



• **totalIT**  
secure

The secure choice for  
complete IT management



• **ramsac**  
the secure choice

Your Technology. Our Responsibility.

## Introducing totalIT secure

Technology is at the heart of every modern organisation, but with rising cyber threats and increasing regulation, simply supporting IT isn't enough.

You need a service that keeps your people productive, your systems resilient, and your data safe.

That's why we created **totalIT secure**. It's not just IT support, it's a complete outsourced IT department, with real people on hand to support your staff at any hour of the day, combined with always-on security.

From day-to-day helpdesk support and system monitoring to advanced cyber protection and strategic IT planning, **totalIT secure** allows you to focus on running your organisation with total peace of mind.





# More than support...

## ...the secure choice

At ramsac, our job is to keep your organisation working safely and at full capacity. That means your team gets fast, friendly help whenever they need it. Our 24x7 support desk is staffed by experienced consultants who pride themselves on resolving IT issues quickly, clearly, and with a personal touch. It means your IT estate is patched, updated and backed up. And it means your data is constantly protected, whether from external threats, insider risks, or accidental loss.

**totalIT secure** is designed for organisations that take security seriously. With 24/7 threat detection, proactive vulnerability management and regular cyber resilience reporting, we provide the reassurance that your technology is always protected, monitored, and compliant.



# How we support your organisation

**totalIT secure** keeps your IT estate and data safe, resilient and fully supported. With 24/7 monitoring, proactive management and strategic guidance, we deliver complete peace of mind while enabling your organisation to thrive.



## 24x7 Cyber monitoring & response

Our security operations team monitors your IT environment around the clock, detecting and investigating threats in real time. If suspicious activity is identified, we act immediately to contain and resolve it before it disrupts your organisation.

## 24x7 Proactive & continuous support

Our dedicated support team is here for you 24 hours a day, 365 days a year, not just when things go wrong. We run continuous checks to spot issues before they impact your business, and our friendly, jargon-free experts are always on hand to resolve any IT query quickly and effectively. From troubleshooting a small technical glitch to managing a major system fix, you can count on our people to keep your organisation running smoothly with minimal disruption.



## 24x7 Server monitoring

Our monitoring tools keep a constant watch on your servers, alerting us to potential problems before they escalate. This proactive approach reduces downtime and keeps your business running smoothly.

## IT updates & patching

We roll out operating system and third-party software updates across your IT estate, keeping everything current and secure. Regular patching closes vulnerabilities quickly, reducing the risk of attack.



## Cyber awareness training

Your people are your first line of defence, so we provide monthly training to build their confidence and awareness. Practical lessons help them recognise scams, avoid mistakes and stay cyber safe at work and at home.



## Data backup

We safeguard your Microsoft 365 data and monitor your backups to ensure they're working correctly. This gives you confidence that emails, documents and collaboration tools can always be restored if needed.

## IT roadmap planning

Technology should drive your organisation forward, not hold it back. We will meet with you to shape a clear IT roadmap, aligning your technology with your long-term goals.



## 3rd party vulnerability management

We scan and patch common business applications, from web browsers to collaboration tools. By addressing weaknesses before attackers exploit them, we help you stay ahead of cyber threats.

## Threat & resilience reporting

Each year we provide a detailed Cyber Resilience Benchmarking Report, measuring your protection against industry best practice. Clear actions are prioritised so you can focus your investment where it matters most.



# The benefits of totalIT secure

Choosing ramsac means choosing confidence. With **totalIT secure** you will:

- Reduce the stress of managing IT, with the reassurance of 24/7 protection.
- Provide quick, efficient, round-the-clock IT support from jargon-free experts who genuinely care about your people.
- Keep your systems resilient and up to date to minimise downtime and data loss.
- Strengthen your defences with continuous monitoring and proactive training.
- Provide clear, actionable reports to guide your IT improvements.

## Comprehensive IT management

**totalIT secure** is our core service, a complete outsourced IT department with 24/7 monitoring, patching, backups and advanced cyber protection. For simpler needs we offer **totalIT essentials**, providing reliable proactive support, while **totalIT premium** builds on secure with dedicated consultancy, on-site support and greater resilience planning.

## totalIT essentials, totalIT secure and totalIT premium

	totalIT essentials	totalIT secure	totalIT premium
Unlimited helpdesk	✓ (0800/1800 M-F)	✓ (0800/1800 M-F & 24/7 on call support)	✓ (0800/1800 M-F & 24/7 on call support)
User & access management - Starter & leaver management and Microsoft 365 license management & portal	✓	✓	✓
Systems & device management - Workstation/Asset reporting, Workstation OS/firmware patching, Server OS patching and anti-virus/anti-malware management/monitoring	✓	✓	✓
Backup & resilience - Backup monitoring & Microsoft 365 cloud backup and annual cyber resilience benchmarking report	✓	✓	✓
Compliance & visibility - Live system compliance reporting and interactive support portal	✓	✓	✓
Strategic guidance & relationship - Third-party renewals management and quarterly business review	✓	✓	✓
Technical changes & system development	✓ (2 hours per month)	✓ (4 hours per month)	✓ (4 hours per month)
Quarterly business review	✓	✓	✓
Priority one issue – inclusive call outs		✓	✓
Third Party Software Patching		✓	✓
Third Party Software Vulnerability Management		✓	✓
Managed Detection & Response (MDR) 24/7 security: End User Devices		✓	✓
Identity Threat Response (IDTR) 24/7 security: 365 user accounts		✓	✓
Security Information & Event Management (SIEM) 24/7 security: IT estate		✓	✓
End User Security Awareness Training (monthly)		✓	✓
Managed Phishing Tests & Awareness Training		✓	✓
Quarterly 365 Security Report		✓	✓
In person cyber awareness board briefing (annual)			✓
Annual IT policies review			✓
Risk Management Analysis & Reporting			✓
Cyber Essentials Gap Analysis, & Annual Certification Fee**			✓
Quarterly IT roadmap planning & review	Optional add on	✓	✓
ISO 27001 gap analysis			✓

Available add-ons include: dedicated consultant days on a quarterly, monthly, twice-monthly or weekly basis with a senior consultant; Monthly, twice-monthly, weekly or daily onsite visits with a named deskside support consultant; a Monthly IT planning meeting with full production and management of your IT roadmap; and out-of-hours firmware patching. All tailored to suit your organisation's needs.



# About ramsac

Since 1992, ramsac has been helping organisations thrive with secure, reliable technology.

We are proud to be different. We are a people-first business, committed to making IT simple, jargon-free and friendly. We are independent consultants, offering advice based on your needs, not on sales targets. And we are focused on long-term relationships, with many clients trusting us for over 20 years.

Our commitment to quality is backed by ISO 9001, ISO 27001 and Cyber Essentials Plus certifications, and we are proud winners of multiple national and regional business awards. Most importantly, we have been recognised as a Best Companies 3 Star World Class Employer, proof that our team love what they do, and that passion shows in the service we deliver.



## ● Ready to take the stress out of IT?

Let's talk about how **totalIT secure** can protect your organisation with 24/7 monitoring, advanced cyber defence and jargon-free support.

Book a free consultation today to take the first step towards IT peace of mind. Call **01483 412040**, email **info@ramsac.com** or visit **www.ramsac.com**