Global Reach
Local Support

Empowering SMBs through IT & Comms Solutions Excellence...

Datasheet

Managed IT Services and MSPs
and how ITCS Global can help...

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Empowering Business Success Through IT Excellence

Information technology (IT) is the driving force behind digital innovation in modern businesses. However, without a comprehensive IT strategy and expert management, organisations may miss opportunities for growth, efficiency, and security. Managed IT Services allow companies to delegate part or all of their IT functions to a Managed Service Provider, freeing internal resources and enhancing business resilience.

What Are Managed IT Services?

Managed IT Services are IT support solutions delivered by an MSP (Managed Service Provider), where they assume responsibility for the functionality and performance of IT systems, enabling businesses to focus on core activities. In an effective MSP relationship, organisations benefit from predictable monthly costs, rapid response times, and the freedom to pursue growth strategies without the burden of IT management.

An MSP's responsibilities, defined in a Service Level Agreement (SLA), can range from handling day-to-day IT operations to executing digital transformation projects, cybersecurity initiatives, and infrastructure management. Whether providing a full-service IT department for SMBs and SMEs or co-managing IT alongside a business's existing IT team, MSPs tailor their services to align with client objectives.

Key Managed IT Services Provided by MSPs:

- **24/7 IT Support Desk:** MSPs can offer round-the-clock proactive and reactive assistance to resolve issues, helping maintain productivity and efficiency. Whilst a customer may have a bespoke SLA, an MSP is able to monitor systems and endpoints, and react to incidences 24/7.

- **Cybersecurity:** Cyber threats are increasingly sophisticated, and MSPs bring expert protection by implementing multi-layered defences, real-time monitoring, and compliance-driven safeguards. They offer robust risk management, malware detection, threat intelligence, and strategic incident response, helping keep data secure and reducing the risk of costly breaches.

- **Cloud and Infrastructure Management:** MSPs handle the management and optimisation of both on-premises and cloud-based infrastructure, ensuring high performance and preventing costly downtime. By continuously monitoring the health and performance of your infrastructure, they ensure your technology supports your operational needs without interruptions.

- **IT Asset Management (ITAM):** Effective management of IT assets—from hardware procurement to software licensing and lifecycle tracking—ensures systems stay up to date, compliant, and budget-optimised. MSPs ensure your hardware and software are accounted for, maintained, and disposed of responsibly, extending asset lifespans and controlling costs.

- **Data Backup and Recovery:** With an MSP's backup and recovery solutions, you can minimise the impact of data loss due to disasters or cyber incidents. MSPs provide automatic, regular backups and data recovery protocols to safeguard essential data, supporting business continuity and ensuring rapid recovery when needed.

- **Modern Workplace Solutions:** Today's remote and hybrid workforces require secure access to applications, data, and services from anywhere. MSPs develop end-user strategies that empower employees with the tools they need to work flexibly and securely, enabling productivity across any device or location while maintaining data protection standards.

- **Service Integration and Vendor Management:** Many businesses rely on multiple IT vendors, which can lead to fragmented services and inefficiencies. MSPs manage vendor relationships to streamline service delivery, enhance accountability, and ensure that your IT environment runs smoothly, freeing your team from managing vendor coordination and administrative tasks.

Why Choose Managed IT Services?

Managed IT Services offer businesses the opportunity to leverage expertise, advanced technology, and proactive solutions. Key benefits include:

- **Enhanced Employee Productivity:** MSPs reduce downtime and ensure employees can work without interruption, improving both efficiency and job satisfaction. Employees gain confidence in IT stability, enabling them to stay focused on their roles without technical distractions.

- **Cost Efficiency and Predictable Expenses:** With monthly fixed costs, businesses avoid the unpredictability of break-fix IT support. MSPs optimise IT spending by proactively maintaining systems and resolving issues before they escalate, giving businesses better financial planning and peace of mind.

- **Improved Agility and Innovation:** MSPs stay current with technology trends and continuously introduce new solutions to keep clients competitive. By advising on best practices and leveraging the latest tools, MSPs help organisations respond faster to market changes and capitalise on opportunities for innovation.

- **Comprehensive Cybersecurity Measures:** MSPs offer expertise in the latest cybersecurity protocols and stay vigilant against emerging threats. This reduces the risk of cyber-attacks, ensuring the integrity of data and compliance with industry regulations, and saving businesses from potentially devastating data breaches.

- **Business Continuity and System Reliability:** MSPs build resilient IT infrastructures designed to withstand disruptions and recover quickly from incidents. By addressing potential vulnerabilities proactively, they maximise uptime and ensure seamless operation, protecting productivity even during unexpected events.

