



Enquiry pack



About us

IT solutions and support can be the key to unlocking business efficiency and growth.

The right IT solution for your business adds value and creates a competitive edge. With Apex Computing, a Microsoft Solutions Partner, you're guaranteed a level of support like no other. We provide the very best in technical assistance and service provision.

From server management and data encryption to Microsoft 365 support, cyber security, data backup, equipment repairs and consultancy, we offer solutions to meet your business requirements. Whether you're an SME or even a global powerhouse, we can help...



[Click here to watch our introduction video](#)

T: 0161 233 0099

E: enquiries@apexcomputing.co.uk



Our support process

Step 1

Triage

You can raise a support request with our team either by phone or email. Our Standard Service desk is open from 9am till 5pm Monday to Friday. For customers taking our Platinum or Gold package, we provide an out of hours service for emergencies.

Step 2

Assignment

When you submit a support request, our Service Desk Manager will review your ticket and assign a priority level. This will then be assigned to one of our experienced engineers. The priority will be decided on the severity of the issue and depending on the package you are on (Silver, Gold or Platinum) as part of our Service Level Agreement a response time will be set.

Step 3

Completion

Once your ticket has been completed, you will be contacted by the engineer.

Satisfaction Survey

Once your ticket is complete, you will receive an email asking you to rate your experience. We use this to ensure our service meets your expectations and if any tickets are given a low score, the Service Desk Manager will investigate the ticket and get in touch with you to ensure a satisfactory resolution is reached.

Escalation

We always aim to get your request resolved first time and in the best way possible. We have a dedicated Service Desk Manager who you can raise any issues or escalate requests to where required.



Service and support packages

	Platinum Package	Gold Package	Silver Package
Monthly Cost Per User	£50	£30	£20
Server Maintenance & Patching	✓	✓	✓
Server Reboots	✓	✓	✓
Backup Monitoring	✓	✓	✓
Ticketing System	✓	✓	✓
Remote Support	✓	✓	✓
Apex Remote Support Tools	✓	✓	✓
Asset & Inventory Management Reporting	✓	✓	✓
PC Updates	✓	✓	✓
Antivirus Health Monitoring	✓	✓	✓
Dedicated Account Manager	✓	✓	X
IT Roadmap Planning with Regular Reviews to Build Out Strategy	✓	✓	X
On-site Support Included*	✓	X	X
Initial Security Audit Included	X	X	X
Support Hours	24/7*	24/7*	9am - 5pm Monday - Friday
Response Times	Enhanced SLA	Standard SLA	Next working Day
Server & Infrastructure Support, based on complexity of solutions and number of servers	From £99 Per Month	From £79 Per Month	From £79 Per Month
Standard Hourly Rate	£79	£79	£79

* Out of hours support is not included in your fixed cost and will be charged at your standard hour rate. It is available out of our core office hours for customers on Gold or Platinum Packages only. * On-site Support included in Platinum Package is only to your primary address and must be within 25 miles of M50 3XW. * All Support Packages are for a minimum of 5 active users.
* Remote Management and Monitoring software is installed on all devices and is charged at £1.90 per device.

What is included in our support packages?

We offer 3 different levels of support, Silver, Gold & Platinum. All packages include:

- Day to day management of your IT systems, including monitoring the real-time health of your IT equipment during out core office hours.
- Unlimited remote support, subject to commercially reasonable usage.
- Proactive monitoring for common faults with your systems, via our Remote Management and Monitoring Software.
- Setup of new users.
- Management of your email system and licenses in Microsoft 365.
- Reactive support raised with our Service Desk.
- We will work with 3rd party suppliers to resolve issues, within commercially reasonable limits.
- We aim to cover all hardware and software, given it is within reasonable age and is deemed fit for purpose.

What is excluded in our support packages?

The general running of your IT is covered, however there are some exclusions:

- Work completed on-site (unless on our Platinum Package).
- Setup of new equipment; new equipment and setup will be quoted for as required.
- Project work.
- Support completed outside of core hours.
- Hardware and Software which is deemed not fit for purpose, or not in support with the manufacturer.
- Major system reconfiguration. (Including rebuilding/off site repairs).
- Staff training, which is beyond routine application queries.
- Major equipment moves, relocation and re-patching of existing equipment.

