SYSTEM 15

SECURING YOUR DIGITAL JOURNEY

S|15

WE TAKE INFORMATION SECURITY SERIOUSLY

SYSTEM|15
WELCOME

Since 2015 we've been helping local organisations solve their IT problems. We provide solutions, support and IT projects, delivered using best in class customer service to ensure our clients are secure and always up to date. Get in touch with us for a free consultation.

system15.co.uk

01452 643 515   hello@system15.co.uk

For business owners and managers, it's crucial to ensure cyber security has a central focus within your organisation.

As a managed service provider (MSP), we supply a comprehensive suite of IT services, solutions and support to help organisations identify and address security risks and protect against threats. Cyber security underpins everything we do.

From modern workplaces to hybrid or remote working, we provide solutions to improve employee productivity and collaboration, ensuring device and user security while reducing operational costs.

Our MSP plans provide proactive managed patching, infrastructure maintenance, monitoring and alerting, help desk services and advanced email cyber threat protection.

Our managed service plans

S|15 INSIGHT

A flexible and scalable maintenance plan with proactive system monitoring, preventative service schedules, security patching, and unlimited remote user support.
See page 7 for more information

S|15 GUARDIAN

Building upon the services included with Insight, Guardian focuses on cyber security, risk mitigation, and user training, with advanced AI tools to protect your organisation.
See page 9 for more information

KEEPING YOU...

CONNECTED

Effective cyber security measures are essential to protect users, devices and information. Our managed IT service plans provide defence against cyber threats.

Without the correct tools and techniques, all organisations are vulnerable to data breaches and cyber attacks. We implement strategies to improve operational resilience and help organisations reduce risk, protect their data and reputation while saving time and money.

SECURE

Keeping systems and software up to date reduces vulnerabilities and exploits. Over 60% of security breaches occur due to unpatched systems.

Patching and updating systems will address specific bugs, flaws and security issues. By proactively applying patches, you strengthen your system's defences against cyber attacks and ransomware, and close vulnerabilities before attackers can exploit them.

UPDATED

The way people work has changed, and IT systems have evolved to meet these changing needs. The modern workplace allows employees to securely work from anywhere.

Using the Microsoft 365 suite of cloud technologies users are able to work smarter, be more productive and collaborate with colleagues and remote teams in real time. Hybrid or fully remote working practices boost productivity and improve efficiencies.

INFORMED

Ensure you have full visibility of your IT assets through inventory management. Provide stakeholders with recommendations and advice about evolving technologies.

Our managed IT services include full sets of executive and audit reports detailing key system metrics. We work closely with the organisation to schedule regular technology business reviews, help define long-term IT roadmaps and provide end-user training.

S15 INSIGHT

A flexible and scalable maintenance plan with proactive system monitoring, preventative service schedules, security patching, and unlimited remote support.

Technology powers most core business processes, so you need a robust IT infrastructure you can trust. Our Insight plan ensures your systems are up to date, securely protected and proactively monitored around the clock. Our managed services reduce downtime, improve end-user experiences and keep your IT running smoothly.

What's included in this package?

User and Device Support

Unlimited remote user and device support via customer portal, email or telephone

Priority support and Service Level Objectives

Full system documentation and change control management

Emergency telephone support during business hours

System Management & Maintenance

Comprehensive security patching and updating schedules for devices

Server and network infrastructure management and support

Infrastructure, server, PC and laptop monitoring and fault remediation

Installations, moves, additions and changes (IMACs) [1]

Advanced Security [2]

Configuration of policy-based multi-factor authentication (MFA) for enhanced security

Endpoint anti-virus and anti-malware software, with monitoring and management

Organisation-wide secure password management software, with free personal accounts

Microsoft 365 cloud security reviews with scheduled best practice configuration

Backups & Information Protection

Protect your Microsoft 365 data, including email, SharePoint, OneDrive and Teams

Cloud backups of Windows Servers, including backup software licences

Proactive monitoring of Microsoft 365 and Windows Server backup jobs

Full Account Management

Dedicated account manager assigned to your organisation

Monthly suite of executive and audit reports

Quarterly technology and business review meetings onsite or via Teams

Hardware leasing options, including priority replacements

IT budget preparation advice

Preferential rates for out of scope and project work

User Training

Cyber security awareness training

Comprehensive online training portal, with full control over course content and reporting

[1] IMACs are included up to 15 minutes per ticket

[2] Microsoft 365 Business Premium (or equivalent) licences are required for S15 Insight

S15
INSIGHT

S15 GUARDIAN

Building upon the services included with Insight, Guardian focuses on cyber security, risk mitigation, and user training, with advanced AI tools to protect your organisation.

