



# LINTEN

improving technology  
performance

# Secure Support Packages

Comprehensive IT support & security  
packages for your business success



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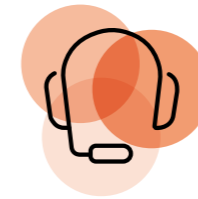
linten.co.uk

# Transforming businesses through technology

Secure your business with our comprehensive IT support packages

In today's digital landscape, robust IT support and security are crucial. Our tailored packages cater to businesses of all sizes and sectors, ensuring smooth and secure operations.

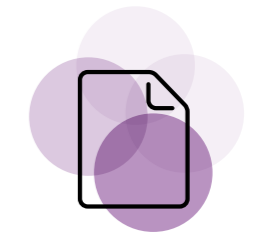
Whether you need basic support, advanced security or full compliance, our packages offer a range of features to keep your systems running efficiently.



Support



Security



Compliance



Explore our bundles to find the perfect fit for your business needs, ensuring optimal performance and peace of mind.

## Everything begins with your business

### Choosing the right support package for you.

At Linten, we understand that every business has unique IT support needs.

That's why we've crafted three comprehensive support bundles to provide varying levels of service tailored to your requirements.



#### Fundamental Support

Covers the essentials. Includes monitoring, automated fixes and expert help when you need it via our ticketing system.

Ideal for small businesses, startups and non-profit organisations looking for cost-effective IT support.

See pages 4/5



#### Secure Support

Delivers great IT support. Customised for the unique needs of your business.

Benefit from faster response times, advanced security and extended device support to keep your operations running smoothly and securely.

See pages 6/7



#### Secure Support Compliant

Offers the highest level of security and compliance with proactive monitoring and expert consultancy.

Enjoy our fastest response times and SLAs. Ideal for regulated industries, giving you peace of mind for your data security.

See pages 8/9

# Which package is right for me?

Whether you're a small or large business, our packages provide everything you need to keep your systems running smoothly, securely and efficiently.

Each support package caters to different needs: our Fundamental package provides basic IT services, ideal for startups and small businesses with tight budgets.

If your business requires a higher level of support and security, our Secure Support package might be just what you need.

Speak with your Client Relationship Manager to better understand which package best suits your requirements.

Improving businesses performance through technology.



## Fundamental Support

Suitable for businesses with basic operational IT requirements. Limited security features included.

10% discount on user swaps, changes and setup

\*Excluding hardware



- Business email with a custom domain.
- Office applications (Word, Excel, PowerPoint) available on desktop, web and mobile.
- Microsoft Teams, video conferencing and collaboration, helping your team stay connected.
- 1TB of cloud storage, allowing you to store, share and access files securely from anywhere.
- 50GB of archive storage to ensure important conversations aren't lost.

\*Discount applies only to hardware setup services when hardware is purchased from Linten. It does not apply to the cost of the hardware device itself.

### SUPPORT

#### Access to helpdesk

The help desk operates from 8:30 to 17:30, Monday to Friday. For issues that need further help, we raise a support ticket to ensure every problem is tracked and resolved promptly.

#### Proactive monitoring

We monitor your device around the clock with our Remote Device Management system, so we can detect issues promptly.

#### 4hr SLA response

4hr response time during working hours to ensure that any issues or queries are addressed promptly.

#### Annual review

Your Client Relationship Manager will conduct an annual phone call review to discuss your service experience, address any concerns and ensure your needs are being met.

#### 'My Documents' Migration to OneDrive

Effortlessly migrate your current 'My Documents' folders to OneDrive, ensuring secure, accessible and collaborative file storage.

### SECURITY

#### Computer threat detection (antivirus)

Sentinel One End-point Detection & Remediation (EDR). Real-time, AI-driven threat detection and protection for your computer against viruses, malware, ransomware and other advanced cyber threats.

#### Email anti-spam, anti-phishing, malware & threat detection

Providing you with anti-spam, anti-phishing, malware and threat detection to protect your email. Also known as Defender Plan 1.

#### Multi-Factor Authentication (MFA)

We ensure that Multi-Factor Authentication (MFA) is set up on all devices to provide an extra layer of security, protecting your sensitive data from unauthorised access. Enforced for all users via Conditional Access (CA) policies.

#### Patch management & monitoring

Keep your systems secure and up-to-date with our service. We ensure patches and updates are pushed to your machine, monitor performance in real-time, track system health and provide detailed alerts and reports.



