Technology Support with a Human Touch

Customer Name / Logo

BURY ST EDMUNDS IT

Our It Services Designed For You

BURY ST EDMUNDS IT

IT Services
Managed IT services customised for your business needs

Hardware & Software
Bringing you the best deals for your hardware & software needs

Server Management
Business critical server support ensuring IT doesn't impact productivity

Cloud-based Solutions
Manage your business documents & applications in safety

Cyber Security
Distinctive, threat-focused, next-generation security services

Back-up & Recovery
Files automatically backed-up as frequently as 15 minutes
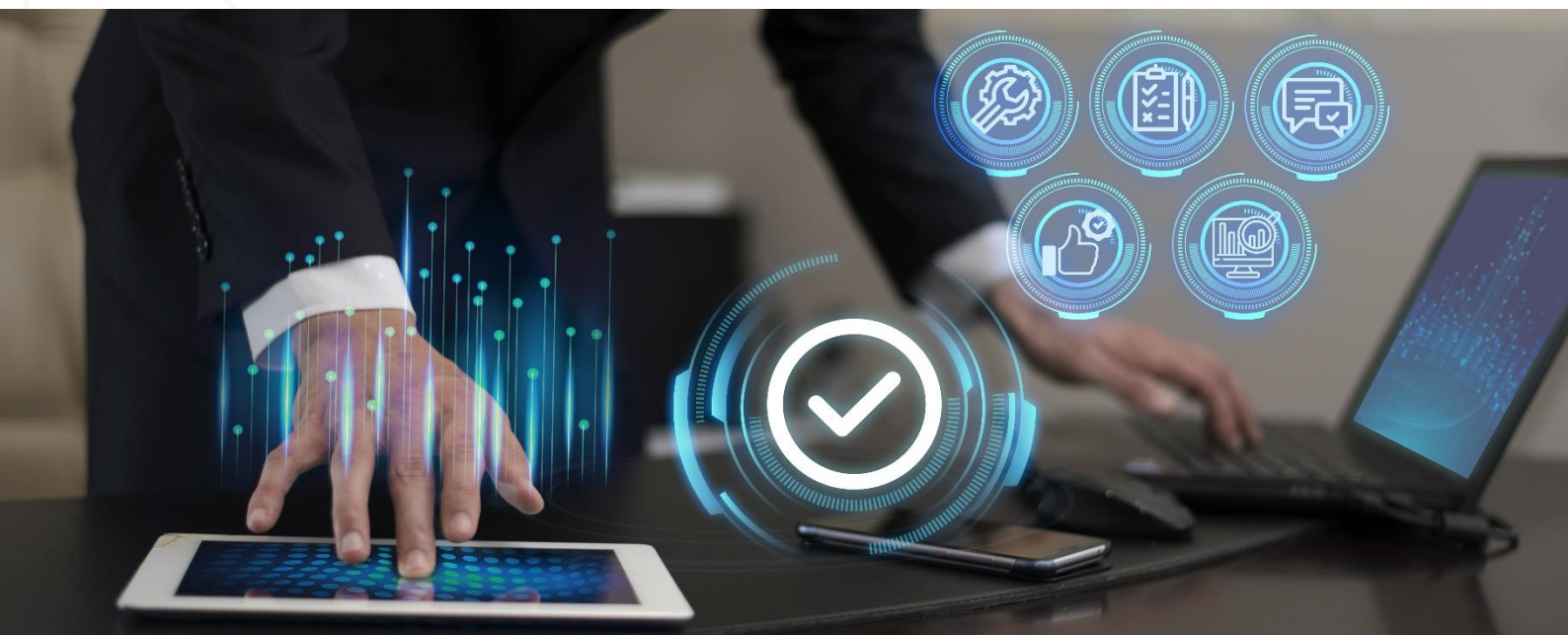
Your Solution

This section outlines the services included in this proposal and the fees associated with those services.

For a full breakdown of what each of these services includes please visit www.bse-it.co.uk

Tailored for Specifically for You

Formed in year, <COMPANY> offer a range of services enabling works to full shop fits they undertake all manor of fast track construction including office refurbishment and major works to shopping centres.

Sue to the nature of the company, the majority of the workforce work outside of a main office from laptops. There are 18 users* utilising a Hosted Exchange service.

2 Users operate from the Bury St Edmunds office and make use of the accountancy application based on the server in house.

The majority of the IT Estate is not domain joined (with some machines running local user accounts and Home versions of Windows), and staff use a multitude of device and cloud storage applications in order to meet their day to day needs.

Solution Requirements

<COMPANY> are exploring options for a new partner in their IT Service Provision with the view to attain a reduced operating cost whilst increasing their service levels.

A synopsis of the outline requirements are:

- Fixed Price IT Helpdesk Maintenance & Support
- Increased Service Response
- A Personal Service
- Exchange Online Migration

Our Service Level Agreement

In order to provide a consistent level of service we operate a Response Based SLA.

Due to the nature of IT Incident management we always look to respond and start work on an issue as quickly as possible.

It is for this reason we set firm targets for our engineering team to respond and start the process of resolving any issue, and look to provide estimates for fix times based on historical data and IT Service Management norms.

SEVERITY 1 –	Site Failure, Business Critical System Outage, All Users Affected and Stopping Work
SEVERITY 2 –	Single User Affected, User Unable to Work
SEVERITY 3 –	Single or Multiple Users Affected, Workaround Available, Not Stopping Work
SEVERITY 4 –	Issue Identified, Not Stopping Work

Your Solution

	Response Time	Fix Within
Severity 1	15 Minutes	<1 Hour
Severity 2	30 Minutes	<1 Hour
Severity 3	60 Minutes	1 Day
Severity 4	120 Minutes	3 Days

Maintenance and Pro-Active Services

To maintain and reduce the likelihood of an IT failure, we carry out preventative and security based checks and measures. They fall into Daily and Monthly tasks and are listed below. These schedules are recommended to ensure a smooth operation for your IT Estate.

