



TOTAL GROUP LTD

**PRODUCT & SOLUTION PRICE GUIDE**

**Securing - Monitoring - Maintaining  
Supporting & Managing**

Affordable, scalable solutions you can trust

# Total Group International - Managed Service and Security Pricing 2024

## Minimum Standards

### Pre-Requisites to a Service Level Agreement (Not mandatory for software subscriptions and non SLA products)

Total Group must comply with statutory data legislation. As such our own IT systems and staff can only interact (support) client systems where essential data security controls are in place. These essential data controls are needed by every business. Service Level Agreements exclude malicious damage and omissions in such basic controls is negligence. Total Group we will never knowingly sell a package you don't need or comply with. You can procure these from other trusted providers or equivalent solutions but they must be in place.

Requirement for	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
<b>All Devices -Which access business data!</b> Example Home PC or Laptop on which you access work email or documents. Your business must lawfully control access and ensure all devices that connect to its systems have basic security controls. (Essentials Licensing is Included in all SLA Products)	Device Security - Essentials 2024 (AV, Malware, DNS, Patch Manage -Unmonitored)	£40.00	0	£8.50	£8.50
<b>All Microsoft 365 Accounts</b>	Advanced Threat Protection - Email Essentials 2024 - Stop Phishing, Malware, Spam & Spoofing	£40.00	0	£2.00	£2.00
<b>All Microsoft 365 Accounts</b>	MFA Standard License 2024 - Multi Factor Authentication (Access control )	£40.00	0	£3.00	£3.00
<b>All Microsoft 365 Accounts</b>	MFA Management - Multi Factor Authentication (Access control )	£40.00	0	£2.50	£2.50

## Support - Service Level Agreements (SLA)

### PC / MAC (Securing - Monitoring - Maintaining - Supporting - Managing)

Whether you just need to protect a device for access to business systems, provide support to end users or to completely professionally monitor maintain and manage the device, Total Group provide suites of software leveraging automation with a small business support wrapper round the outside. Our Pro suite is CE and CE+ approved and meets the most stringent compliance device requirements.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
1	SLA - Support	Response 2024 (Includes Essentials and Monitor suites)	£75.00	0	£33.00	£33.00
2	SLA - Support	Pro 2024 (Includes Support for 1 Branch / Site LAN) (Includes Essentials and Monitor suites)	£75.00	0	£55.00	£45.00
3	SLA - Support	Home Assist 2024 (Add on)* Wi-Fi + ISP + Print (Includes Essentials and Monitor suites)	£20.00	0	£10.00	£10.00
4	SLA - Support	Elite 2024 (24/7/365) (Includes Essentials and Monitor suites)	£95.00	0	£80.00	£70.00

\* Add on, Compliance monitoring is only available if you have other devices on a support package (SLA) or if you have your own internal IT Team providing help desk support.

### Mobile Device Management (MDM) - IOS - Android - Chrome (Securing - Monitoring - Maintaining - Supporting - Managing)

To protect business data systems ANY mobile device that interacts must be maintained and secured. Our mobile solution is CE and CE+ approved and meets the most stringent compliance requirements. The business can ensure that minimum mobile standards are maintained and that work data is ring fenced with access invoked when staff leave, regardless of who owns the device.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
5	Software Subscription	Microsoft Intune License - FREE with Business Premium and Most Enterprise Plans	£40.00	0	£8.80	£8.80
6	Software Subscription	MDM 2024 - Software Add On	£40.00	0	£2.00	£2.00
7	Software Subscription	MDM - Management Standard - (Email+ Data)	£94.00	0	£2.00	£2.00
8	Software Subscription	MDM - Management Business - (Email+ Data+Apps)	£40.00	0	£3.50	£3.50

\* Add on only Available in addition to current support packages

### Servers including Directory Service Environments (Securing - Monitoring - Maintaining - Supporting - Managing)

Nothing is worse than a server outage and with more than 2/3 of the week being out of hours its always when it does not suit. Total Group monitor and maintain all servers 24/7/365. Our servers run at very low risk and event free with the full support of Microsoft for when we get stuck. Our clients servers have the lowest levels of risk and downtime and perform in the top 1% for servers operated by UK SMEs.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
9	Software Subscription	Essentials 2024	£125.00	0	£44.00	£44.00
10	Software Subscription	Comply 2024 (24/7/365)-Monitor CE+ Standard & Vulnerability Status, NO remediation	£125.00	0	£100.00	£100.00
11	SLA - Support	Response 2024 (Help Desk Support)	£125.00	0	£110.00	£110.00
12	SLA - Support	Pro 2024 (Includes Support for 1 Branch / Site LAN) Includes Comply 2024 with Remediation	£125.00	0	£275.00	£275.00
13	SLA - Support	Elite 2024 (24/7/365) Includes Comply 2024 with Remediation	£125.00	0	£375.00	£350.00

### Network / Branch / Site Fee (Maintaining - Supporting - Managing)

As companies move services to the cloud the need for specific site support for the network remains an important provision. Total Group remove the accountability tennis that can go on between ISPs, cloud providers and end users. We take accountability for issue management and liaise with 3rd party providers so you don't get stuck in the middle.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
14	SLA - Support	>10 Staff (1 site included in PRO Server)	£0.00	0	£25.00	£25.00
15	SLA - Support	>25 Staff (1 site included in PRO Server)	£0.00	0	£50.00	£50.00