# Secure Support

Ideal for businesses that need secure, reliable IT support to protect sensitive data. Also perfect for organisations looking to achieve Cyber Essentials.

15% discount on user swaps, changes and setup

\*Excluding hardware



UPGRADED

- Business email with a custom domain.
- Office applications (Word, Excel, PowerPoint) available on desktop, web and mobile.
- Microsoft Teams, video conferencing and collaboration, helping your team stay connected.
- Advanced tools like Planner, PowerApps and Visio to enhance your business operations.
- 1TB of cloud storage, allowing you to store, share and access files securely from anywhere.
- Up to 1.5TB of archive storage to ensure important conversations aren't lost.
- Enhanced security features enabled with your 365 Premium licence.

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## Why our clients trust Linten...

"The support we receive from Linten has far exceeded that of our previous IT provider. We are consistently reminded of this through the excellent help we receive and the significantly reduced number of IT issues we experience."

David Darlington, Partner  
Fieldings Porter Solicitors



"Linten make us feel like we are their only customer. They take the time to understand how you work, what your needs are and quickly become part of your business."

Debi Osbourne, Practice Manager  
Claritas Tax



## SUPPORT

### Access to helpdesk

The help desk operates from 8:30 to 17:30, Monday to Friday. For issues that need further help, we raise a support ticket to ensure every problem is tracked and resolved promptly.

### Proactive monitoring

We monitor your device around the clock with our Remote Device Management system, so we can detect issues promptly.

### 2hr SLA response

UPGRADED

A faster 2hr response time during working hours to ensure that any issues or queries are addressed promptly.

### Quarterly review

UPGRADED

Your Client Relationship Manager will meet with you in person every quarter to review the services provided, discuss performance and plan for any upcoming needs or changes. These meetings provide an opportunity for a more in-depth discussion about your IT strategy and how our services can support your business goals.

### 'My Documents' Migration to OneDrive

Effortlessly migrate your current 'My Documents' folders to OneDrive, ensuring secure, accessible and collaborative file storage.

### IT & network health reports

NEW

Get clear, detailed reports to keep you updated on your security status. These reports are sent out automatically and reviewed in your quarterly Client Relationship meetings.

## SECURITY

### Cloud 24/7/365 Managed Threat Detection & Remediation (MDR)

UPGRADED

Adlumin MDR goes beyond traditional antivirus software, offering continuous, AI-driven threat detection and response. It uses advanced machine learning for real-time threat mitigation, user behaviour analytics, insider threat protection, dark web monitoring and compliance tools.

### Email anti-spam, anti-phishing, malware & threat detection

Providing you with anti-spam, anti-phishing, malware and threat detection to protect your email. Also known as Defender Plan 1.

### Multi-Factor Authentication (MFA)

We ensure that Multi-Factor Authentication (MFA) is set up on all devices to provide an extra layer of security, protecting your sensitive data from unauthorised access. Enforced for all users via Conditional Access (CA) policies.

### Patch management & monitoring

Keep your systems secure and up-to-date with our service. We ensure patches and updates are pushed to your machine, monitor performance in real-time, track system health and provide detailed alerts and reports.

### Password breach monitoring & remediation

NEW

We continuously monitor for password breaches. If an employee's credentials are included in a data leak and sold on the dark web, we can detect it and automatically push password resets for the compromised accounts.

### AI behavioural analysis & dark web exposure monitoring

NEW

Our AI detects unusual login attempts and immediately secures the compromised account, ensuring your business stays protected.

### 365 data-backup (up to 4 x daily)

NEW

We back up your Microsoft 365, off-network data and OneDrive to keep your data safe and easy to recover in the event of a breach.

### Security awareness training (usecure)

NEW

Usecure boosts cyber security awareness by sending educational videos to users, creating a security-savvy workforce and mitigating cyber threats.

### Automated phishing simulations (quarterly)

NEW

Automated phishing simulations are conducted every quarter to identify vulnerabilities and educate users on recognising phishing attempts. These simulations use default templates that mimic common phishing tactics. A detailed report is provided after each simulation.

### Mobile security

NEW

Keeps mobile phones secure from viruses, malware and phishing, with real-time threat detection, device tracking and secure browsing. Ideal for employees using their phones for work.

