

Stay safe, secure and connected. Even while you sleep.

+ IT Support Packages

- Urban Standard Support
- Urban Advanced Support
- Urban Advanced Plus Support
- Urban Premier Support



System Monitoring & Maintenance

- Urban Standard Monitoring & Maintenance
- Urban Advanced Monitoring & Maintenance
- Urban Advanced Plus Monitoring & Maintenance



IT Support & Monitoring is at the Core of what we provide

At its simplest, IT Support means that something breaks and needs an IT expert to put it right. But there's a great deal of variation in the way in which IT experts offer their support. And because every customer is also different, it stands to reason that their IT needs will be too. There's an almost infinite variety of scenarios.

Despite the variety, we believe in keeping things simple. We offer four different IT Support packages. They're all fantastic, but the different options allow us to get a great fit with both your operational needs and your budget. Whichever package you choose, you will be supported by our friendly and experienced technical team who will take time to understand your business and your team's priorities. If there's an IT problem, we'll understand the impact on you and your people and know where to focus.

Our IT Support goes much further than being there for you in the event that a fault happens. We know the value of a proactive approach and offer monitoring and maintenance packages. These allow us to detect performance issues – and much more besides – and address them before they disrupt your processes. And like our support packages, we have various options to suit the demands of your systems. And here's the good news: because we recognise the importance of system monitoring, our Standard Monitoring Package is included free of charge when you choose any of our four IT Support packages.

The following pages show the breakdown of our packages in more detail so you can be sure you're making the right choice for your business.



IT Support



System Monitoring & Maintenance



Infrastructure and Cloud Services



Data Backup Services



Cyber Security Solutions



Telephony & Connectivity



IT Compliance



IT Consultancy

IT Support Packages



	Urban Standard Support	Urban Advanced Support	Urban Advanced Plus Support	Urban Premier Support
Unlimited remote support for your IT issues	✓	✓	✓	✓
Customer Service Area – drop in your faulty equipment for assistance	✓	✓	✓	✓
Procurement services to help you source new hardware and software	✓	✓	✓	✓
On-site support for your IT issues	✗	✓	✓	✓
PC & Laptop Configuration.	✗	✗	✓	✓
Regular scheduled on-site presence	✗	✗	✗	✓

If you select a package that has exclusions such as on site support and personal computer builds, help is still at hand when you need it, on a chargeable ad-hoc basis.

Procurement Management

Remove the headache of IT purchasing and stop worrying whether you have bought the right thing for your business needs – our support packages include Procurement Management.

Urban IT Solutions are not resellers or distributors of IT equipment, but we use our expertise and experience to purchase equipment and software on behalf of our customers. We have a dedicated solutioning and procurement team who specialise 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.

Unlike our competitors, we don't charge for our equipment solutioning or procurement services as we feel this service enhances the support relationship. We hope that any solutions designed on your behalf will be fulfilled by us if you choose to go ahead with a given project.

Customer Equipment Service Area

Regardless of which support package you choose from us, you can take advantage of our Customer Equipment Service Area for any faulty equipment needs. This allows you to drop in your laptop or desktop PC to us for assistance where remote support is proving to be a challenge – without incurring any on-site call out fees. We give this service the same high levels of priority as we would if we were looking at it remotely. See this as your own A&E department for your equipment.

With our Urban Advanced Plus Support package, you also have access to an additional service whereby you can drop off your own, new or non-faulty equipment for a new configuration build, or a change to the existing configuration, due to new users or new software introduction.

Security Breach Initial Response

If you are unfortunate enough to have a data breach that results in the introduction of a virus, we will isolate and remove it as part of any of our IT Support packages, just as long as you are up-to-date with your approved virus protection routine.

Monitoring & Maintenance Packages



Our monitoring and maintenance packages set us apart from our competitors and include important system procedures that quite often can get overlooked during the decision making process when choosing an IT Support Provider. We feel that this proactive aspect to our service is so important that we include our standard monitoring package free of charge with any of our support packages.

There are two further packages available, for those businesses who want help with security patch management and advanced checks on their server environment; some of which are a GDPR requirement. Ask for more information on the three packages below to make sure you choose the one that is right for your business.

	Urban Standard Monitoring	Urban Advanced Monitoring	Urban Advanced Plus Monitoring
Ensure system performance by monitoring the usage threshold of your managed devices (CPU, memory and storage)	✓	✓	✓
Internet uptime monitoring to ensure you remain connected wherever there's a public static IP address	✓	✓	✓
Maintaining an inventory of your managed devices and responding proactively to alerts	✓	✓	✓
The extra reassurance of comprehensive threshold monitoring: CPU, memory, storage, uptime, switches and firewalls – plus automated configuration of compatible managed switches and firewalls	✗	✓	✓
Website uptime monitoring	✗	✓	✓
Advanced checks of Windows services (e.g. Exchange, Web, AD, DNS, DHCP etc.)	✗	✓	✓
Maintain system security with Windows patch management for original equipment manufacturer (OEM) supported devices	✗	✓	✓
Bespoke monitoring of external system uptime where applicable	✗	✗	✓
Bespoke Windows services monitoring	✗	✗	✓
Expert third-party patch management for OEM supported devices	✗	✗	✓
Regular reviews including system health checks, asset inventories, connectivity reporting, security and vulnerability scans, and advice to minimise the risk of cyber-attacks	✗	✗	✓

Working with a Managed IT Service Provider couldn't be easier.

With a huge range of services on offer, we help you to select an approach that works best for your business.

Packages

Choose the IT Support, System Monitoring & Maintenance, Infrastructure and Cloud Service package that works best for your business.



Bolt-ons

Take a look at our selection of bolt-on services which you can utilise now or whenever you are ready.



Ad-hoc

Rest-assured we can help with your IT compliance and other IT consultancy needs.



Telephony & Connectivity

We are experts in Telephony and Connectivity too.



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.



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