Our comprehensive solution protects your organisation's users and data, no matter where the information is stored. We follow leading security frameworks to keep your business secure from known and evolving threats. Guardian focuses on what truly matters: knowing your business is safeguarded.

What's included in this package?

User and Device Support

Unlimited remote user and device support via customer portal, email or telephone

Priority support and Service Level Objectives

Full system documentation and change control management

Emergency telephone support during business hours

Backups & Information Protection

Protect your Microsoft 365 data, including email, SharePoint, OneDrive and Teams

Cloud backups of Windows Servers, including backup software licences

Proactive monitoring of Microsoft 365 and Windows Server backup jobs

Full backup management, including scheduled manual restore testing

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Endpoint anti-virus and anti-malware software, with monitoring and management

Organisation-wide secure password management software, with free personal accounts

Microsoft 365 cloud security reviews with scheduled best practice configuration

24/7/365 Microsoft 365 cyber security monitoring, threat identification & containment

Comprehensive email security software with advanced email threat scanning

Email phishing simulation software and user awareness testing

User Training

Cyber security awareness training

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[1] *IMACs are included up to 15 minutes per ticket*   [2] *Microsoft 365 Business Premium (or equivalent) licences are required for S15 Guardian*
   Bold - S15 GUARDIAN exclusives

S15 GUARDIAN

Features of our managed service plans

	S15 INSIGHT	S15 GUARDIAN
User and Device Support		
Unlimited remote user and device support via customer portal, email or telephone	✓	✓
Priority support and Service Level Objectives	✓	✓
Full system documentation and change control management	✓	✓
Emergency telephone support during business hours	✓	✓
System Management and Maintenance		
Comprehensive security patching and updating schedules for devices	✓	✓
Server and network infrastructure management and support	✓	✓
Infrastructure, server, PC and laptop monitoring and fault remediation	✓	✓
Installations, moves, additions and changes (IMACs) [1]	✓	✓
Full Account Management		
Dedicated account manager assigned to your organisation	✓	✓
Monthly suite of executive and audit reports	✓	✓
Quarterly technology and business review meetings onsite or via Teams	✓	✓
Hardware leasing options, including priority replacements	✓	✓
IT budget preparation advice	✓	✓
Preferential rates for out of scope and project work	✓	✓
User Training		
Comprehensive online user training portal	✓	✓
Security awareness training	✓	✓
Backups and Information Protection		
Protect your Microsoft 365 data, including email, SharePoint, OneDrive and Teams	✓	✓
Cloud backups of Windows Servers, including backup software licences	✓	✓
Proactive monitoring of Microsoft 365 and Windows Server backup jobs	✓	✓
Full backup management, including scheduled manual restore testing		✓
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24/7/365 Microsoft 365 cyber security monitoring, threat identification & containment		✓
Comprehensive email security software with advanced email threat scanning		✓
Email phishing simulation software and user awareness testing		✓

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SOLUTIONS FOR MAJOR PROJECTS

With over 30 years of IT project management experience, System 15 are more than just an IT company - we're your technology partner.

Effective management is a cornerstone of successful project delivery. Our highly experienced IT project managers oversee all aspects of your project from the early planning phases through to successful delivery.

We'll help assess the project against your strategic objectives, identify any areas of improvement and produce a project plan to fit within your budget.

From creation of strategic IT roadmaps to Microsoft 365 cloud migrations, we'll work with you to define, plan, implement and monitor your entire IT project.

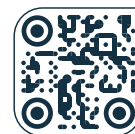**Get in touch today for more information.**

SYSTEM 15

LET'S GET STARTED

For an informal chat to find out how we can help you secure your digital journey.

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