## DEFAULT CONFIGURED FEATURES

These features are included as part of Microsoft 365 Premium and are deployed using Microsoft's default settings in Secure Support. Upgrade to Secure Support Compliant for tailored configuration and enhanced protection.

### Intune device management - Secure automated policy deployment

This allows us to manage and protect all your organisation's devices by automatically applying security rules and updates, ensuring everything stays safe and compliant.

## UNCONFIGURED FEATURES

These features are included as part of Microsoft 365 Premium but are not deployed as part of Secure Support. Upgrade to Secure Support Compliant for tailored configuration and added protection.

### Information protection - Secure share & data lock

Protect sensitive data with encryption, access controls, data classification, retention policies and data loss prevention. For example, a law firm can label client documents as sensitive, set rules to prevent sharing, control access and encrypt data to keep it safe.

### User consent management - Permission control & access approval

Control and approve how users give permission to apps, documents and folders. For example, a law firm can use it to review and approve requests from lawyers who want to access specific client documents, ensuring only safe and approved/authorised users can access sensitive information.

UPGRADED Enhanced, upgraded versions of items included in the lower package.

NEW Items that are newly added and not available in the lower package.



# Secure Support Compliant

Designed for professional services and large enterprises that require stringent security and compliance to safeguard critical data.

Perfect for organisations looking to achieve Cyber Essentials Plus.



Microsoft 365 Premium

\*Discount applies only to hardware setup services when hardware is purchased from Linten. It does not apply to the cost of the hardware device itself.

- Business email with a custom domain.
- Office applications (Word, Excel, PowerPoint) available on desktop, web, and mobile.
- Microsoft Teams, video conferencing and collaboration, helping your team stay connected.
- Advanced tools like Planner, PowerApps and Visio to enhance your business operations.
- 1TB of cloud storage, allowing you to store, share and access files securely from anywhere.
- Up to 1.5TB of archive storage to ensure important conversations aren't lost.
- Enhanced security features enabled with your 365 Premium licence.

20% discount on user swaps, changes and setup

\*Excluding hardware

## SUPPORT

### Access to helpdesk

The help desk operates from 8:30 to 17:30, Monday to Friday. For issues that need further help, we raise a support ticket to ensure every problem is tracked and resolved promptly.

### Proactive monitoring

We monitor your device around the clock with our Remote Device Management system, so we can detect issues promptly.

### 1hr SLA response

UPGRADED

Our fastest response time during working hours to ensure that any issues or queries are addressed promptly as a priority.

### Monthly review

UPGRADED

Your Client Relationship Manager will meet with you monthly to ensure continuous alignment with your business objectives and IT needs. These regular meetings allow for proactive management of your IT services, ensuring any issues are addressed promptly and that you are up-to-date with the latest advancements and best practices.

### 'My Documents' Migration to OneDrive

Effortlessly migrate your current 'My Documents' folders to OneDrive, ensuring secure, accessible and collaborative file storage.

### IT & network health reports & detailed compliance data

UPGRADED

Receive clear, detailed reports monthly to keep you updated on your security status. In-depth compliance logs are available upon request, providing valuable insights into regulatory adherence and helping identify potential areas for improvement. These reports are sent out automatically and reviewed during your monthly Client Relationship meetings.

## SECURITY

### Cloud 24/7/365 Managed Threat Detection & Remediation (MDR)

Adlumin MDR goes beyond traditional antivirus software, offering continuous, AI-driven threat detection and response. It uses advanced machine learning for real-time threat mitigation, user behaviour analytics, insider threat protection, dark web monitoring and compliance tools.

### Email anti-spam, anti-phishing, malware & threat detection

Providing you with anti-spam, anti-phishing, malware and threat detection to protect your email. Also known as Defender Plan 1.

### Multi-Factor Authentication (MFA)

We ensure that Multi-Factor Authentication (MFA) is set up on all devices to provide an extra layer of security, protecting your sensitive data from unauthorised access. Enforced for all users via Conditional Access (CA) policies.

### Password breach monitoring & remediation

We continuously monitor for password breaches. If an employee's credentials are included in a data leak and sold on the dark web, we can detect it and automatically push password resets for the compromised accounts.

### AI behavioural analysis & dark web exposure monitoring

Our AI detects unusual login attempts and immediately secures the compromised account, ensuring your business stays protected.

