



## IT Support for Local Councils & SME's

### Why EDGE IT Support?

- Established for over 30 years.
- Experienced and qualified staff who speak plain English.
- We listen to you to understand your business issues and implement agreed solutions.
- Prompt response times.
- Partners with Microsoft, N-able, SentinelOne, Datto, Brighter Bills and Cisco Duo.

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### Support Contracts

**Bronze:** Ad hoc, pay as you go support

**Silver:** Ad hoc support; pre-ordered in 10 hour blocks

**Gold:** Managed proactive support charged per laptop or desktop

**Platinum:** Gold support with extra discounts for 5+, 10+, 15+ devices

### IT Infrastructure and Upgrades

- IT Support
- Hardware & Software
- Networks & Wi-Fi
- Anti-virus & Security
- Microsoft 365
- Broadband & VOIP
- Domains



## IT Support

- Prompt remote support, with time and actions logged and reported.
- Objectives discussed and agreed.

## Microsoft 365

A subscriptions including:

- Business Standard, Business Basic and Exchange Online (Plan 1).
- Monthly or annual contracts available.

## Connectivity

We can help with:

- Monitoring and managing your internet and network connections.
  - WiFi setup
- Setup of tablets and phones, including the use of email.
  - This can include BYOD (Bring Your Own Device) which allows staff using their personal devices for work.
- Supporting staff with hybrid, flexible working from home.

## Security

- Connectivity and convenience brings risks.
  - Your security is assured, using SentinelOne, from N-able with whom we are partners. SentinelOne is light on your system and protects you in the battle against ever-evolving cyber threats.
  - Multi-factor Authentication (MFA) combined using one app through our Cisco Duo partnership.

## Business Continuity

Automated monitoring and reporting, using N-able Remote Monitoring and Management (RMM), helping us to keep your systems fully patched and performing great without disruption.

## Web Domain & Email

We can register your web domain and manage your email via Microsoft 365.

## Backup & Storage

We have the solution using:

- Microsoft OneDrive and SharePoint for local and cloud storage.
- Indefinite 365 backup using our SaaS Protection through Datto.

## IT Support Contract Options

- Bronze** £76 per hour for ad hoc support
- Silver** £60 per hour ordered in 10 hour blocks
- Gold** Proactive remote support for only £15 per month or £170 per year, per laptop or desktop. Includes RMM and SentinelOne.
- Platinum** Gold support with discounts for 5+, 10+, 15+ devices



Call us now: 024 7666 7337  
for a free quotation