



Unparalleled IT management



Beyond IT support



Flexible, affordable, managed IT services

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Discover what we're all about

Trust & Excellence

Consistently rated 'excellent' for more than 25 years, we empower SMEs in London and surrounding areas to thrive with flexible and affordable managed IT services.



Productivity & Security

LAN Support becomes an extension of your business, providing productivity, and security infrastructure and a comprehensive range of IT services.



Flexibility & Affordability

We create unparalleled value for our clients through combinations of monthly, annual, and bi-annual plans as well as discounts for part-timers or extra devices.



Convenience & Simplicity

We keep things simple so that you can focus on what matters; with easy onboarding, clearly itemised monthly billing, and a responsive, familiar support team.



Optimise for extreme value

Exactly what you need;
no more, no less

We believe that technology should adapt to your way of working, not the other way around. That's why all our plans are flexible, and there's a plan to suit every kind of business.

Flexibility & value

Play by your own rules with flexible terms

Secure the best value for your core personnel while also retaining flexibility for new hires. This is achieved by creating the perfect combination of subscription terms according to your workforce, preferences, and budget. Opt for monthly or yearly terms, or lock-in even better prices for 2 years to protect against inflation. We guarantee that our prices will not change during the contracted terms.

Unlock add-on plans for huge savings

Small businesses often collaborate with part-time contributors. We understand that it's unfair to pay full price for someone that only works one or two days per week. Add-on plans are for part time employees and offer up to 40% discount. To take advantage, book a consultation.

Affordable + effective = value

Affordable does not equal cheap. In fact, cheap services often turn out to be more expensive in the long-term. We bundle in essential security and backup features with every Office 365 account to keep you protected from cyber and human risk that often results in costly data breaches, legal issues, reputational damage, accidental file deletion, and so on.

Achieving the best possible value is a balance that requires considerable experience and expertise to achieve and maintain. We're constantly refining and innovating to create maximum value for our clients.

So, whether you are in a strictly regulated industry requiring advanced security and compliance solutions, or not and you're more interested in keeping the team optimally productive, we have the perfect plan for you.

Consider this example

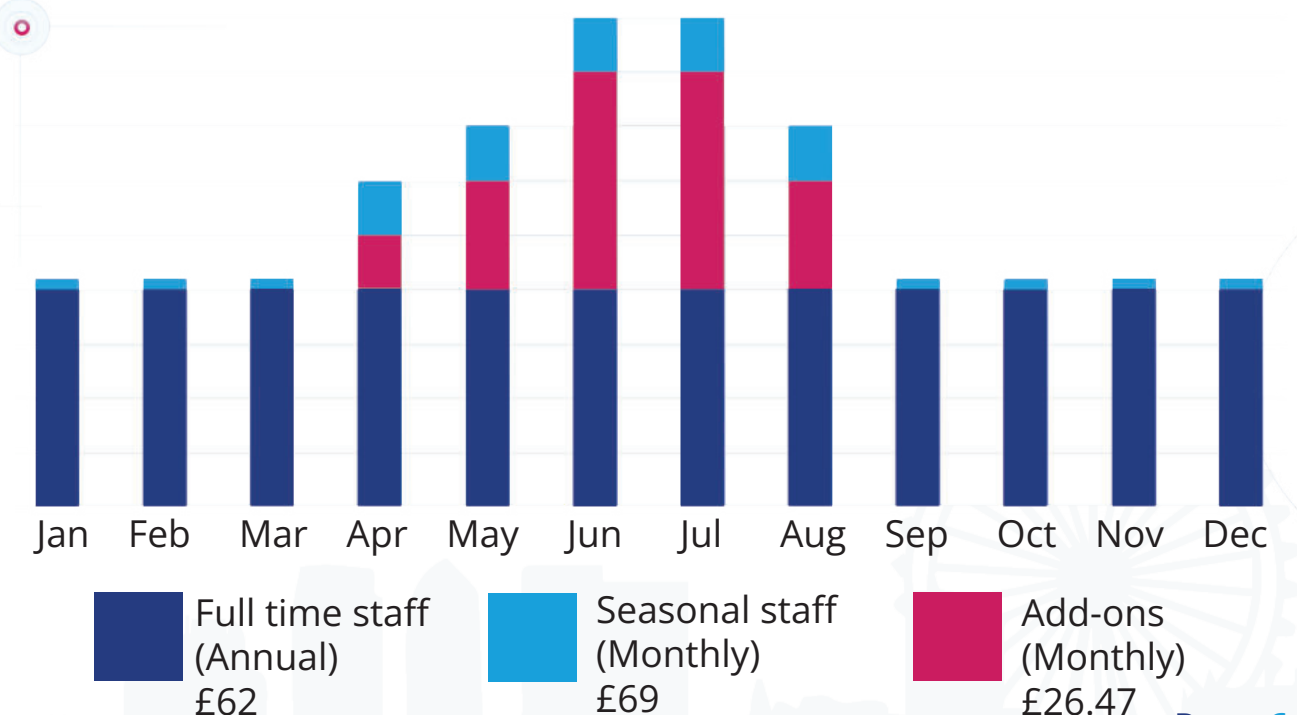


"I run a busy events company. We do a lot more business in the warmer months, so our head-count fluctuates significantly throughout the year. We have a total of 20 full-time staff, but during peak season our numbers can more than double! LAN Support's uniquely flexible approach saves us around 40% per year."

All staff on fixed
annual rate
£33,480 / year

Optimised
flexible rate:
£20,212 / year

Savings:
40%



Relax, you're in good hands

LAN Support are committed to building upon industry best practices to provide the highest quality products and services, which we believe is key to creating exceptional client experiences.

We prioritise transparency, providing comprehensive and clear information about all our services and policies, and welcome feedback and suggestions, reviewing them monthly to make sure we're always performing at our best.

Our support plans come with a designated account manager who will ensure timely and effective communication and coordination of your requests.

There's nothing like a great welcome

We make your new hires confident and comfortable in their new work environment with a comprehensive orientation service that covers all the essentials. Let our experts guide you through a personalised tour of their new systems and tools while assessing their security knowledge and IT skills. Demonstrate your commitment to their success and well-being by helping them to hit the ground running!

Easy singular billing with 30-day credit

Free yourself and your team from processing multiple invoices and tracking IT spend. Our simple and clear invoicing allows you to quickly understand your IT spend with a single itemised monthly bill.

"Life's too short for frustrating technology!"

Stephen Johnson, director



Ticketing, communication, and closing the loop, every time

There's nothing more frustrating than not hearing back about your issue and not having a reference. We employ the very best in ticketing and support systems, and helpdesk best practice to ensure that this will never happen, delivering a first-class experience every time.

Full consumption and license management

Let us take care of managing licences, monitoring usage, and renewals. Our team of experts monitor your license portfolio, and optimise it according to your needs, saving a good deal of hassle and often money too, as you'll never pay for an unused service again!

