence comes from putting that plan into action. We annually simulate a disaster to assure you that everything can be recovered and you're able to get up and running again quickly.

Email Threat Management

Email threats are on the rise, using advanced Microsoft tools we reduce the risk of a user opening the door to a compromise that could bring down your business. Safe links, safe attachments, impersonation controls are just some of the tools we will use to protect your email.

Executive Reports

A regularly emailed quick top-level report of your network's health, ageing devices, security overview, ticket performance.

Firewall Management

A secure firewall is number one to keeping your systems and data safe. Your firewall is the doorman for your IT systems, making sure it has the right guest list is crucial. Our management ensures your network is safe and reliable.

Intune Management

Device and policy management, including deploying security policies, apps, and shipping new computers that set themselves up as soon as you take it out the box and sign in.

On-prem Backup Management

Backup your on-premise servers or workstation files with our cloud backup solution to a UK data centre.

Onsite Support

While we can fix most things remotely, there are those times when an onsite visit is required.

Out Of Hours Maintenance

Sometimes servers, routers and other networking devices need critical updates or maintenance, doing them out of hours reduces your company downtime.

Technology Adoption Roadmap

A meeting with us and you to look at how your business is using its current technology, where you want to be in the future and how WYSIWYG can help.