

URBAN IT SOLUTIONS



Our packages

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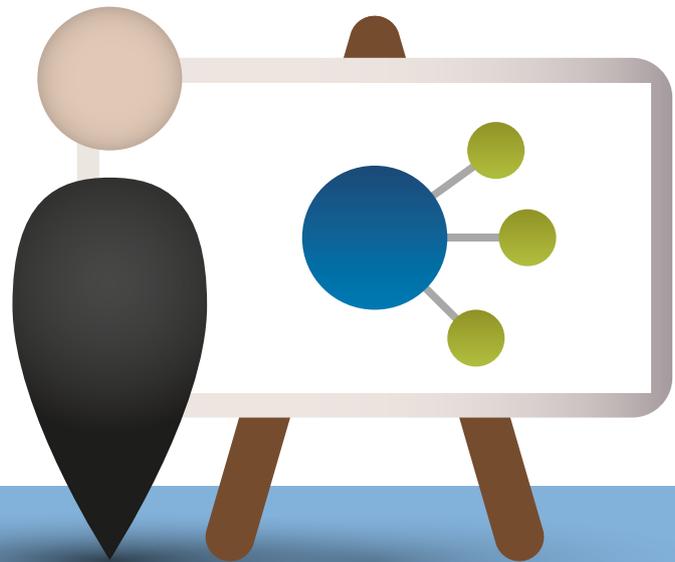
Flexible solutions for a perfect fit

Every organisation is different and trying to make IT support the same for everyone simply doesn't work. Some businesses need plenty of help, some want support for particular aspects of technology and others simply need the reassurance of a help desk that offers support and friendly advice when it's required.

We've created a suite of support and monitoring packages, each of which includes a range of services. We've set things up like this so that you can mix and match. For example, you can choose a Standard package for monitoring and an Advanced

one for support. If you only need a support package, there's no obligation to add monitoring, but if there are other services you require, these can be added as bolt-ons. We're offering simple building blocks for your IT needs. They cover all the options you'll need to create your perfect solution, and importantly, this building block approach helps you manage your IT budget.

Of course, if our packages don't quite work for you as they are, just talk to us. We're flexible and we'll get it sorted.



Our pricing

We're proud of our service and know it represents excellent value for money. It's not possible to quote prices until we know the precise nature of your requirements, but by putting together a support package that exactly fits your organisation, you can be sure you're paying only for those elements of our service you need.

Support packages

Urban Standard Support

For organisations with simple support needs or a limited IT budget. **Includes:**

Unlimited remote support for all your users

Our team of **UK based** technical experts are available **to you** via phone and email.

Urban Advanced Support

Ideal for any customer who wants to ensure that if on-site support is needed, its costs are already covered. **Includes:**

All Standard Support package features plus:

On-site support when required

Urban Advanced Plus Support

A great option for customers who want control of their IT costs beyond the provision of support. Where IT equipment changes are likely, this package covers desktop and laptop configuration and installation. Please note that larger change projects would be costed individually. **Includes:**

All Standard Support package features plus:

On-site support when required

Desktop/laptop configuration and installation*

Urban Premier Support

Our most comprehensive package, Urban Premier Support users enjoy all the features of our Advanced Plus package and the additional benefit of regular, scheduled visits from one of our technical engineers. As well as building a great working relationship between your team and our support experts, the package is perfect for resolving those day-to-day technical issues that users don't feel merit reporting, but which still need fixing. **Includes:**

All Standard Support package features plus:

On-site support when required

Desktop/laptop configuration and installation*

Regular scheduled technical site visits**

Monitoring & Management packages

Urban Standard Monitoring & Management

A great option for organisations with simple IT systems and a limited network. This package comes free of charge with any selected support services package. **Includes:**

- Proactive monitoring of critical alerts for server and network
- Critical Patch Management
- Network boundary protection
- Secure configuration management
- Access controls
- Remote access

Urban Advanced Monitoring & Management

Where IT systems and networks are more extensive, or where the business network's performance is critical, a more proactive approach to monitoring is advisable. Our Advanced Monitoring package suits SMEs with complex servers and networks. **Includes:**

All Standard Monitoring & Management package features plus:

Proactive monitoring:

- Server – availability, memory, CPU and storage utilisation
- Firewall, switch and access point monitoring
- Network configuration backup monitoring
- Internet access monitoring
- Website domain monitoring and up time

Asset Management:

- Basic Asset auditing
- Software distribution
- Device and patch level management

Auditing and Security:

- Antivirus management and monitoring*

Urban Advanced Plus Monitoring & Management



For the extra support and security required by businesses with extensive networks, complex, diverse hardware and a reliance upon their IT systems and network connectivity, this package incorporates monitoring of user activity and management of starters and leavers. **Includes:**

All Standard Monitoring & Management package features plus:

Proactive monitoring

Server – availability, memory, CPU and storage utilisation

Firewall, switch and access point monitoring

Network configuration backup monitoring

Internet access monitoring

Website domain monitoring

Server and PC backup management*

Multi user device support

Proactive software deployment

Threshold and state alerting

Traffic accounting system

Asset management

Asset auditing & inventory management – hardware & software

Software distribution

Device and patch level & 3rd party application updates

Mobile device and tablet auditing

Mobile Device Management – apply restrictions, enable passcodes & remote wipes

Software usage statistics

USB device usage management

Auditing and security

Antivirus management and monitoring **

Crypto Prevent

Incident response to Cyber breaches

Urban IT AD Active – user activity management

Starters and leavers management

Monthly vulnerability test

* Assumes a supported backup provision is in place

** Assumes a supported antivirus provision is in place

Bolt-on services

Designed to really enhance the security and stability of your IT infrastructure, these services can be added to any of our packages. If you need a bespoke solution, please get in touch as we offer a full **technical consultancy service**.