Free onboarding it's easier than you think

We know that changing your IT support provider can seem daunting, and once it was, but over the last few years it has become much simpler, in fact it's become very simple.

The cloud has made the IT market more competitive and accessible, and a transition that used to take months can now be completed within days.

Switch your IT service provider faster, easier and with minimal or no extra cost with our smart IT support plans.

Your onboarding consultant will work closely with you and your team to understand your needs, expectations, and timelines.

Then they will handle the entire process of migrating your licensing, data, and IT services to our platform, saving your valuable time.

Your friendly consultant will provide updates and give feedback throughout the process.



As part of our service, your employees will receive a welcome notification and comprehensive information on how to access and use our helpdesk, file sharing services, security awareness, policy management, your client portal, and many other features that we offer. We will also provide training and support to help your employees get the most out of their new IT suite. Our goal is to make the transition as easy and seamless as possible for you and your employees.

Once fully onboarded, your onboarding consultant will introduce you to your account manager, who will be your main point of contact for any future questions or needs. They'll also keep you informed of any new developments or opportunities that may benefit your business. Our account managers are often praised for their excellent service and support, often going above and beyond to reach the best possible outcomes.

Q: How long does migration take?

A: It depends on the amount of data your organisation keeps, on average it takes a few days, but if you have more than 100 users it could take around 4 weeks.

Q: Will there be any downtime when onboarding?

A: Very little. On average downtime is limited to 20 mins or less per user.

Essentials plan overview:

What's included in your new plan?

The Essentials

Empower your frontline workforce to do their best work with essential support, productivity apps and cloud services.

From **£49**/month per employee T&Cs apply



Includes:

- ✓ Helpdesk support Mon - Fri 08:00 - 17:00
- ✓ Secure configuration of Office 365 Business Standard
- ✓ Spam filtering & archiving
- ✓ OneDrive & SharePoint
- ✓ Multi-factor authentication (MFA)
- ✓ 365 cloud data backup
- ✓ Starters, movers & leavers
- ✓ Patch management
- ✓ Remote monitoring management (RMM)
- ✓ Endpoint detection & response (EDR)

Plus new starter welcome & intro training

Add-on plans

Add-on plans are intended for those operating shared mailboxes such as hello@companyname.com, for secondary devices linked to a primary plan, or for clients who employ part-time employees such as book keepers, HR managers and digital marketers.

These plans are charged by month only and are cheaper (from £8.95 to £48.40 per month), but do not include all the benefits of a primary plan. You can purchase a maximum of one add-on plan for every four primary plan subscriptions.

If you require add-on plans get in touch, we'll explain about how they work, understand what services you require, and advise the best options for you to choose from.



Additional value with add-on plans: for shared mailboxes or extra devices

Add-on plans are a fantastic way to save if you use shared mailboxes such as hello@companyname.com, if you have secondary devices linked to a primary plan, or if you have part-time employees such as book keepers, HR managers, or digital marketers. These plans are charged by month only and do not include all the benefits of a Primary Plan.

You can purchase unlimited additional devices, shared mailboxes, and plans 1,2 and 3, but there is a maximum ratio of 4:1 primary plans to add-on plans on Plans 4 - 9. Please ask your account manager for guidance or clarification.

Plan	Cost per month	Mailbox security						Device security			Email		Cloud file sharing				Productivity apps				
		Advanced spam filtering	Data backup	Security incident and event management (SIEM)	Multi-factor authentication (MFA)	Track and trace	Email forwarding advisor	Updates and patch management	Security assessments	Managed detection and response	Outlook (online only)	Outlook	OneDrive	SharePoint	Cloud file server	Advanced cloud file server	Teams	Word	Excel	PowerPoint	OneNote
Additional device	£8.95							✓	✓	✓											
Shared mailbox	£5.60	✓	✓																		
Temp/contractor- Plan 1	£14.35	✓	✓	✓	✓						✓										
Temp/contractor- Plan 2	£18.35	✓	✓	✓	✓							✓	✓	✓			✓				
Temp/contractor- Plan 3	£32.38	✓	✓	✓	✓	✓	✓					✓	✓	✓			✓	✓	✓	✓	✓
Temp/contractor- Plan 4	£26.47	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓			✓				
Temp/contractor- Plan 5	£40.50	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓			✓	✓	✓	✓	✓
Temp/contractor- Plan 6	£37.18	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓		✓				
Temp/contractor- Plan 7	£42.18	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓		✓	✓				
Temp/contractor- Plan 8	£48.40	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓		✓	✓	✓	✓	✓
Temp/contractor- Plan 9	£53.40	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓

Starters, movers, and leavers made professionally simple

The process of dealing with starters, movers, and leavers is handled by our onboarding team, saving you time, money, and resources while ensuring compliance with security and data protection regulations. From removing user accounts, devices, software licenses, and access rights to security and protection policies, we've got you covered.

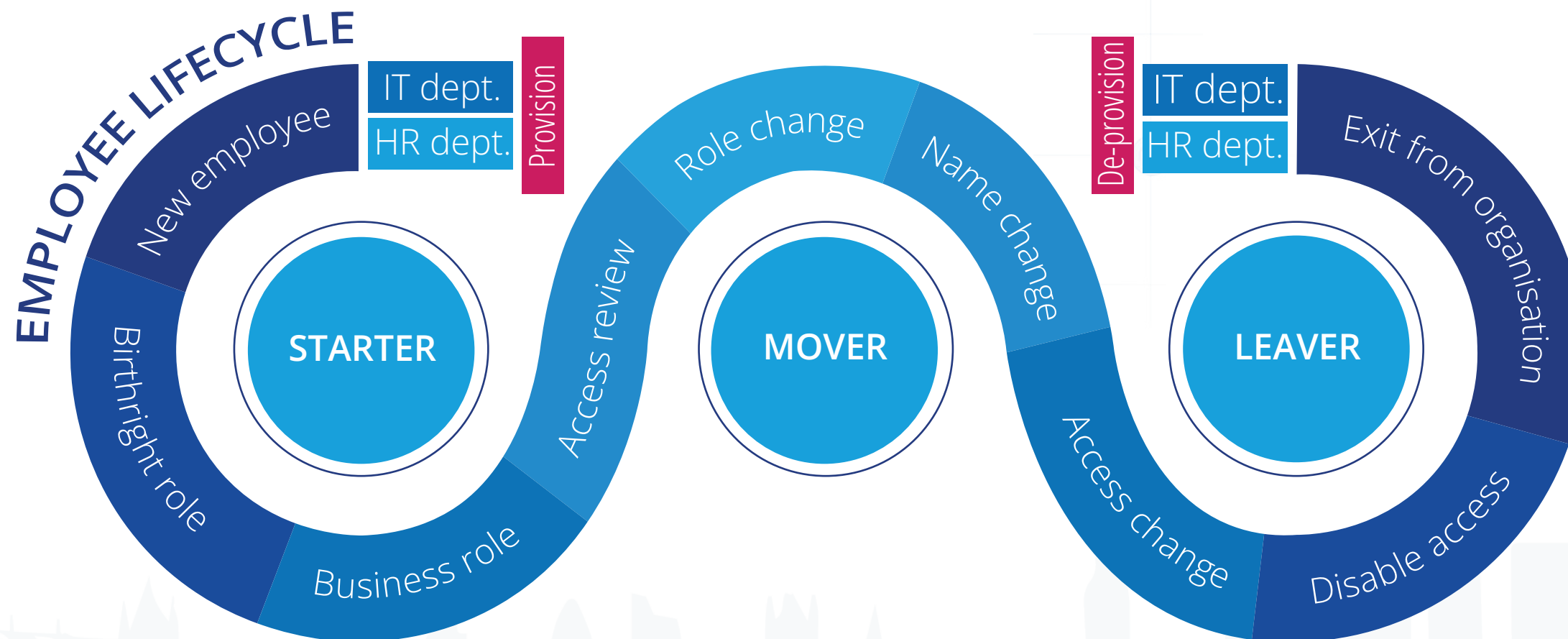
By outsourcing the starters, movers, and leavers process (included in our premium plans) to LAN Support, you benefit from a streamlined and standardised service that reduces the risk of human errors, data breaches, and compliance violations. Let us do the heavy lifting when it comes to starters, movers, and leavers!

