

Your First 2 Years with Total Group

Sale Process: Getting to know your Business

We typically meet several times to ensure we are good fit for our prospective clients. We look to identify existing IT resources, capability, functionality, and performance. We seek to understand the business needs and aspiration, discuss risks, and determine the risk appetite in the business. We ask about known existing issues and look to identify risks both known and unknown.

If no clarity exists over the existing, IT resources we can provide a network assessment to inventories systems so that licensing costs can be more accurately determined in advance. Its not uncommon for companies to not have an accurate understating of the exact number of devices and users in use in their business.

Signing Up: Cloud Subscriptions Established

- You Sign the Service Agreements,
- We will invoice the setup Fee and provide direct debit mandates
- You pay the setup fee and sign and the mandates
- We perform Subscription Procurement

First 90 days: Onboarding: Secure and Protect

- Operation and Account Management Meeting with you
- Help Desk Support Live
- We Deploy Subscription to devices
- Network Risk Assessment & Inventory

- Onboarding Status Meeting
- Support Service Level Agreement - Live
- Network Documentation
- Critical Issues
- Subscription Adjustments if Omissions

Months 4-12: Delivering the Management Plan

- Policy, Process and Procedure
- Matters Outstanding
- Change Management
- Annual Strategy Meeting

Year 2: Maintain and Improve



We continue to operate the management plan which may include functions like annual accreditation renewals, regular vulnerability or penetration testing and of course meticulous monitoring and maintenance.

Service or Operational Review – As required but scheduled Quarterly (Every 6 months for small networks)
To achieve continual improvement the IT processes and procedures we operate on behalf of yours business should be under constant scrutiny and review by both your management team and ours. We need to know what is working well and what needs improvement.

Our clients’ networks benchmark in the top 1% by risk and downtime per £ invested. Very simply we maximise the benefits our clients receive from their digital investments. We have a 100% success rate in achieving the digital accreditations they need in their business.