

For many organisations, IT is both a vital tool and an ongoing challenge. You need systems that keep people productive, protection from growing cyber threats, and confidence that technology will support long-term goals. Finding the right balance of support, security and strategy is key, but it can be hard to achieve without a trusted partner. With over 30 years' experience delivering IT and cybersecurity managed services, we understand these pressures and know how to help you overcome them.

## Introducing • **totalIT** from ramsac

totalIT is a managed IT service, designed to give you flexibility and choice, with three solutions, each building on the last, giving you a clear path from dependable day-to-day support through to advanced protection and strategic guidance. This means you can start with the level of service that's right for you now, and easily scale as your organisation's needs evolve. With totalIT, your IT provision grows in line with your ambitions, supported by our proven expertise in keeping technology reliable, secure and future-ready.



### • **totalIT** essentials

**totalIT essentials** is the perfect foundation for organisations that need reliable, proactive IT support. It covers the basics, ensuring your team stays productive with dependable helpdesk access, patching and reporting.

### • **totalIT** secure

**totalIT secure** is designed for those who take cyber protection seriously. In addition to everyday support, it includes 24/7 monitoring, backups, vulnerability management and regular resilience reporting, giving you peace of mind that your systems are protected.

### • **totalIT** premium

**totalIT premium** offers the highest level of partnership. It combines all the features of secure with strategic consultancy, on-site support, advanced planning and compliance services, providing a truly comprehensive IT management solution.

# Comprehensive IT management

|   | totalIT essentials       | totalIT secure                              | totalIT premium                             |
|---|--------------------------|---|---|
| Unlimited helpdesk  | ✓<br>(0800/1800 M-F)     | ✓<br>(0800/1800 M-F & 24/7 on call support) | ✓<br>(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  | ✓<br>(2 hours per month) | ✓<br>(4 hours per month)                    | ✓<br>(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.

## Your Technology. Our Responsibility

Let us protect your IT, so you can focus on making a difference.

Call us on 01483 412 040 or visit [www.ramsac.com](http://www.ramsac.com)

**ramsac**  
the secure choice