So that everything goes smoothly, we will need to stay in close contact with the primary contact at your organisation. We'll need your internal policies and procedures that relate to starters, movers and leavers.

There are times when you'll need to provide some information, specifically a new starter's name, role, department, start date, and any specific IT requirements they may have.

This can be done via our **online portal**, for which you'll have your own account. Based on this information, we create the relevant accounts, assign devices, install the correct software and grant the appropriate access rights. Our team are ready to provide any training and support to your new starters on how to use their new systems and software.

Similarly, when an employee leaves your organisation, we will need to know the employee's name, role, department, end date, and any data or devices that need to be returned or transferred. Based on this information, our team can deactivate or delete the user account, revoke the access rights, uninstall the software licenses, and collect or wipe the device. Our team also needs to ensure that any sensitive or confidential data is securely erased or archived.



Professional procurement service: much more than just purchasing

Procurement is an end-to-end process that includes activities such as planning, negotiating pricing, purchase requisitions, purchase orders, inventory control, and distribution.

You may be tempted to shop around for the lowest prices when you need to buy online, and that's fine for some items that are not very important, like a corkscrew or a flashlight for personal use.

But when your business's reputation is on the line, your new technology needs to be flawless. New hires need to be impressed, movers need to feel valued, and you need to focus less on saving money and more on providing a higher standard of service to your team and ultimately your customers.

From the procurement of a single laptop to hundreds of endpoints, we are proud to offer a superb procurement service that takes advantage of our access to most of the top brands in the tech market. Whether you need laptops, switches, or any other IT devices, we have hundreds of thousands of options from leading manufacturers such as Dell, HP, Lenovo, Cisco, Microsoft, Adobe, and Egnyte, among others.

How it works

Your designated account manager will work with you to understand what tech you need and when you need it to arrive.

They will then provide you with a competitive quote.

We'll ensure that your devices are configured to your specifications, and then delivered directly from our lab to your team member for when they need it.

Finally, they'll follow up with a friendly call to make sure that everything is as expected.

This white-glove service is available whenever the need arises, just call or email your account manager.



Advice



Sourcing



Quotation



Order
processing



Configuration
& setup



Compliance
with
business
protocol



Arranged
time
delivery



Confirmation
of delivery &
acceptance

Outstanding IT help desk support

In today's business environment, a **responsive, efficient, and dependable** IT helpdesk support team is *crucial* to operational success.

Here's what makes our UK-based helpdesk teams market leaders:

Flexible opening hours

You can reach us from 08:00 to 18:00 Monday to Friday as standard, or from 08:00 to 22:00 with selected plans.

Guaranteed responsiveness

Usually, we'll log a ticket and begin solving your issue from the moment you call us. In the unlikely event that everyone in your technical support team is unavailable, you are protected by our SLA, which guarantees first response time is less than 10 minutes.

Support for all technical issues

We provide support for all technical issues related to Office 365 and hundreds of other applications and hardware devices. Whether you need help with installation, configuration, troubleshooting, migration, integration, backup, recovery, or security, we have you covered. We can also advise you on the best practices and solutions for your IT needs.



Designated support teams

You'll be assigned to one of our IT support teams, each consisting of only six technical experts who have extensive knowledge, skills, and experience in various domains of IT. Great for continuity as you'll speak to the same experts every time.

Our client portal

We provide user and manager access to a range of services. Use the portal to create, update and close tickets, manage user accounts, and request other services as needed. The portal is a convenient and secure way to communicate with us and monitor your IT needs.

Latest remote monitoring and ticketing systems

We use state-of-the-art remote monitoring tools and ticketing systems to provide you with a closed loop communication solution. You can easily submit, track and manage your support requests online, and receive updates and feedback from our support team in real time.

We also proactively monitor your IT infrastructure and systems, to detect and resolve potential problems before they affect your operations.

Office 365 subscriptions included in every plan



If you're already using Microsoft Office 365 Basic, Standard, Premium or Enterprise, our support team will simply change the Partner of Record (POR) number to our own, giving our team full administration and management over your 365 tenant. Then we manage users to keep your Office 365 account secure.

In our Essentials, Premium, and Premium + plans, you will receive:

- **An Office 365 Business Standard license** included in your plan at no extra cost. That means you don't have to worry about paying separately for your Office subscription or managing multiple bills.
- **A designated helpdesk support team** that can assist you with any issues or questions related to Office 365. Whether you need help with installation, activation, configuration, troubleshooting, or training, we are here to help you get the most out of your Office 365 experience.
- **A guarantee of 99.9% uptime** for your Office 365 services. You can rest assured that your data is safe and secure in the cloud and that you can access it whenever you need it.

Office 365 Business Standard is a powerful solution that can help you boost your productivity, collaboration, and communication. It is also a cost-effective option that can save you both time and money.

Please note that each plan comes with one mailbox. If you require additional mailboxes, then please let us know and we can add these to your itemised monthly bill at an additional mailbox charge.



Office 365 secure cloud backup



Microsoft does **not** provide a comprehensive backup solution for your data.

Office 365 is a powerful cloud-based platform that enables businesses to communicate, collaborate, and create content with ease. However, many users may not be aware that Office 365 does not provide a comprehensive backup solution for their data. In fact, Microsoft only guarantees the availability of its services, not the protection of its customers' data. That means that if users accidentally delete, overwrite, or lose access to their data due to ransomware, malicious attacks, or human error, they may not be able to recover it.

