Managed IT Support for UK Businesses

Merewick Group service overview

24/7 IT support. One predictable monthly fee.

Remote managed IT support for UK businesses, backed by structured service levels and clear commercial boundaries.

contact@merewickgroup.com | **merewickgroup.com**

A concise overview of our 24/7 managed support service, commercial model and the next steps for organisations considering Merewick.

Contents

03 Introduction

04 What we support

05 Pricing & scope

06 Service levels & next steps

At a glance

- 24/7/365 remote helpdesk support
- Level 1, Level 2 and Level 3 engineering for in-scope incidents
- Microsoft 365, Windows and Mac support
- Monitoring, Windows patching and antivirus protection
- £85 per user / month + VAT
- Minimum 10 users | 12-month agreement

A straightforward managed IT service

Merewick Group provides dependable remote IT support for businesses that want a professional helpdesk without unnecessary complexity. We can act as your outsourced IT helpdesk or work alongside an existing internal IT team.

How the service works

Understand your environment: We begin with discovery covering users, devices, locations, Microsoft 365, servers, business-critical applications and your current support arrangement.

Agree the scope: Your proposal and Statement of Work define supported systems, service levels, commercial terms, exclusions and any separately chargeable changes.

Onboard and support: Once documentation, access and integrations are ready, your users receive a clear route to 24/7 remote support.

Who we can support

- Businesses without an internal IT helpdesk
- Organisations with internal IT teams that want co-managed support
- Single-site and multi-site organisations
- Remote, hybrid and office-based teams

What we support

24/7 remote helpdesk - Phone and email support for in-scope incidents 24 hours a day, 7 days a week, 365 days a year.

Microsoft 365 - Routine support and administration for Microsoft 365, Outlook, Teams and SharePoint.

Users and access - Password, account, permissions and access troubleshooting within the agreed scope.

Windows and Mac - Desktop operating system, device and routine software troubleshooting.

Monitoring and remediation - Proactive monitoring and remediation designed to identify and address issues before they become disruptive.

Patching and antivirus - Windows patch management and antivirus protection within the managed service.

Apps, printers and vendors - Support for common third-party applications, printers and vendor liaison included in the agreed environment.

Escalated engineering - Level 1, Level 2 and Level 3 engineering coverage for in-scope incidents.

Reporting - Monthly service reporting to provide visibility of support activity and trends.

Simple pricing

MEREWICK MANAGED 24/7

£85 per user / month + VAT

Minimum 10 users | 12-month agreement

One predictable monthly fee for routine managed IT support.

Included within the agreed managed scope

- 24/7/365 remote break/fix support
- Microsoft 365 administration and support
- Windows and Mac troubleshooting
- User, password and access support
- Monitoring and proactive remediation
- Windows patch management
- Antivirus protection
- Printer, third-party application and vendor liaison support
- Level 1-3 engineering support
- Monthly service reporting

Separately chargeable / quoted

- New starters, leavers and other IMAC/service requests
- Hardware and replacement equipment
- Microsoft and third-party software licences
- Major projects and migrations
- Onsite engineering
- Specialist services outside the agreed scope
- Optional advanced Mac management tooling

Billable changes are subject to approval before work proceeds. Final pricing, scope and exclusions are confirmed in the customer agreement and Statement of Work.

Priority-based response targets

1 hour - Critical / High	For priority incidents with significant business impact.
4 hours - Medium	For incidents affecting part of a user's duties or a degraded service.
8 hours - Low	For low-impact issues that do not stop normal day-to-day work.

Response targets are not guaranteed resolution times. Resolution depends on the incident, available access, third-party vendors and the customer environment.

Next steps

1. **15-minute discovery call**
2. **Environment and requirements review**
3. **Tailored proposal and Statement of Work**
4. **Structured onboarding and go-live**

Contact Merewick

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Draft service overview - final terms are subject to contract.