### Patch management & monitoring

Keep your systems secure and up-to-date with our service. We ensure patches and updates are pushed to your machine, monitor performance in real-time, track system health and provide detailed alerts and reports.

### 365 data-backup (up to 4 x daily)

We back up your Microsoft 365, off-network data and OneDrive to keep your data safe and easy to recover in the event of a breach.

### Security awareness training (usecure)

Usecure boosts cyber security awareness by sending educational videos to users, creating a security-savvy workforce and mitigating cyber threats.

### Bespoke phishing simulations (quarterly)

UPGRADED

Bespoke simulations, tailored to mimic sophisticated phishing attacks. We collaborate with you to create customised scenarios, ensuring a higher level of security awareness.

### Mobile security

Keeps mobile phones secure from viruses, malware and phishing, with real-time threat detection, device tracking and secure browsing. Ideal for employees using their phones for work.

### Intune device management - Secure automated policy deployment

This allows us to manage and protect all your organisation's devices by automatically applying security rules and updates, ensuring everything stays safe and compliant.

### Information protection - Secure share & data lock

NEW

Protect sensitive data with encryption, access controls, data classification, retention policies and data loss prevention. For example, a law firm can label client documents as sensitive, set rules to prevent sharing, control access and encrypt data to keep it safe.

### User consent management - Permission control & access approval

NEW

Control and approve how users give permission to apps, documents and folders. For example, a law firm can use it to review and approve requests from lawyers who want to access specific client documents, ensuring only safe and approved/authorised users can access sensitive information.

### Data loss prevention

NEW

Keep sensitive information safe from loss, theft or accidental sharing. For example, a finance company can ensure only authorised employees access financial data. Key features include content checking, data labelling, access control, encryption, rule enforcement and incident response.

### Cloud email archiving

NEW

Easily retain and search all emails to meet compliance needs. For instance, if your company faces a legal investigation, Cloud Email Archiving ensures you can quickly access and retrieve necessary emails without any risk of tampering.

UPGRADED Enhanced, upgraded versions of items included in the lower package.

NEW Items that are newly added and not available in the lower package.

# Comparison

## Fundamental Support



Suitable for businesses with basic operational IT requirements. Limited security features included.



### SECURITY

- Computer threat detection (antivirus)
- Email anti-spam, anti-phishing, malware & threat detection
- Multi-Factor Authentication (MFA)

### SUPPORT

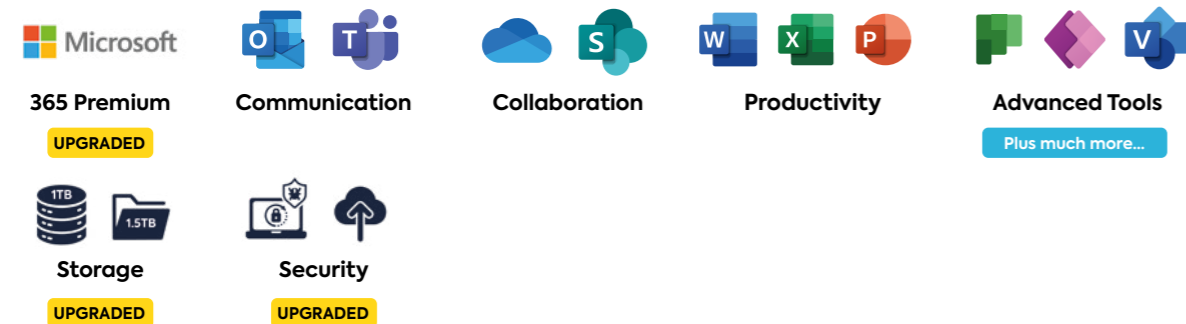
- Access to helpdesk
- Proactive monitoring
- 4hr SLA response
- Annual review
- 'My Documents' Migration to OneDrive

## Secure Support



Ideal for businesses that need secure, reliable IT support to protect sensitive data. Also perfect for organisations looking to achieve Cyber Essentials.

Includes everything in **Fundamental Support** plus...