That's why we include a continuous subscription to SkyKick Backup with all premium plans. Its cloud-native backup solution offers the most complete and intelligent data protection for Office 365.

Benefits of Skykick Backup

- Secure your hybrid work environment with automated data protection
- Recover your data quickly with granular and point-in-time restore
- Share insights on data growth and protection trends
- Save time and money with auto-scaling storage and groups management
- Boost employee trust and compliance with enterprise-level certifications and zero data misplacement risk

SkyKick Backup covers all the productivity data in Office 365, including Exchange Online, SharePoint Online, OneDrive for Business, Microsoft Teams, and Planner. It also supports public folders and shared mailboxes.

SkyKick Backup performs up to six backups per day and stores the data in Microsoft Azure Global Data centres. We will be able to access and restore your data anytime and anywhere through an intuitive web portal.

The advantages of using SkyKick Backup are clear:

Clients can ensure uninterrupted data accessibility, avoid data loss and disruption, and enhance their productivity and performance.

The disadvantages of not having any backup are equally evident:

Clients can face data loss and corruption, business downtime and reputation damage, legal and regulatory risks, and customer dissatisfaction.

Microsoft's responsibility	MICROSOFT GLOBAL INFRASTRUCTURE	Office 365 data replication cc to DC geo-redundancy	Infrastructure level	Role as data processor
	Uptime of the Microsoft Office 365 Cloud Service	Recycle bin Limited, short term data loss recovery (no point-in-time recovery)	Physical security Logical security App-level security User/admin controls	Data privacy Regulatory controls Industry certifications HIPPA Sarbanes-Oxley
Your responsibility	YOUR OFFICE 365 DATA	Office 365 backup A copy of your data should be stored in another location	Data level	Role as data owner
	Access and control of your data residing in Office 365	Full data retention ST< retention filing any/all policy gaps granular and point-in-time recovery options	Internal: Accidental deletion, malicious insiders, employee retaliation, evidence handling External: Ransomware, malware, hackers	Comply with corporate and industry regulations Demands from internal, legal, and compliance officers

RMM and patch management: monitoring for optimal performance

Remote Monitoring and Management (RMM) services are essential for ensuring the optimal performance and security of your IT infrastructure. With RMM, we proactively monitor and manage your devices, networks, applications, and data from our centralised dashboard. From there, we also automate tasks such as patch management, backup, antivirus, and more.

Patch management is the process of updating your software with the latest security patches and bug fixes. This helps us to protect your systems from cyberattacks, improve functionality, and reduce downtime.

We use a leading RMM platform that offers comprehensive patch management capabilities. With it, we scan your devices for missing patches, schedule patch deployments weekly, customize patch policies, and generate reports on patch status. We also leverage cloud-based architecture, which allows us to manage your patches from anywhere, anytime.



Our RMM services are powered by N-able, allowing you to enjoy the benefits of a secure, efficient, and reliable IT environment:

- Improved security and compliance: Keep your systems up to date with the latest patches and prevent cyberattacks, data breaches and regulatory fines.
- Enhanced performance and stability: Avoid system crashes, errors and slowdowns caused by outdated or incompatible software.
- Reduced operational costs: Automate patch management and free up your IT staff from tedious and repetitive tasks.
- Increased productivity and satisfaction: Minimise disruptions and ensure a smooth user experience for your employees and customers.



Multi-layered spam filtering:

Keeping your inbox safe & organised

One layer is not enough

Microsoft Office 365 offers a basic level of protection against spam and phishing emails, but it may not be enough for your business needs. Spam emails can be annoying, distracting, and potentially dangerous, as they may contain malware, ransomware, or fraudulent links.

In fact, more than 90% of cyber-attacks begin with an unsolicited email. That's why we provide an additional spam filter in addition to the built-in one in Microsoft Office 365.

An additional spam filter makes your email communication more efficient, reliable, and secure. You also save time, money, and resources by reducing the amount of spam emails that reach your inbox and require your attention.

An additional spam filter is a smart investment for your business that can boost your productivity, performance, and profitability and that's why we have included this in your plan.

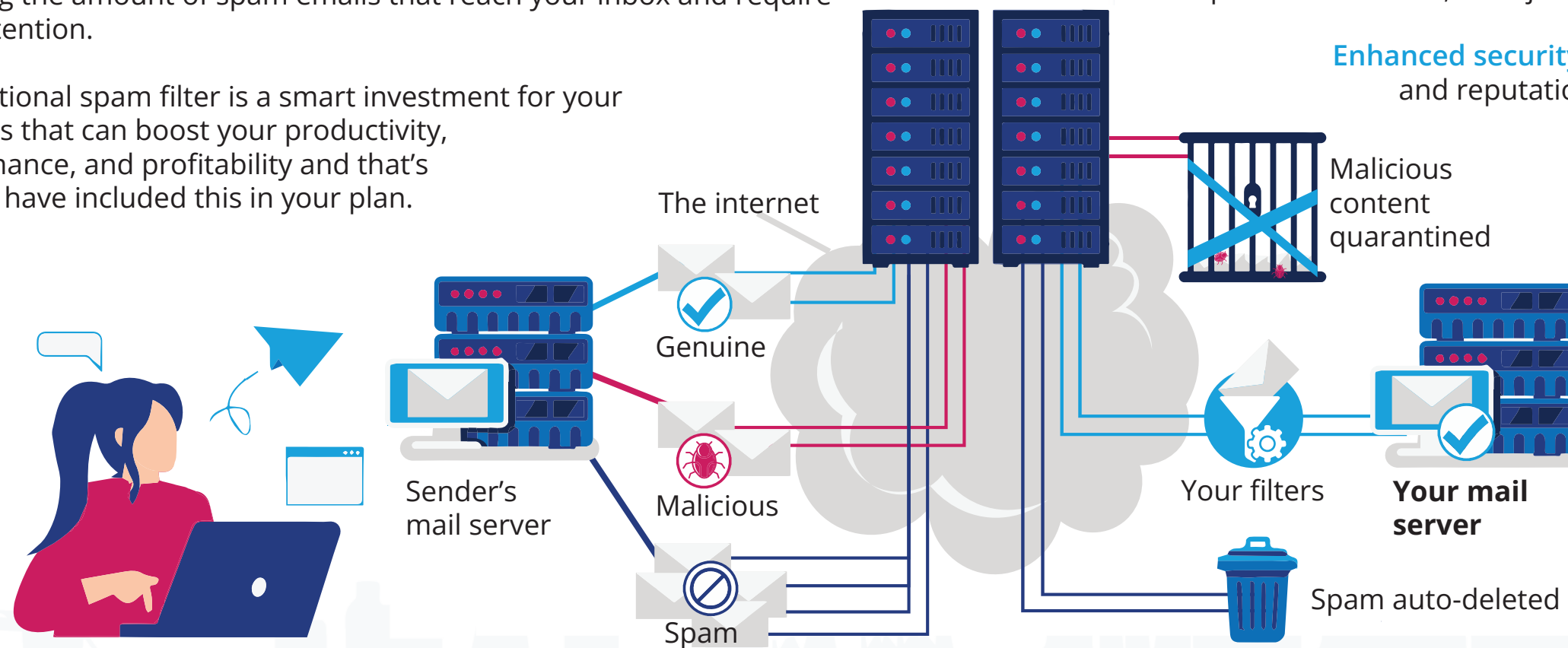
What are the benefits?