Selecting the Right MSP

Choosing the right MSP is critical for aligning technology with business goals and creating a strong partnership. Here are essential factors to consider:

- **Cultural Compatibility:** Shared values and communication styles build a collaborative relationship. Look for an MSP with a customer-first approach that complements your organisational culture, fostering trust and ensuring successful long-term cooperation.

- **Tailored Solutions for Unique Needs:** Each business has distinct IT needs and objectives. A versatile MSP will invest time to understand your specific requirements and offer a customised package that addresses your strategic goals, challenges, and future growth.

- **Scalability and Flexibility:** As your business expands, so too may your IT needs. A reliable MSP will offer scalable solutions that grow with your business, adapting as necessary to handle an increased workload, new locations, or evolving technology.

- **Proven Track Record and Credentials:** A good MSP should be able to demonstrate their reliability and expertise with client testimonials and case studies. Look for industry experience and a commitment to continuous improvement to ensure consistent quality and delivery.

In Summary

A Managed IT Service Provider can elevate your organisation by aligning technology with strategy. With a variety of offerings tailored to specific business needs, an MSP can transform IT from a complex cost centre into a streamlined asset that drives growth, security, and operational excellence.

How can ITCS Global help?

Our Managed IT Solutions ensure that Users are provided with a guaranteed level of support, as well as providing 24/7 Monitoring and protection for your systems and data, with each of our solutions offering tailored services to match your requirements and budget, ensuring the right fit for your business – and depending on your requirements, you can complement your Managed IT service with our Add-Ons...

Enterprise

Support Features
24/7 Online Service Desk
Unlimited Phone Support
Unlimited Remote Support
Peripheral Device Support
Mobile Device Support
Application Support
Onsite Support Included*
1hr SLA (extended hours)
4hr Onsite SLA (critical)*
24hr Onsite SLA (non-critical) *
Unlimited Workshop Repairs

Proactive Features
RMM Device License
24/7 System Monitoring
Preventative Maintenance
Stealth System Maintenance
Automated Error Resolution

Protection Features
Managed EDR Solution
Managed Web Protection
Encryption Management
DNS Filtering
Update Management
Patch Management

Additional Features
Device Carbon Offsetting
Dedicated Account Manager
Service Days*
Loan Laptop(s)
User Management
Asset Tracking
License Compliance
Tenant Management
vCTO

Available Add-Ons
User PC / Laptop (optional)
Unlimited Onsite (optional)
Cloud Suite (optional)
Cloud+ Suite (optional)
Cyber+ Suite (optional)

Risk Mitigation Score
5/10 Standalone
6/10 with Cloud
7/10 with Cloud+
8/10 with Cloud+ & Cyber+
9/10 with Cloud+ (E3) & Cyber+
10/10 with Cloud+ (E5) & Cyber+

Pro

Support Features
24/7 Online Service Desk
Unlimited Phone Support
Unlimited Remote Support
Peripheral Device Support
Mobile Device Support
Application Support
Onsite Support Included*
2hr SLA (extended hours)
12hr Onsite SLA (critical)*
48hr Onsite SLA (non-critical) *
Unlimited Workshop Repairs

Proactive Features
RMM Device License
24/7 System Monitoring
Preventative Maintenance
Stealth System Maintenance
Automated Error Resolution

Protection Features
Managed EDR Solution
Managed Web Protection
Encryption Management
Update Management
Patch Management

Additional Features
Device Carbon Offsetting
Dedicated Account Manager
Loan Laptop(s)

Available Add-Ons
User PC / Laptop (optional)
Unlimited Onsite (optional)
Cloud Suite (optional)
Cloud+ Suite (optional)
Cyber+ Suite (optional)

Risk Mitigation Score
4/10 Standalone
5/10 with Cloud
6/10 with Cloud+
7/10 with Cloud+ & Cyber+
8/10 with Cloud+ (E3) & Cyber+
9/10 with Cloud+ (E5) & Cyber+

Essentials

Support Features
24/7 Online Service Desk
Unlimited Phone Support
Unlimited Remote Support
Peripheral Device Support
Mobile Device Support
Application Support
Onsite Support Included*
4hr SLA (business hours)
24hr Onsite SLA (critical)*
72hr Onsite SLA (non-critical) *
Unlimited Workshop Repairs

Proactive Features
RMM Device License
24/7 System Monitoring
Preventative Maintenance
Stealth System Maintenance
Automated Error Resolution

Protection Features
Managed Antivirus Solution
Managed Web Protection

Additional Features
Device Carbon Offsetting
Dedicated Account Manager

Available Add-Ons
User PC / Laptop (optional)
Unlimited Onsite (optional)
Cloud Suite (optional)

Risk Mitigation Score
2/10 Standalone
3/10 with Cloud

There is no such thing as too much support, but if you would prefer an un-managed solution that still enjoys Award Winning IT Support and a 24/7 Service Desk, we also offer a "Lite" support option.