Procurement management

Urban IT Solutions are not resellers or distributors of IT equipment, but we use our expertise and experience to purchase equipment on behalf of our customers. We have a dedicated procurement manager who specialises in understanding our clients' exact requirements and sourcing them at the best possible price.

We only ever use reputable suppliers and take pride in securing superb deals in a fluctuating and highly competitive marketplace. We believe that the savings we can achieve on your behalf will more than justify our modest charge for the service.





The Cyber Essentials Standard

Cyber-Essentials is a UK Government backed scheme which encourages businesses to take simple and controlled steps to reduce their exposure to the risks of cyber crime. Having the Cyber Essentials Standard is a badge of your organisation's credibility and ability to keep your own and your customers' data secure.

As an Accredited Cyber Essentials Practitioner, we can work with you to get your business in a Cyber Essentials ready state or take you all the way through to certification.



0845 363 0404
www.urbanitsolutions.co.uk

Explanation of terms

Network boundary protection

Essential to detect and prevent unauthorised – and possibly malicious – access to your systems, network boundary protection includes such things as firewalls, gateways and encryption.

Secure configuration management

An ongoing process, this protects the whole information system, including hardware and software from inappropriate modifications.

Access controls

These are methods to permit or deny requests to obtain information from, or otherwise use, IT systems.

Patch management

A patch is a software provider's way of updating security levels or fixing a computer program. Sometimes patches can cause problems, but by planning and managing the application of patches, difficulties can be avoided.

Asset inventory management

IT asset management allows better decisions to be made about hardware and software acquisition and distribution. It can help to save both time and money by ensuring the best use of resources.

Server monitoring

Keep everything running smoothly with server monitoring which includes performance management, storage capacity and utilisation. Highlighting issues early can prevent problems and allow planning for necessary upgrades.

Firewall, switch and access point monitoring

This protects your network from intrusions and allows access points that are causing issues for your users to be repaired.

Network configuration backup monitoring

This can help to protect your whole system's security and reliability. It gives the ability to diagnose problems and restore a fully functional network configuration in case of failure. It is particularly useful when planning changes.

Internet access monitoring

This allows the tracking of user activity, websites visited, server usage and downloads.

Website domain monitoring

This is used to monitor website uptime and performance. It can highlight technical issues, page loading problems and server response times. A monitored website allows issues to be addressed faster and leads to improved visitor experiences.

Server & PC backup monitoring

Windows server backup is a standard Windows feature but does not include the functionality to raise alerts. This service allows monitoring of the status and outcome of Windows backups. Additional server and PC backups can be monitored assuming that they are supported.

Extensive device support

A wide range of devices can be supported including smartphones, tablets, printers, monitors, laptops, desktops, servers, data storage and routers.

Real-time software updates

For vulnerable or critical systems, this gives the ability to perform live updates and fixes in software, providing essential continuity and responding to newly identified threats.

Threshold and state alerting

A method of monitoring system and hardware performance that allows maintenance and upgrades to be planned and which draws prompt attention to any imminent failures.

Traffic accounting system

Methods of measuring the flows of information throughout your network, which could be used to allow billing or to make evidenced based plans for network changes.

PC/Laptop backup monitoring

Ensuring that all information and systems, including those on remote PCs and laptops, are routinely and regularly backed up.

Asset auditing

A thorough and detailed listing of all IT infrastructure, hardware and software.

Software distribution

Ensuring the correct versions of software are installed on the right devices and upgraded whenever necessary.

Mobile device and tablet auditing

A thorough and detailed listing of all networked mobile and hand-held technology including tablets and smartphones.

Mobile device management

The application of security, passwords and usage restriction, including the ability to make amendments remotely.

Software usage statistics

Allows insights into uptake and usage of new software, and highlights problems with existing programs. Can help to define the number of software licences required or raise awareness of problems with user engagement.

USB device usage management

Allows your data to be protected from unauthorised copying to USB storage devices.

Incident response to cyber breaches

Our prompt and efficient response to any issues of breaches of cyber security can minimise the damage and provide effective strategies to protect against future attacks.

Urban IT Active Directory Active

Monitoring and management of user activity for insights, efficiency and threat detection.

Starters and leavers management

Controls the whereabouts of IT equipment throughout the employee life cycle. It ensures that new starters have the equipment they need to become productive and that security isn't compromised when anyone leaves.

Monthly vulnerability test

A monthly assessment of any weakness in a computer system or network, this allows proactive measures to be taken preventing serious or costly issues from developing.