Response times

Response Times

Our service Desk Manager will assign a Priority Level to all Support Tickets as below.

Priority	Business Impact	Examples
1	Complete loss of service impacting on multiple or all users	Server offline. Internet down for all users. Ransomware style attack or virus.
2	Loss of service, resulting in individuals user's inability to work. Reduced functionality causing severe disruption to user.	Can't login or access PC at all with no alternate machine or device to use. Completely unable to work.
3	User experiencing a problem. Reduced functionality causing some disruption to user.	Able to partially work.
4	Non-urgent query or request. Reduced functionality causing minor disruption and minimal impact to user.	Printer offline, however user can print to alternate printer.
5	Quotes and information requests.	Quote for new PC. Needs a list of email accounts.



Ticket Priority Level	Platinum Package	Gold Package	Silver Package
Priority 1	30 Minutes	1 Hour	4 Hours
Priority 2	90 Minutes	2 Hours	Next Day
Priority 3	3 Hours	4 Hours	Next Day
Priority 4	4 Hours	6 Hours	Next Day
Priority 5	Next Day	Next Day	Next Day

Provisioning of new user & email accounts is subject to a 48 hour SLA across all packages.

Simple to switch

4 Steps to Switch **Sit back and let us do the work!**

What is the process? What is involved?

We know that switching your IT support solutions provider can seem a daunting process. We also know that feeling stuck with a service that you're unhappy with can be frustrating and tricky to manage.

That's why, at Apex, we have made the 'switching' service as seamless and as simple as possible.

We start by scoping your specific requirements and then pull together a proposal and IT roadmap that will best suit you and your business. We then liaise with your current provider to ensure a seamless transition of services and support.

People often have concerns around transferral of services, contract end dates, transferral of admin rights and their cyber security provision. Apex has a structured and bespoke process to help our customers switch from their existing providers.



Step One

our Initial Enquiry

All you need to do at this stage is let us know that you're interested in switching and leave us your contact details so that we can inform you of the next steps.



Step Two

Scoping your requirement

There are a number of factors we will take into consideration when scoping your requirements, including:

The level of IT infrastructure you already have in place, what kind of support you feel you are lacking from your current provider, the size of your business, any other relevant information you wish to provide.



Step Three

Liaising with your existing supplier

When you switch to Apex Computing, we'll do all of the hard work for you, including liaising with your current IT supplier.

This can be the trickiest and most daunting part of switching providers, but we will work hard to ensure that we're on the same page as your current provider so that the transition of services and support is seamless.



Step Four

Onboarding

Once we've reached an agreement with your current service provider, we can start the process of transferring the management of your IT support and services over to our team.

We aim to get the full onboarding process completed as quickly as possible, merging all of your IT accounts and security systems into one fully managed IT hub.

Apex Cyber Security Sphere: the new approach to Cyber Security

40%
of **businesses**
will be hit with
a **cyber attack**
each year

Apex Cyber Security Sphere is more than just a series of products...it's the people that make it happen!



Ashley Proctor
Technical Operations Manager



Nathaniel Gill
Head of IT Security



Joanne Hughes
IT Security

[Click here to find out more!](#)

Advanced device threat detection and response

- More effective at detecting threats than a traditional AntiVirus.
- An integrated network solution for both home and business meaning that you are protected even when working at home or away from the office.
- Advanced web content filtering.

Apex Zero Trust application/ programme management

- Prevents unknown/untrusted applications and programmes from running on your systems.
- Ringfences and protects core applications and programmes to prevent them becoming infected and then spreading that threat across your wider IT infrastructure.
- Detects changes in application/programme behaviour, such as if your device tries to access files and folders outside of normal activity.

Ransomware Detection

- Last line of defence against ransomware.
- Automatically isolates infected devices from the rest of the network when ransomware is detected.
- Automatically logs an urgent priority ticket with our IT Service Desk when ransomware is detected.

