

For many organisations, IT is both a vital tool and an ongoing challenge. You need systems that keep people productive, protection from growing cyber threats, and confidence that technology will support long-term goals. Finding the right balance of support, security and strategy is key, but it can be hard to achieve without a trusted partner. With over 30 years' experience delivering IT and cybersecurity managed services, we understand these pressures and know how to help you overcome them.

## The secure choice for complete IT management

**totalIT secure** is designed for organisations that take cybersecurity seriously. It combines proactive IT management with advanced, 24/7 monitoring and defence, ensuring your technology, data and people remain protected and productive. With our friendly UK-based IT experts and dedicated Security Operations Centre working together, you can rest assured that your IT is being managed, maintained and monitored every hour of every day.



Here's how we support your organisation every day:



### 24/7 Unlimited helpdesk support

Our support team is here 24 hours a day, 365 days a year. We run continuous checks to identify and fix issues before they escalate, ensuring your systems stay operational and your team remains productive. From small technical queries to major fixes, we're here whenever you need us.

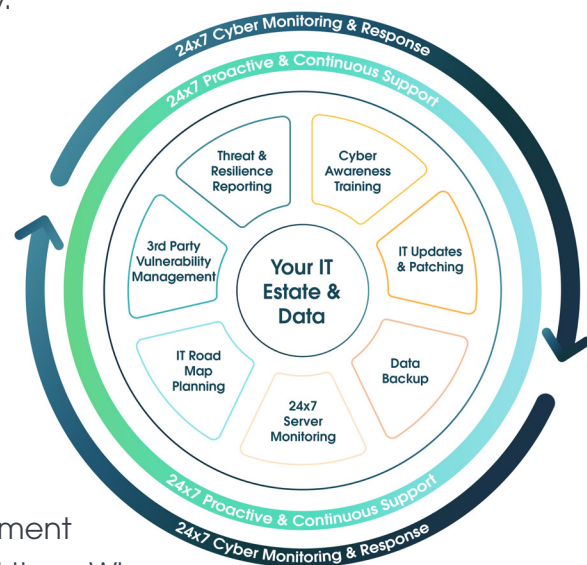


### 24/7 cyber monitoring, detection & response

Our Security Operations Centre monitors your IT environment continuously, detecting and investigating threats in real time. When suspicious activity is identified, our analysts act immediately to contain and resolve it before it impacts your organisation. To deliver this always-on protection, **totalIT secure** uses enterprise-grade security technologies:

- ✓ **Managed Detection & Response (MDR)** – Constant endpoint and server monitoring to identify and neutralise threats instantly.
- ✓ **Identity Threat Detection & Response (ITDR)** – Protection for Microsoft 365 accounts, detecting unusual logins or unauthorised access.
- ✓ **Security Information & Event Management (SIEM)** – Centralised log analysis across your IT estate to uncover hidden risks.

Together, these provide layered protection, measurable cyber resilience and complete peace of mind.



Here's how we support your organisation every day:



#### User & access management

We take care of all starter & leaver processes, managing Microsoft 365 licences and permissions to keep your systems secure and up to date.



#### Backup and resilience oversight

We monitor your Microsoft 365 cloud backups to safeguard business-critical emails and documents, ensuring data can be quickly recovered if needed.



#### IT roadmap & continuous improvement

We'll meet with you to plan your IT roadmap, prioritise improvements, and ensure technology evolves with your organisation's goals.



#### Compliance and visibility

Our live client portal gives you transparent insight into system performance, patching status and compliance at any time.



#### Cyber awareness & training

Your people are your first line of defence. We deliver monthly cyber awareness training and managed phishing simulations to help staff recognise threats and respond confidently.



#### Systems & device maintenance

We handle all operating system and third-party software updates, firmware patches and antivirus monitoring, keeping every device up to date, compliant and secure.



#### Vulnerability management & resilience reporting

We identify and patch weaknesses across your IT estate and provide a Cyber Resilience Benchmarking Report, showing how your defences measure up to best practice and where improvements can be made.

## How totalIT grows with you

**totalIT secure** forms part of ramsac's wider totalIT suite, a flexible range of managed IT services that scale with your organisation. Each tier builds on the last, adding layers of governance, protection and strategic input. When you're ready for a more advanced level of partnership, **totalIT premium** adds on-site consultancy, board-level briefings, policy reviews, risk analysis and certification support.

## The ramsac difference

We've been helping organisations thrive with secure, reliable technology since 1992. Our people are approachable, motivated and highly skilled, supported by ISO 9001, ISO 27001 and Cyber Essentials Plus certifications. We're proud to have been recognised as a Best Companies 3 Star World Class Employer, proof that our team love what they do and that passion shows in the service we deliver.

### Your Technology. Our Responsibility.

We'll protect your IT, giving you peace of mind to focus on your business.

Call us on 01483 412 040 or visit [www.ramsac.com](http://www.ramsac.com)

**ramsac**  
the secure choice