



Outbound Virtual is an extension of your IT department.  
And if you don't have one, we can be yours!

Improve the agility and scalability of your IT to deliver the best possible service to your customers with our help.

## Outbound Virtual IT Department

### Secure Plan (Up to 300 Users)

#### Included in the Secure Plan:

##### Service Level Agreement

Standard Service Level Agreements (SLA's) applied to response, escalation, and resolution of support related tickets. Defined within all our support agreements.

##### 24x7x365 Server Monitoring

We monitor many parameters related to the health and performance of server infrastructure and individual services that reside on them to alert and take proactive maintenance tasks before they become support incidents.

##### Endpoint Protection and Security

Built into Basic and Secure is Microsoft's Defender for Business End Point management. Secure Plus extends this into our preferred next-generation EPDR solution from Watchguard. Both solutions are cloud-based SaaS Endpoint security management.

##### Technical Service Desk

Limited to Business Hours  
Unlimited Tickets pp/pm

Enjoy front line service desk support from Outbound Monday - Friday 09:00 - 17:30 with the options of extended support including 24x7x365. Multi-tiered service desk operation with around the clock monitoring, remote, email and telephone support.

##### Device Encryption

As the first line of defence for protecting company data and maintaining compliance, Outbound manages the local encryption of these devices.

##### Multi Factor Authentication

Outbound configures and supports Microsoft Azure MFA for all our service plans to ensure your applications are integrated within Single Sign On and secured with multi-factor authentication. For more advanced requirements with partner with market leading Cisco Duo and Watchguard AuthPoint to extend the functionalities as an optional add-on.

##### Fully Managed 365 Services

Outbound services help you maintain Microsoft 365 solutions that are sustainable and ensure you maximise your Microsoft 365 investment! This includes the Microsoft 365 Business Premium License, free annual 365 assessment and regular updates on future Microsoft releases.

##### Microsoft 354 Business Premium License

Includes all the same apps and services as Microsoft 365 Business Standard plus advanced cyberthreat protection and device management capabilities. Microsoft 365 Business Premium is built for businesses with up to 300 employees.

##### Patch Management

As part of our monitoring Outbound offers a unified solution that automatically updates patches for both operating system and some 3rd party solutions. Part of the onboarding is to discuss the frequency however we recommend aligning with the Cyber Essentials framework.

### Microsoft 365 Backups

With Outbound and Microsoft 365 Business Premium (and Enterprise Plans) we include a cloud to cloud backup solution (excluding our Basic package). This "set and forget" solution ensures all of your 365 data mailboxes, Teams, OneDrive and SharePoint data is backed up several times a day automatically. Allowing for granular easy to use restores, unlimited storage for 1 or unlimited data retention.

### Business Review

With Outbound Business With Outbound Business Review service, highly skilled and industry-experienced consultants perform a detailed analysis of your IT infrastructure, identifying problems, recommending improvements, and assessing the general health of your network and IT equipment. In addition to offering advice on how to streamline your IT services, our goal is to make sure you are getting the most out of your IT infrastructure.

### Security Assessment Bundle Lite

With Outbound, you can identify the threats facing your information systems, networks, and data with the most comprehensive risk-based vulnerability management solution. Includes:

- Cyber Security Assessment
- Public Security Report
- One off Dark Web Scan

"Outbound Virtual stood out from the start...I had thought we only needed someone to "fix" things, but we have advanced far beyond my expectations. I would absolutely recommend Outbound Virtual - they were transparent from the start, and they met all our needs."

### Add-On Services:

#### Web Security Filtering

Built into our advanced End Point Protection, Detection and Response solution, this tool blocks access to website based on content filtering categories. With an optional add on to extend this to the market leader zero trust web security provider Cisco Umbrella.

#### Microsoft 365 Protection Plus

Outbound security experts offer a comprehensive defence against today's cyberthreats, to specifically target business email compromise (BEC). Traditional email security solutions depend on data from previously detected cyber threats and successful penetration tactics. This creates protection gaps for new, unknown threats to exploit. Protection Plus is different. This solution will be constantly monitoring your 365 environments for comprised emails or phishing attacks from genuine email domains.

