

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.

The ultimate partnership for proactive IT leadership

totalIT premium is the highest level of partnership within the totalIT suite. It combines the dependable IT management of **totalIT essentials** and the round-the-clock protection of **totalIT secure** with added strategic consultancy, compliance, and governance services.



For organisations that see technology as a driver for growth and resilience, **totalIT premium** offers an embedded partnership, ensuring your IT strategy, cyber maturity, and operational performance continually evolve. With proactive management, expert consultancy, and tailored board engagement, it's a truly comprehensive IT management solution.

Built on the foundations of essentials and secure

totalIT premium includes every feature from **totalIT essentials** and **totalIT secure**, combining proactive IT management, continuous improvement, and 24/7 cybersecurity protection.

Reliable IT management and support

- Unlimited UK-based helpdesk support, available 24/7
- Proactive system and device maintenance, updates and antivirus monitoring
- Microsoft 365 user, access and licence management
- Backup monitoring and recovery oversight for Microsoft 365

Visibility and continuous improvement

Continuous improvement is driven through monthly technical time and quarterly reviews, supported by a live client portal that provides real-time visibility of performance, compliance and resilience against best practice.

Advanced cybersecurity

- 24/7 monitoring, detection and response via our Security Operations Centre with continuous vulnerability management to identify and address emerging risks
- Managed Detection & Response (MDR), Identity Threat Detection & Response (ITDR) and Security Information & Event Management (SIEM)
- Monthly cyber awareness training and phishing simulations

Exclusive benefits with totalIT premium



Cyber awareness board briefing

A tailored session for your board of directors or trustees, designed to clearly explain your organisation's cyber risks and legal responsibilities. It equips decision-makers with the knowledge needed to make informed choices and strengthen overall resilience.



Annual IT policies review

An expert-led review of your organisation's technology and data policies each year. We ensure they remain up to date, compliant with evolving regulations, and effective in supporting your security and operational goals.



Cyber Essentials Certification

We guide you through your annual Cyber Essentials assessment and supported submission to an external auditor, including annual recertification aligned to the latest version of the Standard.



Risk management analysis & reporting

A detailed review of your organisation's IT risks, assessing current controls, potential vulnerabilities and impact. You'll receive a formal report with practical recommendations to reduce exposure and improve resilience.



ISO 27001 Gap Analysis

A thorough review against ISO 27001's mandatory clauses and Annex A controls, helping you identify what's required to achieve certification or prepare for a surveillance audit or transition to a newer standard.



Strategic Consultancy & IT Roadmapping

Regular onsite visits and quarterly strategic reviews ensure your IT strategy supports long-term business goals, aligning technology, compliance and resilience at board level.

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.



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