

runPCrun Managed IT Services

A proactive approach to technology and infrastructure management

If there is one certainty in IT, it's that things are uncertain. Computers crash, software does not work as it should, and problems occur. And when they do, the way that you respond can be the difference between a minor hiccup and a full-blown business interruption. Are you leaving IT to chance?

Our fully-managed IT services suite is designed to provide you with 24/7 peace of mind, freeing you to focus on driving your business forward. We monitor your systems, apply patches, protect against viruses, ensure backups are performing successfully, and more. We will catch (and fix) the little problems before they become big ones – in many cases before you're even aware that there's an issue.

We offer three distinct service levels, each targeted to suit specific requirements:

A Complete Suite of Fully-Managed IT Service

We're here to help you take the hassle out of IT management, so you can focus on your business. Our offerings include:

Silver Care

Our base plan offering. Essential Care provides back-office monitoring that helps us reduce the time needed to filter alerts and research resolutions. The RMM software monitors your servers, but critical issues arise are dealt with only during working hours as they need to be authorised as chargeable work.

Desktop care, we audit your machines and keep on top of antivirus and patching for you, and like the server offerings, helps us reduce the time required to research resolutions, but any work needs to be requested and is chargeable.

Silver desktop care also includes £86 pa worth of antivirus, malware and crypto-prevention software.

Gold Care

If you need the best, Gold Care has you covered. Gold has all the benefits of Silver, and much more.

On the server side, our two talented technical teams are ready to investigate and resolve all server issues, whether they are generated by RMM alerts or raised by your team via our ticketing system. You benefit from the runPCrun critical notification and remediation team, for best-effort troubleshooting and resolution, 24x7.

On the desktops, Our Help Desk is able to provide business hour or 24x7x365 support, whenever you need it. Our highly-skilled technicians can be contacted via phone, email or web-based chat, and are ready and waiting to help answer any of your technology questions and provide fast, professional support for a variety of software applications.

Diamond Care

When you need the best of the best. Diamond has all the benefits of Silver & Gold, but we go the extra mile, literally. We will turn up on-site at your place of business, should remote diagnosis not be sufficient.

...and more.

Scheduled Network and Security Assessments are included, to give you a report on how healthy your network is. Optional extras such as Mobile Device Management for mobiles, a comprehensive Backup and Disaster Recovery service, a specialised Cybersecurity assessment service as well as Projects are also available on request.

runPCrun Managed IT Services include:

- 24x7x365 monitoring of your network and systems – including servers, desktops and mobile devices
- Troubleshooting and remediation for any processes or services that fail
- Patch deployment, Service Pack installation and anti-virus support
- Verification and management of data backups
- Full-service 24x7x365 Help Desk
- And more!

For more information, please contact us:

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Server Care Feature Chart

Included Features	Silver Server Care	Gold+ Server Care
2,400 monitoring rules via proprietary IntelliMon™ software with continuous updates	X	X
Hardware & software audits	X	X
LogMeIn Pro	X	X
Ticket-based workflow	X	X
Ticket escalation with steps to resolution	X	X
Update definitions for Antivirus	X	X
Remote restart of services and low disk space clean-up	X	X
Patching with flexible installation schedule and optional reboot	X	X
Resolve Windows patch failures and reboot based on patch schedule you set		X
Full remote problem resolution		X
Discounted projects		X
Proactive rebooting of servers (when they go offline) using Lights Out Management		X
AD Group Policy Troubleshooting		X
System performance analysis & troubleshooting		X
MS Exchange health check & defragmentation		X
MS Service Pack installation		X
AV scans and remediation for infections		X
Free Network Availability Monitoring		X
Monthly cost per server	£19.70	£98.50

Desktop Care Feature Chart

Included Features	Silver 8x5	Gold 9x5	Diamond 10x5
Hardware & software audits	X	X	X
Performance & Preventive Maintenance Reports	X	X	X
Patch Whitelisting Service	X	X	X
Antivirus Management	X	X	X
Web-based Management Portal	X	X	X
Desktop Performance Monitoring	X	X	X
Administrative Scripting	X	X	X
Policy Management	X	X	X
Client Communicator with Self-Help Centre	X	X	X
Webroot Antivirus License (RRP £29.99 per year)	X	X	X
Malwarebytes Anti-Malware Premium Software (RRP £39.99 per year)	X	X	X
CryptoPrevent Malware Prevention (RRP \$20 per year)	X	X	X
Access to Help Desk	£75 p/hr	X	X
Windows, Mac & mobile support		X	X
Administrative tasks		X	X
Virus & Malware removal		X	X
Personal phone number			X
Onsite tablet for faster video-based diagnosis		X	X
Onsite 9am – 6pm	£90 p/hr	£75 p/hr	X
Monthly cost per PC	£5.30	£31.50	£63.00