

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.

Reliable IT support that keeps your business running

totalIT essentials is the perfect foundation for organisations that need reliable, proactive IT support. It covers the fundamentals, keeping your team productive and your technology maintained through expert management, dependable helpdesk support and clear communication. Our friendly UK-based team becomes an extension of yours, ensuring your IT runs smoothly and efficiently every day.



Comprehensive IT management

With **totalIT essentials**, we operate as your outsourced IT department, monitoring, maintaining and advising in plain English. Behind the scenes, we keep your systems running smoothly, your users supported and your data backed up, all while keeping you informed through regular reviews and transparent reporting.

Here's how we support your organisation every day:



Unlimited helpdesk support

Our friendly, jargon-free team is available from 08:00–18:00, Monday to Friday, providing fast, reliable assistance when your users need help.



Systems and device maintenance

From operating system and firmware updates to antivirus monitoring and asset reporting, we ensure every device stays healthy and protected.



Continuous improvement and reviews

You'll benefit from dedicated monthly time for technical changes, proactive procurement and renewals management, and quarterly business reviews to keep your IT aligned with organisational goals.



User & access management

We take care of all starter & leaver processes, managing Microsoft 365 licences and permissions to keep your systems secure and up to date.



Backup and resilience oversight

We monitor your Microsoft 365 cloud backups to safeguard business-critical emails and documents, ensuring data can be quickly recovered if needed.



Compliance and visibility

Our live client portal gives you transparent insight into system performance, patching status and compliance at any time.

How totalIT grows with you

totalIT essentials is part of ramsac's wider totalIT suite, a flexible range of managed IT services designed to grow with your organisation. Each tier builds on the last, adding layers of protection, strategy and partnership as your technology needs to evolve.

totalIT: when to upgrade

If your priority is dependable support with proactive housekeeping, **totalIT essentials** is the right starting point. As your risk profile or compliance requirements evolve, you can seamlessly upgrade to higher tiers. Each totalIT option is designed to build on the previous one, ensuring continuity without disruption.

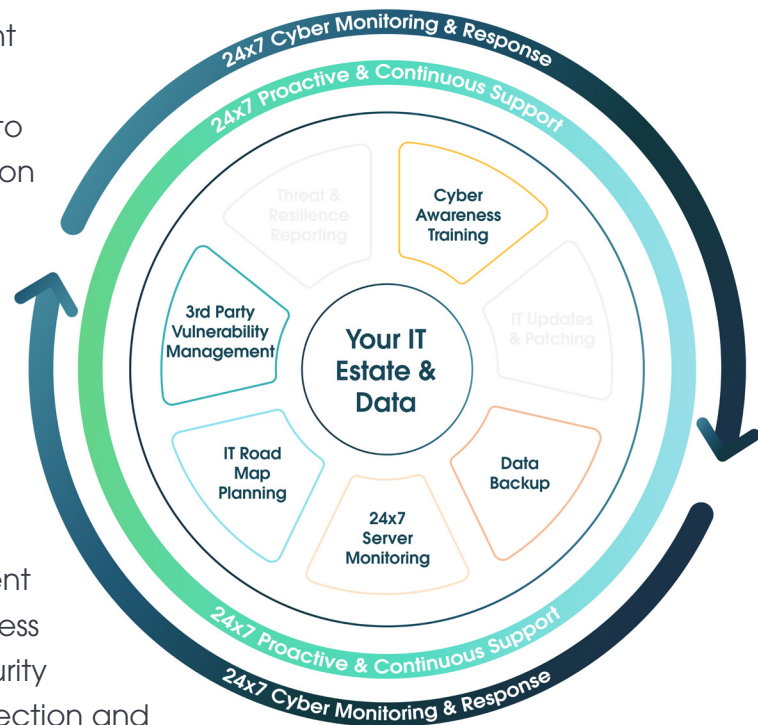
totalIT secure adds 24/7 on-call access to the helpdesk, third-party patching & vulnerability management, and always-on security: Managed Detection & Response (MDR) for endpoints/servers, Identity Threat Detection & Response (ITDR) for 365 accounts, Security Information & Event Management (SIEM) for your wider IT estate, plus monthly awareness training, managed phishing, and quarterly 365 security reports, ideal when you need round-the-clock protection and measurable cyber resilience.

totalIT premium includes everything in **totalIT secure** and adds regular on-site consultancy, board-level cyber briefings, annual IT policy review, risk analysis & reporting, Cyber Essentials certification support, ISO 27001 gap analysis, and quarterly IT roadmap & strategic guidance, perfect when you want a strategic partner embedded with your leadership team.

The ramsac difference

We've been helping organisations thrive with secure, reliable technology since 1992. Our people are approachable, motivated and highly skilled, supported by ISO 9001, ISO 27001 and Cyber Essentials Plus certifications. We're proud to 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.

totalIT essentials



Your Technology. Our Responsibility.

We'll protect your IT, giving you peace of mind to focus on your business.

Call us on 01483 412 040 or visit www.ramsac.com

ramsac
the secure choice