DAILY –	Backup Monitoring and Auditing, Event Logs for Critical Failures
MONTHLY –	Anti-Virus Coverage Checks (ESET), Server Disk Space and Usage (Servers), Windows Security Updates, Device Firmware Updates

All checks are recorded on our internal systems and shall be presented as part of the inclusive Service Reviews.

Service Reviews

We shall prepare a 6 monthly service review with you as part of our Service, whereby we shall present a review document containing important information with regards to the operation of your IT Estate.

It will include where applicable Backup Audit reports, maintenance schedules and audits, performance against SLA and provide a review point to discuss developments and changes within our organisations in order to ensure you are receiving the best possible service and advice.

3 Month Trial Period – At no cost to you!

We know that moving IT Service Providers can be a risk, so we offer all new customers 3 months of free IT Support ensuring that you have desktop support and maintenance with no obligation to continue the service after the initial term.

Your Solution

Exchange Online Migration

<COMPANY> currently make use of Hosted Exchange supplied by the current IT Service Provider. It is as part of a transition to a new partner that a new service will be required for the handling of email services.

Office 365 is an equivalent service than that of the Hosted Exchange which includes Microsoft's Exchange service on the base level. It is unknown if <COMPANY> currently have a Microsoft 365 subscription, but in the event that they do not then we would look to create a new fresh platform.

As part of this proposal, we are not putting forward the use of Microsoft SharePoint for document storage. This is due wanting to get to know this client a little better to enable us to effectively advise as to the best structure going forward. We would anticipate being able to put forward this recommendation within 4-6 weeks of onboarding.

Tasks for Migration

Creation of Mail Crib

This crib sheet documents all of the relevant user and group information such as, alias', shared mailboxes, distribution groups, etc.

As part of this process we will engage with you and the existing service provider to ensure the accuracy of this.

Microsoft 365 Platform Creation and Readiness

1. Create new Platform
2. Domain Verification
3. User Account Creation
4. Exchange Rules agreed based on Crib
5. Shared Accounts, Distribution Groups etc. based on agreed Crib
6. Apply licensing to each end user based on software requirements.

Migration Preparation

1. Distribute 'Accessing Email via Web' Guide (we use this as a backup process for end-users during the migration phase to ensure no loss of service.

2. Distribute 'Upgrading Office to Microsoft 365' Guide, for any users that wish to install Microsoft 365 Applications prior to the migration.

3. Distribute Usernames and Passwords to each end user for new Microsoft 365 accounts.

4. Initiate Alpha (Pre-Migration) exports from existing Mailboxes and Upload to Microsoft 365 (typically 1 week prior to the Live Migration.

Your Solution

Go Live

1. To be scheduled to start at 6pm on an agreed Friday
2. Email reminder to all staff at 10am on the agreed Friday
3. MX Record move to new service.
4. Mail Flow Testing
5. Delta Export and Import of Mailbox Data

Post Go Live

1. Following the successful migration, priority support will be given to all <COMPANY> staff to set up the new mail profiles for each user.
2. As part of the mail profile creation, BSE engineers will install the latest version of Office 365 onto the device.

Backups

If required, BSE-IT shall set up and configure Office 365 Backups to their cloud based, encrypted storage.

BSE-IT use products for this purpose:

1. Purchase and Configure Office 365 backup.
2. Authorise software on the Office 365 Tennant.
3. Configure Back Up Regime as per requirements. Typically, keep all, backup daily.
4. Update BSE-IT backup monitoring and audit checks.

Future Considerations

- Take Advantage of Microsoft SharePoint and OneDrive to create a centralised, secure and backed-up Document Storage solution.
- Consideration of attaining the Cyber Security Essentials Certification.
- Conditional Access.
- Laptop Encryption.

Your Solution

Pricing – Ongoing Support

Item	Cost
Server Admin & Support, inclusive of all Security Updates, Capacity Checks, Warranty Review	£ per server per month
Unlimited End-User Support – Inclusive of Site Visits	£ per user per month
Device RMM (Remote Monitoring and Management) Agent	£ per device
Office 365 Standard*	£ per month per user
Server Cloud Backup, inclusive of all Company Data, checked daily	£ –GB £– GB
Router / Firewall / UPS / Wireless Access Points Security Firmware checks and installs, Carried out monthly	Free
6 Monthly Service Review	Free
First 3 Months	Free

* Office 365 Pricing Based on Annual Commitment Paid Monthly by Direct Debit

Pricing – Exchange Migration

Stage	Hours	Cost
Crib Sheet Preparation	3.75 Hours	£
Platform Creation and Configuration	3.75 Hours	£
Migration Preparation	10 Hours	£
Go Live	5 Hours	£
Post Go-Live (45 mins per user)	14.25 Hours	£
	One-Off	£

Your Solution

Pricing – Backup

Stage	Notes	Cost
Annual VEEAM Licenses	£14.50 Per Year	£
Backup Creation and Configuration	3.75 Hours	£
Documentation and Audit Updates	1 Hour	£
First Year Cost		£

Contact Us

CALL: 01284 247 024

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Should you wish to discuss with us any further details or amendments then please do not hesitate to contact us.

We look forward to hearing from you and hope that this can be that start of a successful and positive relationship between us.