An additional spam filter provides better protection, as well as more advanced features and benefits, such as:

Higher accuracy and fewer false positives: Our additional spam filter uses more sophisticated algorithms and machine learning to detect and block spam emails more accurately, while minimising the risk of legitimate emails being marked as spam.

Greater control and customisation: More options and flexibility means we can configure your settings, preferences, and policies, such as whitelisting and blacklisting domains, senders, or keywords, setting up quarantine folders, or adjusting the sensitivity level of the filter.

Enhanced security and compliance: Protect your data and reputation from cyberattacks and breaches, as well as complying with industry standards and regulations, such as GDPR, HIPAA, or PCI DSS.



Endpoint detection and response:

Keeping your devices safe

Endpoint detection and response (EDR) is a vital component of any modern cybersecurity strategy.

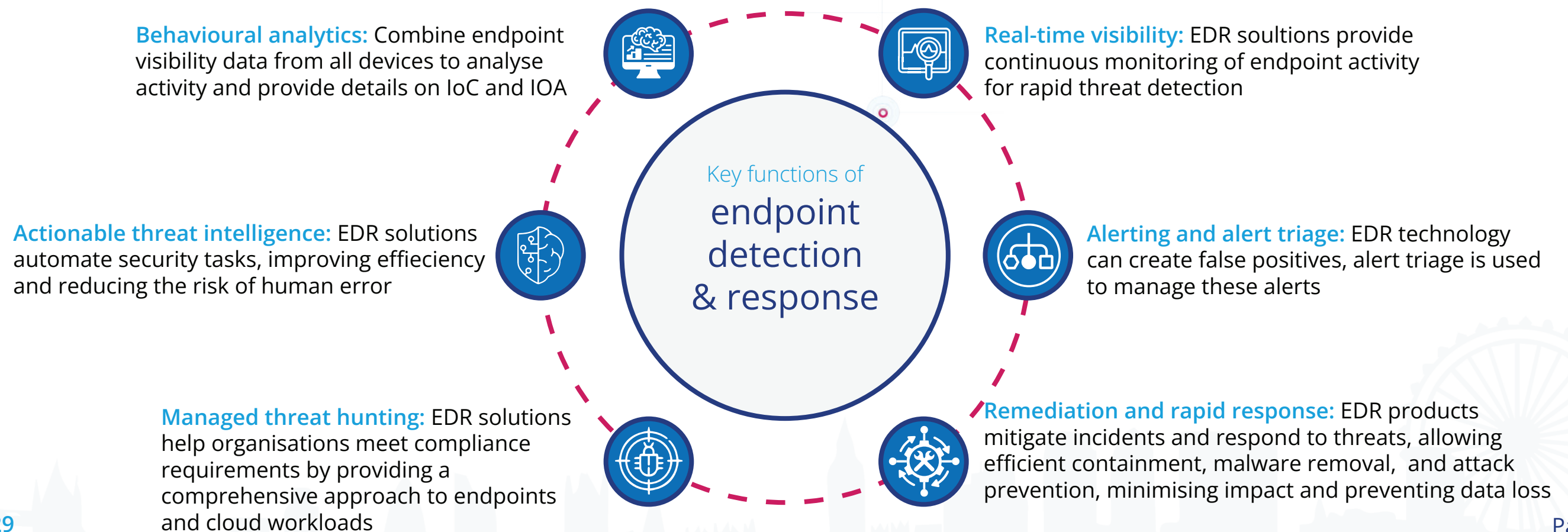
Endpoint detection and response (EDR) is included in all our IT Support Plans as standard. EDR is a technology that monitors and analyses the activity and behaviour of endpoints, such as laptops, desktops, servers, and mobile devices, to detect and respond to potential threats.

Rapid response: EDR enables us to quickly contain and remediate threats. It automatically isolates infected devices, blocks malicious processes and delete malicious files, and it even provides actionable guidance on preventing future attacks.

Improving visibility: EDR gives our team a complete view of your endpoints, we identify suspicious or malicious activity, as well as any vulnerabilities or misconfigurations.

Enhancing detection: EDR uses advanced techniques, such as machine learning, behavioural analysis, and threat intelligence, to detect known and unknown threats. EDR can also correlate data from multiple sources, to give a holistic picture of the threat landscape and alert you of incidents.

However, managing EDR can be challenging for many businesses, especially those with limited IT resources or expertise. That's why we offer a managed EDR service that takes care of all the aspects of EDR for you.



Frequently asked questions

Are there any additional or hidden charges?

The price you pay each month includes everything from initial onboarding, monthly license fees including Microsoft Office 365, account management, and great IT support. You pay one flat rate for all these benefits.

Can I add or remove services from the packages?

We are happy to customise our packages to suit your needs if you are already part way through a subscription period with another supplier. However, we encourage our clients to make best use of the plans and services we offer. Our team can easily remove services, such as Office 365 and security applications, from your subscriptions lowering the overall cost for a temporary period.

What type of support is offered?

Technical, account management, and consumption. We provide real-time human IT support for 1000s of various issues including applications, security, data recovery, networking and starters and leavers. You can also contact our helpdesk by phone, chat, or email and get guidance on "how-can-I" questions to use any application, or ask to advise on the latest technology. Our technical team is available to all your employees directly.

How do we contact the helpdesk?

Phone, email, webchat, and the client portal.

Will you manage all our IT needs and third parties?

The answer is most likely yes, but to be sure we will complete a site survey and let you know prior to commencement if there is anything we cannot help you with. We will act as your IT team, manage all third parties, and act as your IT Manager.

Will you backup our files and folders and keep them safe?

We take data security very seriously. Our partners only use industry-standard encryption methods to protect your data both in transit and at rest. They also comply with various regulations and standards, such as GDPR, HIPAA, SOC 2, and ISO 27001.

Do you backup our email and contacts in Office 365?

We use SkyKick Backup for your email and contacts. SkyKick Backup is a cloud-based service that automatically backs up your data every day and keeps it secure in our data centres. You can restore your data anytime, anywhere, with just a few clicks. SkyKick Backup protects your data from accidental deletion, corruption, ransomware, and other threats.

Is there any downtime when onboarding?