#### Cyber Essentials Accreditation

Cyber Essentials is the UK Governments recommended framework for minimum Cyber Security standards. Here at Outbound we strive to ensure security is a pivotal part of all our services, this is why in some of our plans we have included the cost of this accreditation and support to ensure you pass. Providing pre-assessment consultancy, help and advice during the Cyber Essentials process and the actual assessment.

#### Security Assessment Bundle Full

This extends to include:

- Annual Disaster Recovery Assessment
- Cyber Security Awareness Training
- Ongoing breach and dark web exposure monitoring
- Phishing attack simulation tools
- Policy Manager - distribute policies, procedures to staff, ensure compliance and acceptance.

#### Cyber Essentials Plus Accreditation

Cyber Essentials Plus still maintains the Cyber Essentials trademark simplicity of approach, and the protections you need to implement are the same, but with Cyber Essentials Plus hands-on technical verification is performed.

## Virtual IT Services Plan Comparison

| UP TO 10 USERS<br><b>Outbound Basic</b>  | UP TO 300 USERS<br><b>Outbound Secure</b> | UP TO 300 USERS<br><b>Outbound Secure Plus</b> | 300+ USERS<br><b>Outbound Enterprise</b> |
|--|---|--|--|
| ✓ Service Level Agreement                | ✓ Service Level Agreement                 | ✓ Service Level Agreement                      | ✓ Service Level Agreement                |
| ✓ Technical Service Desk                 | ✓ Technical Service Desk                  | ✓ Technical Service Desk                       | ✓ Technical Service Desk                 |
| ✓ Fully Managed 365 Services             | ✓ Fully Managed 365 Services              | ✓ Fully Managed 365 Services                   | ✓ Fully Managed 365 Services             |
| ✓ Microsoft 365 Business Premium License | ✓ Microsoft 365 Business Premium License  | ✓ Microsoft 365 Business Premium License       | ✓ 24x7x365 Server Monitoring             |
| ✓ 24x7x365 Server Monitoring             | ✓ 24x7x365 Server Monitoring              | ✓ 24x7x365 Server Monitoring                   | ✓ Endpoint Protection & Security         |
| ✓ Endpoint Protection & Security         | ✓ Endpoint Protection & Security          | ✓ Endpoint Protection & Security               | ✓ Multi Factor Authentication            |
| ✓ Multi Factor Authentication            | ✓ Multi Factor Authentication             | ✓ Multi Factor Authentication                  | ✓ Microsoft 365 Backups                  |
| + Web Security Filtering                 | ✓ Microsoft 365 Backups                   | ✓ Microsoft 365 Backups                        | ✓ Patch Management                       |
| + Microsoft 365 Backups                  | ✓ Patch Management                        | ✓ Patch Management                             | ✓ Device Encryption                      |
| + Microsoft 365 Protection Plus          | ✓ Device Encryption                       | ✓ Device Encryption                            | ✓ Business Review                        |
| + Patch Management                       | ✓ Business Review                         | ✓ Business Review                              | ✓ Security Assessment Bundle Full        |
| + Device Encryption                      | ✓ Security Assessment Bundle Lite         | ✓ Security Assessment Bundle Full              | ✓ Web Security Filtering                 |
| + Business Review                        | + Web Security Filtering                  | ✓ Web Security Filtering                       | ✓ Microsoft 365 Protection Plus          |
| + Security Assessment Bundle             | + Microsoft 365 Protection Plus           | ✓ Microsoft 365 Protection Plus                | ✓ Cyber Essentials Accreditation         |
| + Cyber Essentials Accreditation         | + Cyber Essentials Accreditation          | ✓ Cyber Essentials Accreditation               | ✓ Cyber Essentials Accreditation Plus    |
| + Cyber Essentials Accreditation Plus    | + Cyber Essentials Accreditation Plus     | + Cyber Essentials Accreditation Plus          |  |

### Some of our Solution Partners



At the heart of your business, we want to understand your challenges and goals, this is where we differ from the traditional "outsourced" model. We pride ourselves on knowing your business, your people and your teams.

Part of the **outbound**™  
GROUP



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