Email Phishing Training/Simulation

- Trains your team to build up their cyber security knowledge.
- Helps you identify where further cyber security training is required, through scheduled phishing campaigns.
- Allows your team to report suspected phishing emails via the "PhishAlert" button.

Cyber security Reporting and analytics

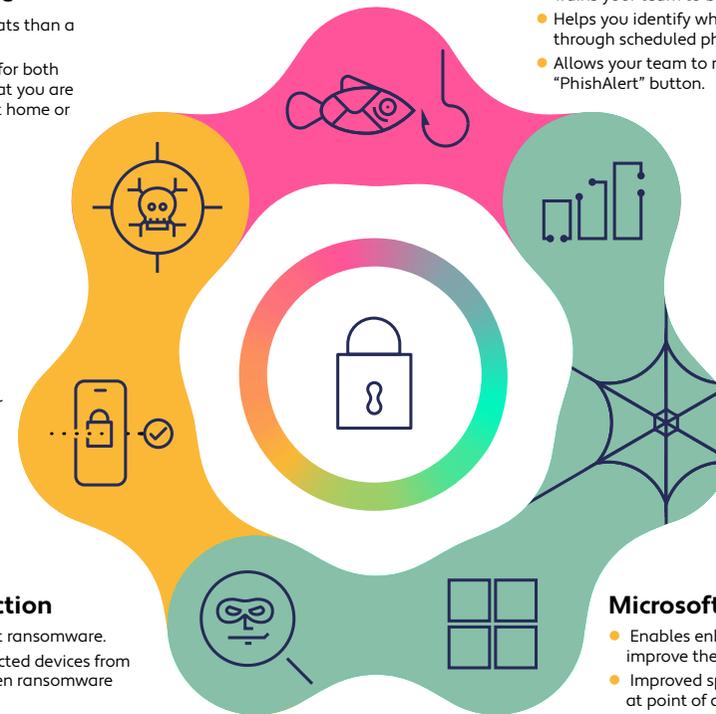
- Allows for proactive monitoring of your cyber security status.
- A platform that unifies your cyber security defences and assets.
- Unification allows for previously unseen security gaps to be quickly exposed and remediated.

Dark Web Monitoring

- Regularly monitors the dark web for leaked usernames and passwords.
- Looks for leaked Personal Identifiable Information (PII), such as your date of birth as well as names and addresses.

Microsoft 365 Business Premium

- Enables enhanced cyber security features to improve the security of your cloud data.
- Improved spam filtering and malware detection at point of delivery.
- Greater control and management over how users can sign in (e.g. restrictions by country).



Security services and products

Product	Description	Price	Compulsory
Anti-Virus & Security Software from ESET	Our customers use Dynamic Threat Protection Software to secure their computers and servers.	£43+VAT Per Device Per Year	Yes
Apex Zero Trust Software	<p>Zero trust means changing the position from blocking only known threats to blocking anything from running that is not permitted. When trust is given, granular policy controls are enforced to stop vulnerable applications from carrying out malicious behaviour.</p> <p>It is primarily Application Whitelisting Software. It will manage and control at device level, applications, admin control, storage control and provide user activity auditing.</p> <p>Application Control blocks everything from running on your systems that has not been explicitly approved - whether it be a program, an installer, malware or ransomware.</p>	£5+VAT Per Device Per Month	Optional
SonicWall Firewall Solutions	Advanced Firewall Solutions help protect your network. Our solutions from SonicWall will inspect all incoming traffic into network and help to stop attacks before they hit your internal devices.	Priced On Application	Optional
Dark Web Monitoring	With our monitoring service we continuously search the Dark Web and the criminal hacker underground for exposure of our clients' credentials to malicious individuals.	Priced On Application	Optional
Security Audit	<p>The Security Audit differs from the general maintenance and support we provide. This is because it is taking a pro-active approach towards your system and network, to identify weak spots in your current network and setup.</p> <p>Our Security Audits focus on best practices, security of data, access to data, configuration of your systems, as well as physical access to your hardware.</p> <p>We review policies that affect your whole work environment, such as user password policies and Windows Update policies, as well as checking that any remote access into your business is as secure as possible. We recommend these are completed every 12 months and are highly recommended for new customers who are just joining us.</p>	From £1250+VAT	Optional
Cyber Essentials	Cyber Essentials is a government backed accreditation that helps protect your organisation against cyber-attacks and the most common cyber threats. It also demonstrates your commitment to Cyber Security to your customers.	From £950+VAT	Optional