### SECURITY

- Cloud 24/7 Managed Threat Detection & Remediation (MDR)
- Password breach monitoring & remediation
- AI behavioural analysis & dark web exposure monitoring
- Patch management & monitoring
- 365 data-backup (up to 4 x daily)
- Security awareness training (usecure)
- Automated phishing simulations (quarterly)
- Mobile security
- Intune device management - Secure automated policy deployment

### SUPPORT

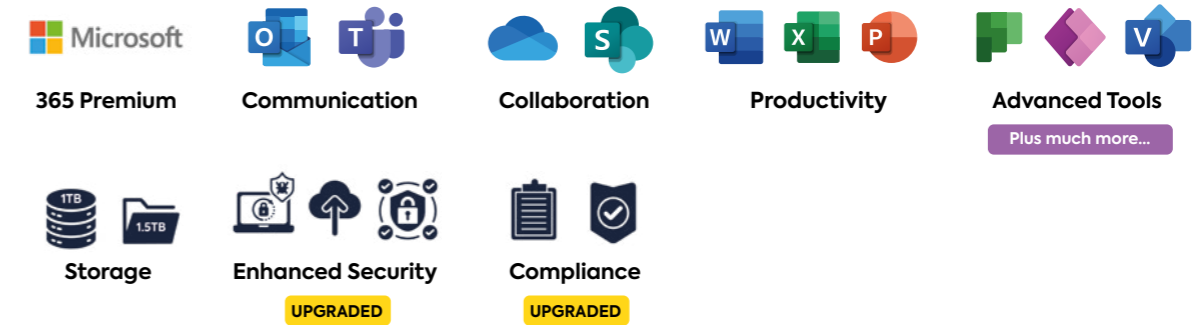
- 2hr SLA response
- Quarterly review
- IT & network health reports

## Secure Support Compliant



Designed for professional services and large enterprises that require stringent security and compliance to safeguard critical data. Perfect for organisations looking to achieve Cyber Essentials Plus certification.

Includes everything in **Secure Support** plus...



### SECURITY

- Bespoke phishing simulations (quarterly)
- User consent management - Permission control & access approval
- Information protection - Secure share & data lock
- Data loss prevention
- Cloud email archiving

### SUPPORT

- 1hr SLA response
- Monthly review
- IT & network health reports & detailed compliance data

# Extra services to complement your Support Package.

These add-ons give you access to tools and services that not every business needs – but might be exactly what yours is looking for. This list shows what else we offer and we'll guide you on what fits best.

Whether you're looking to boost security, improve efficiency or tailor your setup, these options give you flexibility without the hassle. And because they're built to integrate seamlessly with our support packages, you'll benefit from smoother setups and cost savings

If you have any questions or want advice, just get in touch.

## Complete cyber confidence (CyberSmart)



Our Linten support packages, enhanced by CyberSmart bundles, offer comprehensive cyber security solutions tailored to your needs. These bundles are the perfect add-on to your Linten package.

This partnership ensures unmatched protection, compliance and peace of mind, helping you achieve complete cyber confidence.

The CyberSmart bundles available to you depends on the Linten support package you have.

<b>Secure Support Compliant</b>		
<b>Secure Support</b>		
<b>Fundamental Support</b>		
<p><b>Self Service Certification</b></p> <ul style="list-style-type: none"> <li>Cyber Essentials</li> <li>Cyber Insurance</li> </ul>	<p><b>CyberSmart Core Bundle</b></p> <ul style="list-style-type: none"> <li>Cyber Essentials</li> <li>Active Protect</li> <li>CyberSmart Patch</li> <li>Cyber Insurance</li> <li>Linten Completion Assistance</li> </ul>	<p><b>CyberSmart Complete Bundle</b></p> <ul style="list-style-type: none"> <li>Cyber Essentials</li> <li>Cyber Essentials Plus</li> <li>Active Protect</li> <li>CyberSmart Patch</li> <li>CyberSmart Learn</li> <li>Data Privacy Toolbox</li> <li>Cyber Insurance</li> <li>Linten Completion Assistance</li> </ul>
<b>Payment Plan: Annual</b>	<b>Payment Plan: Annual or Monthly</b>	<b>Payment Plan: Annual or Monthly</b>

### Cyber Essentials

A government-backed certificate that protects your business from common cyber threats.

### Cyber Essentials Plus

An advanced version where experts test and verify your security to ensure it's effective, giving you extra confidence.

### Active Protect

A security tool that continuously monitors devices to block cyber threats, while also offering cyber awareness training and policy management.

### CyberSmart Patch

A patch management tool that keeps your software up to date, reducing vulnerabilities without the hassle.

### CyberSmart Learn

A cyber security awareness training platform that empowers your employees to be your first line of defence against cyber threats.

