AlphaPath GROUP

SERVICE DESCRIPTION · 10 TO 250 STAFF

IT as a Service

What is included, support plans, service levels and onboarding.

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Overview

AlphaPath Group provides IT as a Service for organisations with 10 to 250 staff: everything your IT needs, delivered as one monthly subscription priced per user. It is designed for organisations including charities, councils, sports and membership bodies, schools and growing businesses. You get one accountable partner for your service desk, Microsoft 365, security and backup, with clear service levels and a named contact who knows your setup.

The service is led by our Founder & CTO, who has 15 years of experience across networks, infrastructure, security and cloud, including as Head of IT in regulated environments.

Who it is for

Charities, sports and membership bodies, public sector and councils, schools and academy trusts, healthcare and practices, professional services, and start-ups and SMEs.

What we look after

Service desk. Friendly help by email and remote support, Monday to Friday, 08:00 to 17:00.

Patching and updates. Security updates for Windows, macOS and common applications on a regular schedule.

Security baseline. Multi-factor authentication, endpoint protection and email security, with Cyber Essentials readiness.

Devices. New laptops set up automatically with Intune, managed day to day and securely retired.

Proactive monitoring. Laptops, servers and networks monitored, with alerts acted on before they become problems.

Microsoft 365. Users, licences, email, Teams and SharePoint managed and kept tidy.

Backup. Microsoft 365 and key data backed up, with restores tested.

Joiners and leavers. New starters ready on day one, and leavers locked out on time.

What is included depends on your plan. Every plan includes the service desk, monitoring, patching and Microsoft 365 administration.

Support plans

- **Essentials** (for smaller teams): Reliable day-to-day support, monitoring and updates.
- **Standard** (for growing organisations): Everyday support plus stronger security, device management and backup.
- **Complete** (for organisations that want it all handled): A full IT department, including staff training, Cyber Essentials and disaster recovery.

- **Co-managed** (for organisations with their own IT team): Specialist support, projects and architecture advice alongside your in-house IT team.

Included	Essentials	Standard	Complete	Co-managed
Service desk, Monday to Friday, 08:00 to 17:00	✓	✓	✓	✓
Response targets from 30 minutes for critical issues	✓	✓	✓	✓
A named contact who knows your setup	✓	✓	✓	✓
Proactive monitoring and patching	✓	✓	✓	✓
Microsoft 365 user and licence admin	✓	✓	✓	✓
Multi-factor authentication and a security baseline	✓	✓	✓	✓
Endpoint protection on every device	–	✓	✓	✓
Device management with Microsoft Intune	–	✓	✓	✓
Immutable Microsoft 365 backup	–	✓	✓	✓
Regular IT review meetings	–	✓	✓	✓
Phishing simulations and staff training	–	–	✓	✓
Cyber Essentials readiness support	–	–	✓	✓
Annual disaster recovery exercise	–	–	✓	✓
Co-managed IT alongside your in-house team	–	–	–	✓
Architecture, data centre and strategy advice	–	–	–	✓
Board-level reporting	–	–	–	✓

Service hours and service levels

Service desk: Monday to Friday, 08:00 to 17:00, UK time, excluding bank holidays. The targets below apply during service hours. Our separate Service levels document gives full definitions.

Priority	Response	Updates	Target resolution
P1 **Critical**	30 minutes	Every hour	4 hours
P2 **High**	1 hour	Every 2 hours	8 hours
P3 **Medium**	2 hours	Daily	2 working days
P4 **Low**	4 hours	When complete	5 working days

Onboarding

1. **Talk and review.** An introductory call, then a look at your systems, risks and licences.
2. **Proposal.** A clear written proposal setting out your plan, service levels and monthly price per user.

3. **Onboarding.** We document your systems, tidy up access, turn on multi-factor authentication and set up monitoring and backup. If you are switching provider, we manage the handover.
4. **Support and improve.** Your team uses the service desk and has a named contact, with regular reviews and a rolling improvement plan.

We agree an onboarding plan and timeline with you before we start.

Pricing

Plans are priced per user, per month, so costs are predictable and grow only with your organisation. We send a written quote after a short conversation and a look at your setup. Data centre, consulting and project work is quoted separately.

> **Contact:** AlphaPath Group · hello@alphapathgroup.com · Service desk Monday to Friday, 08:00 to 17:00, UK time