Separate to support of your end users we recommend that customers choose from the following products and services to help their organisation against cyber threats.



Additional services

Product	Description	Price
Backup Solutions	Depending on the type of Servers you have and the data and workloads that need to be backed up we offer a range of Backup Solutions, from simple on-site rotational storage devices to fully managed automated cloud backups.	Depending on Requirements
Productivity Software	We offer end user productivity tracking and reporting software from Activetrak.	Depending on Requirements
BDCR Devices	We can offer Business Disaster Continuity which will allow your essentials servers and workloads to be available in the event of system failure.	Depending on Requirements
Microsoft Office 365 Solutions	As a Microsoft Solutions Partner we specialise in providing Solutions based around this platform. Licensing is dependent on your requirement and your organisation type. We can also offer consultancy around tailoring Microsoft Solutions to your workloads.	Depending on Requirements
Backup of Office 365 Data	We provide a backup service for workloads inside Microsoft Office 365, including backup of data in email, OneDrive, SharePoint & Teams.	£3.40 Per Mailbox Per Month
Hosted Desktop Solutions	We can provide Hosted Desktop Solutions where your Desktop Environment for your end users is fully hosted in your cloud on the Microsoft Azure Network.	From £80 Per User Per Month
Exclaimer Email Signatures	Have Unified Email Signatures across all your accounts. Centrally manage and update them with ease. Have Email Signatures applied to all emails from whatever device they are sent.	£2 Per User Per Month
Structured Cabling, Infrastructure and Wi-Fi Solutions	We can provide structured network cabling installations, along with Wi-Fi solutions for your offices.	On Request

Depending on your requirement, we offer a range of products and services which may you may choose in addition.

Please note all prices in this document are subject to VAT.

Our terms and Conditions can be found at: <https://www.apexcomputing.co.uk/terms-and-conditions/>

Why choose Apex



We offer **IT Support, Cloud Solutions, Business Continuity systems, and IT Security**, providing comprehensive operational solutions.



Our customer-focused approach and industry accreditations, including **Microsoft Solutions Partner, Cyber Essentials Partner, and Exclaimer Partner**, instill confidence in our customers.



Our expertise in various sectors like **security, property, leisure, medical, and accountancy** enables us to cater to specific needs effectively.



Our **24/7/365 availability** ensures **continuous support** through any circumstance, be it holidays or late hours.



With an **advanced ticketing system**, we prioritise and promptly resolve every query and problem.



In the case of severe issues, our **on-site engineers** can quickly address the situation.



Conveniently located in **Salford Quays, Manchester**, we welcome visits to discuss our services, systems, and upgrades.

Need more convincing?

Click the link below to find out more about us and discover how Apex can help your business.

[Find out more](#)

Contact us



Daniel Shone
Managing Director

Daniel is the company founder. He started Apex Computing in 2003 and manages the day-to-day running of the business.



Chris Gorman
CEO

Chris is a co-owner of the business and leads on strategic direction alongside overseeing operational and business activities.



Kate Bereti
Senior Customer
Relationship Manager



Stephen Hobson
Senior Customer
Relationship Manager



Thomas Williams
Customer Relationship
Manager

Want to get started?

Apex is ready to assess your business and provide you with a tailored IT Solutions package. For a free IT consultation – please feel free to get in touch:

**Laser House, Media Village, Waterfront Quay,
Salford Quays, M50 3XW.**

<https://w3w.co/blur.beside.spoken>

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