### Data Privacy Toolbox

Simple tools to help you handle personal data safely, stay compliant with privacy laws and protect customer trust.

### Cyber Insurance

A cyber safety net that provides some financial support if a cyber-attack hits your business.

### Linten Completion Assistance

Hands-on support to help you complete your Cyber Essentials certification with confidence.



## Communication

### Hosted phone system (VoIP)

A flexible, cloud based phone system with reliable call quality and advanced features like call forwarding, voicemail and conferencing. Scales easily as your team grows and integrates seamlessly with your existing IT systems and remote work tools.

Hardware options available.



### SharePoint management

Stay in control and in touch with your team as your data and systems grow. We'll manage your SharePoint environment so it stays organised, secure and easy to use.

- Set up new sites and archive old ones to keep things tidy.
- Manage user permissions and sharing settings for the right level of access.
- Monitor storage limits and troubleshoot sync or access issues quickly.



### Intranet site design & creation

Create a central hub for your business links, news and key documents directly in SharePoint. We'll design and build a templated SharePoint intranet page tailored to you that:

- Makes collaboration simple and keeps everyone informed.
- Brings everything important into one secure, branded space.
- Can be customised to fit your processes and company style.



### Connectivity & network security

Stay connected, stay secure - wherever you work.

We make sure your business has fast, reliable internet and strong protection so you can keep working without interruptions.



#### Internet connections

Business grade options to keep you online:

- **Leased Lines:** dedicated connection and speeds for businesses that can't afford downtime - guaranteed bandwidth and business grade service levels.
- **Fibre to the Premise (FTTP):** the fastest, most reliable full fibre connection - ideal for cloud and remote teams.
- **Fibre to the Cabinet (FTTC):** a cost effective solution for smaller offices.

#### Always on & secure

- **Failover Solutions:** automatic backup if your main line goes down, so you stay online.
- **Firewalls:** next generation protection with deep packet inspection and threat intelligence.
- **Secure WiFi:** managed networks for staff and guests, with branded guest access.

#### Managed connectivity

We don't just set it up - we manage your network and connectivity on an ongoing basis:

- **Proactive Monitoring:** We keep an eye on your network to catch issues early.
- **Quick Fixes:** Fast response to minimise downtime and disruption.
- **Infrastructure Monitoring:**
  - 24/7 monitoring and alerts for on-prem and cloud systems.
  - Automatic patching and routine maintenance to keep everything up to date.
- **Peace of Mind:** Everything just works - so you can focus on your business.

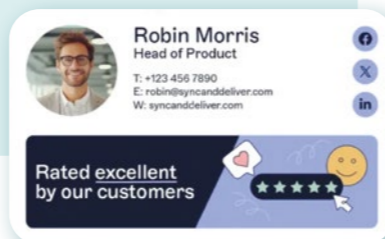
### Email signature management

Keep every email on brand and consistent - managed from one place.



#### Exclaimer®

- One central template - updates roll out to everyone automatically.
- Customised options for different teams or roles - all managed through Microsoft 365.
- Works across the Outlook app, web and mobile.
- Maintains consistency across your team so everyone stays on brand.
- We'll set it up and handle changes for you.



### Project & IT leadership

Get expert direction for big changes and long term planning - without adding a full time role.



#### Project management

- We plan and deliver your IT projects end to end.
- Clear scope, timelines and stakeholder updates.
- Ideal for CRM system moves, infrastructure upgrades and onboarding programmes.

#### IT Director as a service

- Strategic IT leadership on a flexible basis.
- Roadmaps, budgeting, vendor management and board level reporting.
- Guidance on security, compliance and scaling.

### Need help getting the most out of your tools?

Our training and consultancy services are designed to help your team get the best out of the technology you use every day.

Whether you're aiming to boost productivity, improve efficiency or simply feel more confident using your tech, we're here to help. We'll guide you through best practices, offer tailored sessions and make sure your team feels confident and capable using the tools you rely on.

If you're not sure what kind of training would help, just ask - we'll help you find the right fit.

### What to do next

If any of these add-ons sound useful, or you're not sure what's right for your business, just get in touch. We'll talk through your goals and recommend the options that make sense for you.

No commitment - just a free conversation to find out how we can help your business.





**LINTEN**  
improving technology  
performance

## Need to get in touch?



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