Below you'll also find details of our Cloud Suite, our Cloud+ Suite and our Cyber+ Suite...

Lite

Support Features
24/7 Online Service Desk
Unlimited Phone Support
Unlimited Remote Support
Peripheral Device Support
Mobile Device Support
Application Support
8hr SLA (business hours)

Risk Mitigation Score
1/10 Standalone

Cloud Suite '24

Word (Web & Desktop)
Excel (Web & Desktop)
PowerPoint (Web & Desktop)
Outlook (Web & Desktop)
Teams
Teams Cyber Security
Teams Backup
OneDrive
OneDrive Cyber Security
OneDrive Backup
SharePoint
SharePoint Cyber Security
SharePoint Backup
Exchange Plan 1 (50GB)
Exchange Cyber Security
Exchange Backup
Endpoint Document Backup
1TB Cloud Storage / User
365 Business Standard
Tenant Management
Microsoft Clipchamp
Microsoft Loop
SharePoint Mapped Drives

Cloud+ Suite '24

Cloud Suite Features
Exchange Plan 2 (100GB)
Microsoft Entra ID
Intune
Microsoft Purview
365 Business Premium
M365 E3 (optional)
M365 E5 (optional)

Cyber+ Suite '24

24/7 SOC
Managed Detect & Response
PCI DSS, NIST, & HIPAA
Endpoint Protection
Network Protection
Traffic Perimeter
Malware / IoCs
Fileless Attacks
Behavioural Anomalies
Machine Learning
Endpoint Isolation
Endpoint Blocking
Traffic Blocking
Dark Web Monitoring
Threat Intelligence Feed
Managed Deception Tech.
Customer MDR Portal
Compliance Insights
Cyber Essentials (optional)

Which Microsoft Plan is the best fit for your organisation? It really depends on your needs and priorities, but here are some factors to consider when making your decision:

Company size: If your organisation has between 10 and 300 users and requires a comprehensive productivity suite with built-in security and device management features, Business Premium (included as part of our Cloud+ Suite) is likely the better option. However, if you have more than 300 users or anticipate rapid growth, M365 E3 / E5 may be a better fit (as an upgrade to our Cloud+ Suite).

If you have less than 10 users and are not overly concerned about management features, our Cloud Suite (including Microsoft 365 Standard) should be adequate – and you always have the option of upgrading to our Cloud+ Suite if your requirements change...

Security and compliance needs: If your organisation has strict compliance requirements or needs advanced security features, Business Premium has a strong set of tools included, but E3 provides a more viable upgrade path to E5 security and compliance.

Budget: Business Premium is generally more affordable than E3, making it an attractive choice for cost-conscious SMBs. However, it's worth checking the benefits of M365 E3's advanced features against the additional cost to determine the best value for your organisation.

All information was correct at the time of publishing but subject to change, and Terms & Conditions.

A message from ITCS Global's Managing Director...

I want to personally welcome you to ITCS Global and thank you for considering us as your partner in managing and optimising your IT infrastructure. As the Managing Director of ITCS Global, I'm proud to lead a team that's dedicated to delivering reliable, secure, and innovative IT solutions that align with the specific needs of businesses like yours.

We've been providing expertise in Managed IT Solutions, Cyber Security, and Cloud Services since 2004. Our team of highly skilled IT professionals bring decades of hands-on experience, ensuring your business and staff receive the most effective IT support.

No two businesses are the same, so while we offer comprehensive IT solutions that cover a wide range of services, we recognise that every business has its own set of needs, budgets, and expectations - we take the time to listen and build support packages that are tailored to your needs, whether thats full management or a selective approach, our goal is to create a partnership that offers the level of support and flexibility you require.
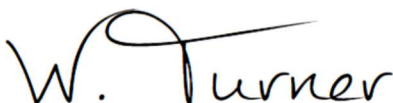
Here are just a few of the key services we offer, both as part of our Award-Winning Managed IT Solutions and also as part of our comprehensive IT and Comms portfolio...

Proactive Monitoring and Maintenance
Cyber Security & Cloud Solutions
24/7 Service Desk and Onsite Support
Strategic IT Consulting & Planning
VoIP and Business Broadband
Website Design, Build and Hosting

We're more than just an IT provider—we're a partner invested in your success. Whether it's a fully managed solution or a tailored support package, we build long-lasting relationships based on trust, reliability, and a deep understanding of your business.

I look forward to the opportunity to work with you and support your business. Should you have any questions or need more information, feel free to reach out to me or one of our team members directly. We're here to help every step of the way...

Yours Sincerely,

W. Turner

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IT Support Consultancy of the Year