Onboarding will be completed by one of our dedicated onboarding consultants. They will provide you step-by-step details of what to expect and how long it may take and what interruptions there maybe. As most services are cloud-based user interruption is typically limited to just 20 minutes per employee.

Who will deal with our support tickets?

We expect you will want to deal with the same IT support agents each time you need help. Therefore, each client is assigned a team of 5 IT support experts plus an account manager to keep continuity, so you know who you're talking to each time you call.

Do you supply Laptops, PCs, and other hardware?

We supply laptops, desktops, printers, firewalls, switches, and much more. We have access to over 10,000-line items from all the major suppliers such as Lenovo, DELL, HP, and Cisco, many on next day delivery. In addition to this we can arrange full setup, delivery, and installation for starters, leavers, and upgrades.

Can I cancel anytime?

We offer both monthly and annual subscriptions. Our subscriptions automatically renew at the end of the billing period, which means it renews monthly (if you're on the monthly plan) or each year (for annual plans). To prevent your subscription from automatically being renewed you will need to provide 3 months notice prior to the renewal date on our annual plans. You may take a mixture of both monthly and annual plans on the same tenant.



Agreement durations explained: finding the right mix for your business

Get in touch for more advice

If you are looking for reliable, efficient, and cost-effective IT support and managed services for your business, you may be wondering what agreement duration is best for you. There are different options available: Biannual, annual, and monthly, and each one has its own benefits and drawbacks. In this section, we will explain the advantages and disadvantages of each option and how you can choose the best one, or the best mix for your needs.

Biannual agreement: This is the most long-term, cost-effective, and stable option. It offers you the lowest monthly fee, the highest priority of service, and the most comprehensive coverage of IT issues. With a biannual agreement, you can enjoy peace of mind knowing that your IT systems are in good hands for a long time. You can also save money by locking in a fixed rate that will not change for the duration of the contract. A biannual agreement is ideal for businesses that have a clear vision of their IT needs and goals, and that do not expect major changes in their operations or staff.

Annual agreement: This is a shorter and more flexible option. It offers you a lower monthly fee than a monthly contract, but a higher one than a 2 year contract. It also offers you a high priority of service, but not as high as a 2 year contract. With a 1 year agreement, you can still enjoy reliable and efficient IT support and managed services, but with more room to adjust your contract if your needs change. You can also benefit from a fixed rate for the duration of the contract, but with the possibility to renegotiate it after one year. A 1 year agreement is ideal for businesses that have some stability in their IT needs and goals, but that also want some flexibility to adapt to changing circumstances or opportunities.

The Essentials		
	Biannual	£42 Paid monthly
	Annual	£44 Paid monthly
	Monthly	£49 Paid monthly

Monthly agreement: This is the most short-term and variable option. It offers you the highest monthly fee, the lowest priority of service, and the least coverage of IT issues. With a monthly agreement, you can have access to IT support and managed services on demand, but without any long-term commitment or guarantee. You can also pay as you go, but with the risk of fluctuating rates depending on the market conditions or the availability of service providers. A monthly agreement is ideal for businesses that have unpredictable or variable IT needs and goals, and that want to have maximum control over their IT budget and decisions.

Mixed term agreement: We understand that different businesses have different IT needs and preferences, and that sometimes it is not easy to choose one option over another. That is why we offer a mixture of terms for our clients, if 75% of subscriptions are on a longer term then 25% can be variable on monthly plans. This means that you can benefit from the advantages of a 2 year term contract while retaining the flexibility to still scale with your business as staff come and go. For example, you can sign up for a 2 year agreement for your core IT systems and staff, and then add or remove monthly subscriptions for your temporary or seasonal projects or employees. This way, you can have the best of both worlds: stability and flexibility.

Transparent plan costs: Stay informed and in control

At LAN Support, we believe in providing our customers with the best IT solutions for their business needs. We also believe in being transparent and honest about the costs of our services, so that our clients can make informed decisions and build trust in us as their IT partner.

One of the ways in which we do this is by breaking down our plans into categories, each with a clear and fixed monthly fee. Our plans are designed to cover all the essential aspects of IT for any business such as:

