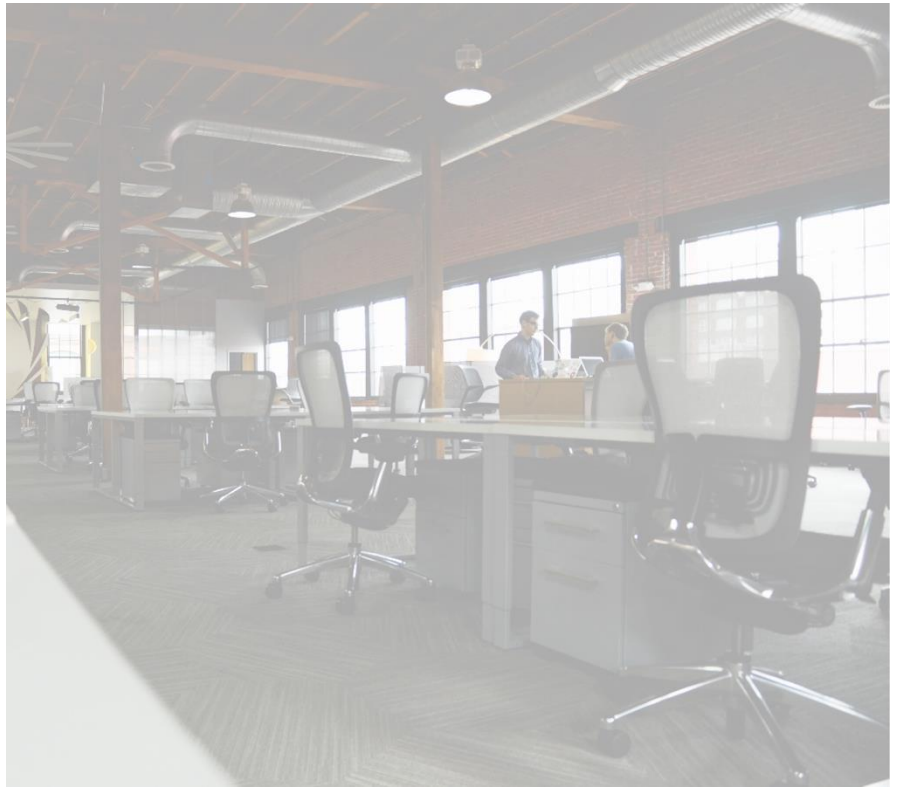




IT & Technology partner

Overview of packages and services

www.backbone.uk.com



Backbone IT Services

From management of on-site infrastructure, to our own secure Cloud platform. We support the spine of our customers' businesses, delivering a stable, friendly, and clear work environment for about 3500 people, every day. We provide:

- ✓ A **single point of contact** for all your IT questions
- ✓ A **unique approach** to maximise results
- ✓ Strong industry **partnerships**
- ✓ Growth through **knowledge sharing**

IT Service Packages

Backbone (UK) offers **IT Service packages** to tenants, in three variants: Startup, Growth, and SME. All three are based within the Office 365 environment, delivered in the backbone way: Secure, Backed up, and **Supported 24/7**.

Type	Description	monthly recurring
Startup	Based on a one or two-person company and encompassing everything you need to run a secure, <i>Startup</i> is a scalable IT environment, without any of the overhead for you. Backbone provides an externally backed up, bespoke version of Office 365 email and file storage, locally secured, monitored, and supported, by our in-house helpdesk, 24 hours a day, 7 days a week.	£ 93.60 per user 1 – 2 users
Growth	When taking your business to that next step, IT becomes more challenging as well. Backbone's platform provides the ultimate in secure, flexible working both from your desk or anywhere else. The <i>Growth</i> package also comes with online security awareness training, bespoke to your staff, with a phishing test every few weeks.	£ 80.20 per user 3 – 10 users
SME	SME builds on <i>Growth</i> and adds a strategic review in the form of a virtual CIO. At this stage of your company, you need more than just the right tools; you need the correct processes in place to make sure your technology becomes an asset, instead of a cost.	£ 80.20 per user 11 – 50 users

Bespoke IT services

Besides the service packages, Backbone (UK) also offers **bespoke services** to complete what you already have in place; ranging from Cloud projects to Technical Consultancy. Our engineering team know the location inside out and can provide lightning fast services for a highly competitive fee. Backbone (UK) can also plan and execute your entire IT office move for you.

Service Type	Contents & options	Monthly recurring
Secure Cloud Services <i>Cloud services ranging from a privately hosted, compliant workplace, to basic email and Office 365.</i>	Microsoft 365 Exchange Email	From £3.00 per user
	Remote Working Platform (HUB)	From £4.00 per user
	Microsoft Office 365 services	From £6.50 per user
	Hosted Virtual Desktop	From £40.00 per user
	High performance Hosted Desktop (3D)	From £1000 per server (8 users)
Business Continuity <i>Make sure you never lose productivity and satisfy all our DR & BC requirements.</i>	Disaster & Workplace recovery	£TBD – Scenario Specific
	Cloud Data Backup	From £0.25 per GB
	Cloud Email Backup	From £4.00 per user
IT Security & Ransomware prevention <i>Market leading comprehensive protection against Malware, Phishing and Viruses.</i>	Device Anti-Virus	From £2.00 per device
	Phishing tests	From £3.00 per user
	SIEM	£TBD – Scenario Specific
IT Project Services & Consultancy <i>Have our technical consultants assist you with your office move or IT project.</i>	Physical Office Moves	£TBD – Scenario Specific
	Move to Cloud	£TBD – Scenario Specific
	Server virtualisation	From £80.00 per server
Support Services <i>Get the most out of your IT with 24/7 personal support, monitoring and key man cover.</i>	IT Clinics & Training	From £600 per day
	Cyber Security Analysis	From £600 per day
	Key IT personnel cover	From £350 per department
	Networking services	£TBD – Scenario Specific

About Backbone

Backbone is based in the heart of Central London, with other offices in Sofia, Bulgaria.

We know what drives business

At Backbone, we aim to deliver peace of mind and a helping hand around all things IT. We know technology drives business, but people create value. A core value that still holds true for us after more than two decades. We help you get the most out of your team, your equipment and your time.

The buck stops with us

On site, as well as in our helpdesk, we employ fully certified engineers who are not only technologically skilled but also able to explain complex IT-challenges in language everyone can understand. Backbone doesn't outsource; all our staff is in-house and managed by our own leadership team. This is also why we operate our own equipment in our Leeds and London datacentres (which are both tier 3, ISO 27001 PCI compliant) with Backbone, you truly have a single point of contact.

We love to work together

We also understand we can't be the best at everything; we work together with the best and brightest in the industry. From market leaders like Microsoft to companies pushing the envelope, like PURE storage. We're constantly on the lookout for new technology and always eager to learn.

Contact Details

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