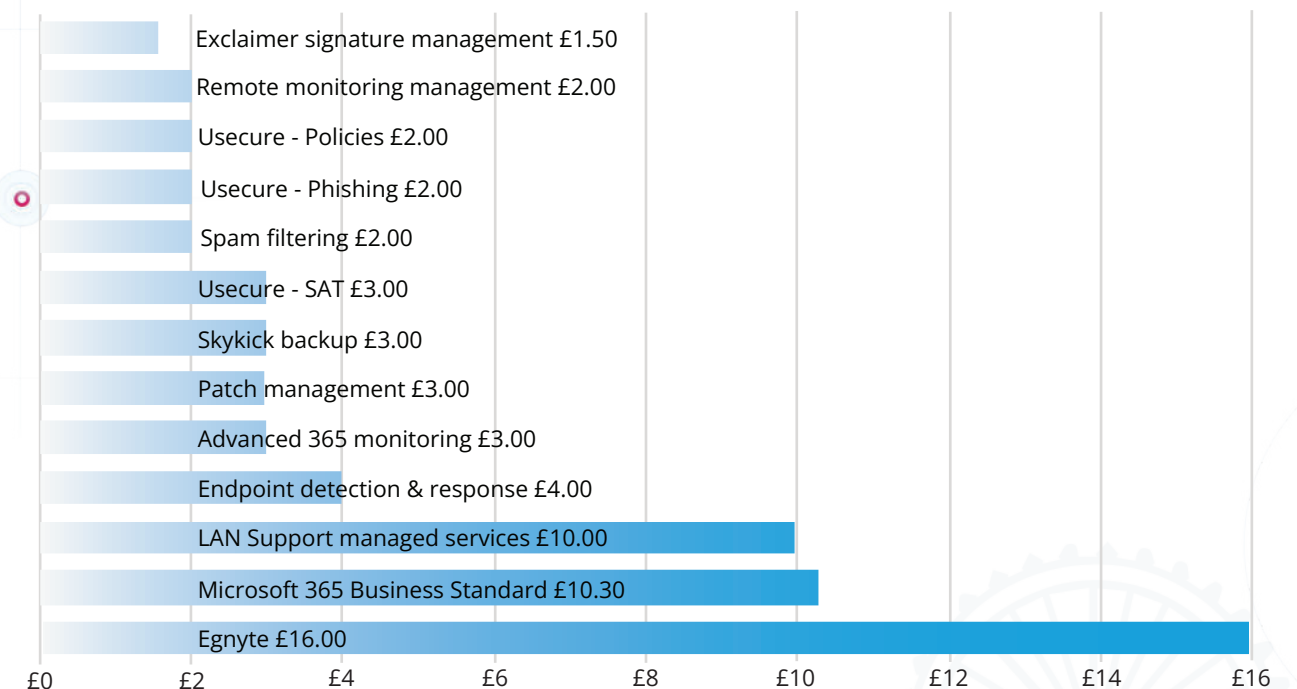
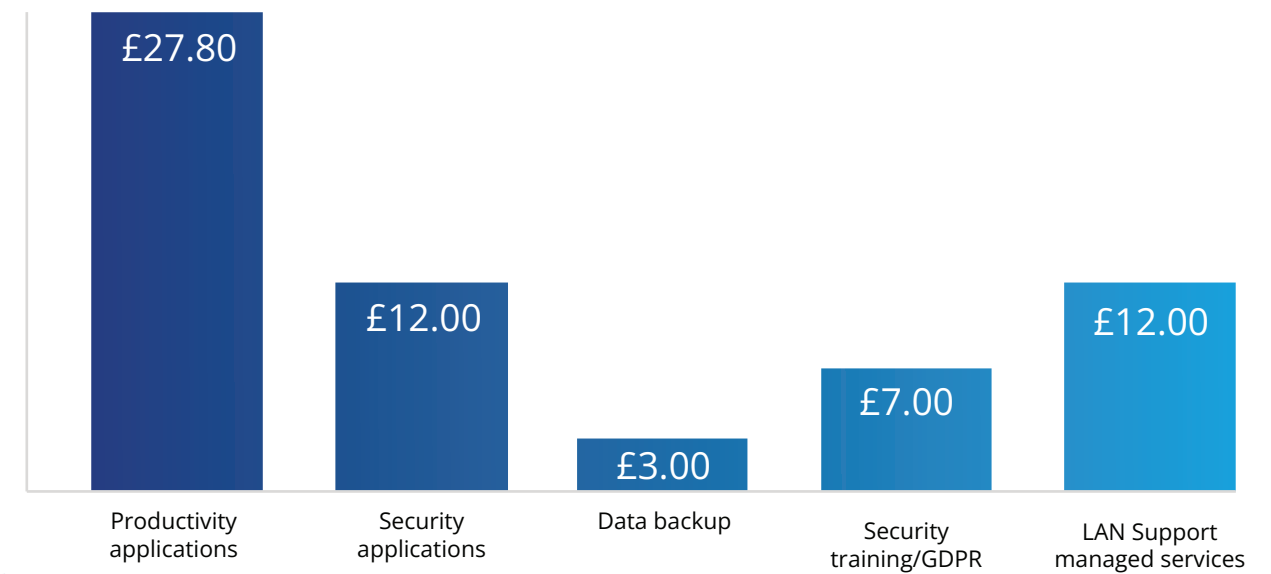
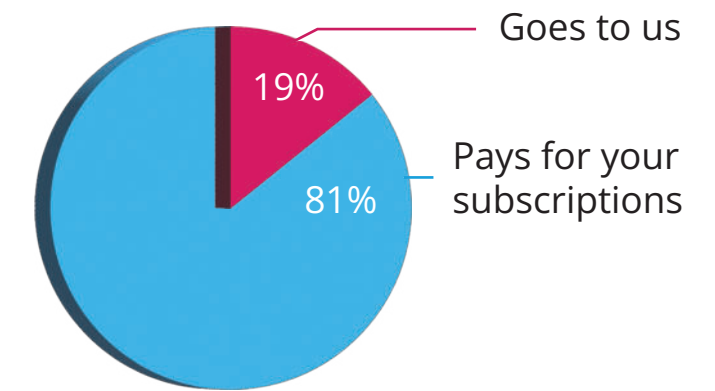
Productivity applications: These include popular tools like Office 365, cloud file server, and other software that help you work efficiently and collaboratively.

Security applications: These include advanced solutions like EDR, SPAM filtering, 2FA, and other software that protect your data and devices from cyber threats.

Data backup: This includes reliable and secure backup solutions like Skykick, which ensure that you can recover your data in case of any disaster or loss.

Security training: Comprehensive and engaging training programs like security awareness, simulated phishing, and policy management, which help you educate your staff on how to avoid and respond to cyber-attacks.

Helpdesk services: Our expert and friendly UK-based support team are available to assist you with any IT issues or queries.



*Costs shown represent the Premium plan at the time of writing and may change, however, we will not change the amount we charge you once you have signed an agreement.

Pick from our powerful plans: Make your stack match your style!

We make sure our plans punch well above their weight by including only what is most practical and valuable for organisations of various types and sizes across different industries.

You might find that your needs and budget suit one type of plan in particular, if you have any specific needs the chances are that we can come to an agreeable solution - just give us a call, email, or book a consultaion on our website,

If you would prefer a pay-as-you option, we have you covered with our block hours scheme, just ask or visit our website for more information.

Finally, don't forget that we offer add-ons for part-time staff or extra devices. Get in touch to find out how much you could save.

*Prices shown are correct at the time of writing but may change, however, we promise that once you sign up prices will not change.

The Secure

Protect, secure and update your devices with core managed IT security.

Duration	Monthly fee
1 month	£13
1 year	£11
2 year	£9

Microsoft 365 license not included

The Secure plan includes:

- ✓ Patch management
- ✓ Remote monitoring management (RMM)
- ✓ Endpoint detection and response (EDR)

The Essentials

Empower your frontline workforce to do their best work with essential support, productivity apps and cloud services.

Duration	Monthly fee
1 month	£49
1 year	£44
2 year	£42

Microsoft 365 Business Standard

Everything in Secure, plus

- ✓ Helpdesk support
- ✓ Secure configuration of 365 Business Standard
- ✓ OneDrive & SharePoint
- ✓ Desktop versions of 365 apps
- ✓ Business spam filtering & email archiving
- ✓ Multi-factor authentication (MFA)
- ✓ 365 cloud data backup
- ✓ Impossible login ticketing & alerting
- ✓ Starters, movers, and leavers

The Premium

Get best-in-class IT service desk, productivity apps, core security and compliance capabilities.

Duration	Monthly fee
1 month	£69
1 year	£62
2 year	£59

Microsoft 365 Business Standard

Everything in Essentials, plus

- ✓ Unlimited helpdesk support
- ✓ Microsoft 365 advanced monitoring
- ✓ Office 365 'track & trace' centre
- ✓ Egnyte Cloud File Server
- ✓ Security awareness training
- ✓ IT policy management
- ✓ Threat protection simulations
- ✓ Dark web monitoring
- ✓ Designated account manager
- ✓ Cybersecurity GAP analysis

The Premium +

Includes Egnyte's advanced cloud collaboration suite with better threat detection, double the storage and maximum file size, as well as onsite support.

Duration	Monthly fee
1 month	£85
1 year	£76
2 year	£69

Microsoft 365 Business Standard

Everything in Premium, plus

- ✓ Egnyte's Advanced File System
- ✓ Managed phishing campaigns
- ✓ Hyper-targeted spear-phishing
- ✓ Client success security manager
- ✓ Supportive and active campaigns to encourage participation
- ✓ New starters, movers, and leavers fulfilment
- ✓ Supportive and active campaigns to encourage participation
- ✓ New starters, movers, and leavers fulfilment
- ✓ Next day onsite support
- ✓ Professional email signature management

The Regulator

Increase productivity with state-of-the-art productivity applications, security and professional management solutions, plus cyber essentials certification and onsite support.

Duration	Monthly fee
1 month	£155
1 year	£139
2 year	£125

Microsoft 365 E3

Everything in Premium +, plus

- ✓ Egnyte's Enterprise Lite System
- ✓ Secure configuration of Microsoft E3
- ✓ Regular IT manager meeting
- ✓ Password management
- ✓ Cyber Essentials certification
- ✓ Monthly reporting
- ✓ Extended opening hours
- ✓ Advanced threat protection
- ✓ Regular deskside support

The Complete

Bleeding-edge productivity and security, Cyber Essentials Plus certification, comprehensive compliance solutions, smart management tools and consultancy.

Duration	Monthly fee
1 month	£195
1 year	£175
2 year	£158

Microsoft 365 E3

Everything in Regulator, plus

- ✓ Egnyte's Enterprise System
- ✓ Cyber Essentials Plus
- ✓ GDPR readiness certification
- ✓ CTO consultancy

Microsoft Teams phone systems: Boost collaboration & stay connected



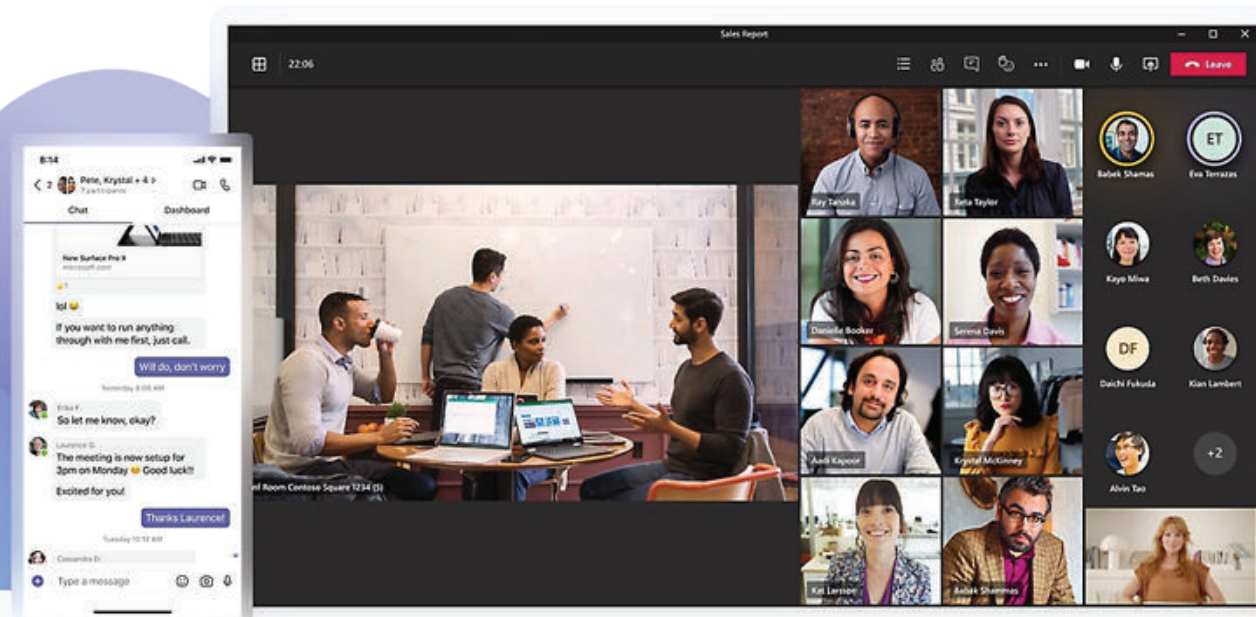
Microsoft Teams is a powerful and versatile platform that enables you to communicate, collaborate and manage your work from anywhere.

By migrating your phone systems to Microsoft Teams, you can enjoy the following benefits:

- Seamless integration with Office 365 apps and services, such as Outlook, SharePoint, OneDrive, and more.
- High-quality voice and video calls with advanced features, such as background blur, live captions, and transcription.
- Enhanced security and compliance with end-to-end encryption, multi-factor authentication, and data loss prevention.
- Flexible and cost-effective phone system that allows you to make and receive calls from any device, using your existing phone number, or a new one.
- Customisable and extensible platform that supports third-party apps, bots, and workflows to suit your specific needs.

To learn more about how to migrate your phones to Microsoft Teams, please visit our website or contact our support team.

From just
£12
per month



Sustainability efforts & achievements

Social & environmental responsibility

Our efforts & achievements

We believe that as a company, we have a responsibility to be proactive in the care of the environment and contribute to a greener and healthier future for everyone. So in 2021, we partnered with Ecologi to help us do just that.

In the first two years of our partnership, our funding directly supported more than 30 environmental projects all around the world. The projects avoided many harmful emissions, preserved the Amazonian rainforest and other natural resources, and built renewable energy infrastructure.

In addition, we planted more than 1600 trees. In itself that's 120 tonnes of CO₂ avoided, and it's literally a growing climate contribution. To visualise this, that's roughly:

100 long haul flights,



360 square meters of sea ice saved,

or **300,000** miles of driving a car.



Our goals

- Become a 100% paperless office by the end of 2024
- Make all company cars hybrids or electric by 2024
- Switch to sustainable energy providers by 2024

We plant three more trees for everyone we onboard

We are proud of the positive impact we have made so far, but we know there is still much more to do. That is why we are constantly looking for ways to improve our environmental performance, reduce our waste, and increase our efficiency. We also encourage our employees, suppliers, and customers to join us in this journey and take action for the planet.

For each and every new starter, we promise to fund the planting of three more trees, so that as we grow, so do our climate contributions.

Get started

You have a vision for your business, and you need IT support that can keep up with your ambitions. With our qualified and experienced IT helpdesk and account managers, we're confident that we can boost your efficiency and productivity, and reduce your monthly IT spend.

No matter which plan you choose, you will get the best value for your money. You will also have the confidence that your IT needs are handled by professionals. Don't let this chance pass you by. Contact us today and let us help you reach your goals.



1. Get in touch to discuss your IT needs - call or book a free consultation on our website (details below).
2. Choose your plan level and agreement durations - we can help advise you on the most suitable options for you.
3. Receive proposal, review it, discuss with your team, and ask us if you have any questions.
4. When you're ready, sign the agreement and indicate a time that would be convenient for you to begin onboarding.
5. Once onboarded, your account manager will call to confirm everything is set up and welcome you to the family!

We'd love to hear from you!



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www.lansupport.co.uk