### Microsoft 365 (Administration and Management)

Total Group provides all Microsoft 365 licensing plans at cost with a clear Management Fee applicable to the companies overall usage and implementation.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
16	Software Subscription	Microsoft 365 - Microsoft 365 Business <b>Basic</b>	£40.00	0	£4.90	£4.90
17	SLA - Support	Management - Basic		0	£2.50	£2.50
18	Software Subscription	Microsoft 365 - Microsoft 365 Business <b>Standard</b>	£40.00	0	£10.30	£10.30
19	SLA - Support	Management - Standard		0	£4.50	£4.50
20	Software Subscription	Microsoft 365 - Microsoft 365 Business <b>Premium</b>	£95.00	0	£18.10	£18.10
21	SLA - Support	Management - Premium		0	£6.50	£6.50
22	SLA - Support	Management - Premium + Mobile (EMS & Intune)		0	£10.00	£10.00

# Backup - Disaster Recovery and Business Continuity

## Backup - Enterprise Cloud Offsite Backup

The worlds leading offsite cloud backup. Cloud storage may be redundant but backups protect against user deletions, modifications, data loss and cyber crime. All leading cloud platforms still recommend that you maintain backup and ideally this should be with an alternative provider. Retention and version history is not backup. Compliant businesses are required to backup their private and public cloud solutions. Offsite cloud backups are great but the time to recover is based on the volume of data and speed of your internet. Its not uncommon for large restores to take many days, even weeks. To reduce downtime consider disaster recovery solutions.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
23	Backup and DR	SharePoint and Teams - File Backups (Per User / Per Month)	£40.00	0	£4.50	£4.50
24	Backup and DR	Exchange Mail Backups (Per Mailbox Per Month)	£40.00	0	£4.50	£4.50
25	Backup and DR	Other - File or Application Backups (SQL) On Premise or Cloud (Up to 500GB)	£40.00	0	£55.00	£75.00
26	Backup and DR	PC and MAC - Device Backups	£40.00	0	£45.00	£40.00

## Backup with Disaster Recovery (DR) - Suitable for Servers and business critical systems that need high availability

The worlds leading backup and DR system fully managed. Daily test restores and verification for complete piece of mind. Restore or Failover in minutes. Backup is maintained both on premise and in the cloud, failover options include spinning up virtual machines from the backup both on premise or in the cloud. If a server breaks you can be up in minutes without the need for new hardware. If your office burns down servers can be online in the cloud in minutes.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
27	Backup and DR	Server - DR Appliance (This significantly reduces downtime over normal cloud backups)	£1,000.00	0		
28	Backup and DR	Server - Managed Cloud Backup with full DR failover to VM (Includes 1TB and 2 Servers)	£40.00	0	£250.00	£250.00
29	Backup and DR	Server - Per Additional Server (Cont.)	£40.00	0	£75.00	£75.00
30	Backup and DR	Per Additional 1TB or part thereof	£0.00	0	£200.00	£200.00

# Data Security

## Security - Essentials (Minimum Security)

Essential security is a basic fundamental for any IT network. Directors are now legally obligated to take reasonable steps to protect personal data. Total Group require our clients to have viable provisions of managed Anti-Virus protection for devices and e-mail flows, ensure that critical security patches are deployed and to protect their Microsoft 365 logins with Multi Factor Authentication.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
31	Security	Device Security - Essentials 2024 (AV, Malware, DNS, Patch Manage -Unmonitored) Either	£40.00	0	£8.50	£8.50
32	Security	Device Compliance - Comply 2024 -Maintain CE+ Standard & Vulnerability Clear, incl remediation	£40.00	0	£17.00	£17.00
33	Security	Advanced Threat Protection - Email Essentials 2024 - Phishing, Malware, Spam and Spoof	£40.00	0	£2.00	£2.00
34	Security	MFA Standard License 2024 Either	£40.00	0	£3.00	£3.00
35	Security	MFA Advanced License 2024 Or	£40.00	0	£6.00	£6.00
36	Security	MFA Management	£40.00	0	£2.50	£2.50
<b>Quick Calculator</b>			<b>£0.00</b>	<b>Month 1</b>	<b>£0.00</b>	<b>£0.00</b>
				<b>Thereafter</b>	<b>£0.00</b>	<b>£0.00</b>

## Security - Audits and Tests (Including Digital Due diligence for Mergers and Acquisitions)

You can only improve what you measure. Whilst many contractual obligations still call for annual testing or audits which of course we can meet, this approach is no longer suitable for risk mitigation. Threats and change happen in real-time and security test, remediation and mitigation should align. Realtime insight is better than periodic or annual insight but when paired with a SOC you can achieve real-time remediation. With M&A 2 out of very 3 company acquisitions are deemed mis valued due to unforeseen digital challenges. Acquiree's should know the digital risks as well as the legal and financial risks.

ID	Agreement Type	Pricing	One Off Setup	QTY	One Off	
37	Professional Services	Penetration Testing - One Off - Per Site (Includes 10 External IPs)	£0.00	0	£3,000.00	
38	Professional Services	Vulnerability Testing - One Off - Includes 250 devices +£2 for each device over 250.	£0.00	0	£3,000.00	
Vulnerability Testing - Example One Off - Site with 150 devices = £3000, Site with 750 devices = Sub 1 = £3000 + Sub 2 = £2x500 devices = £1000 = Grand Total £4000.00						
ID	Agreement Type	Pricing	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
39	Managed Security	Penetration Testing - As a Service - 4 x Either QTR Scans or On demand (Includes 10 External IPs)	£1,750.00	0	£250.00	£230.00
40	Managed Security	Vulnerability Testing - As a Service - Includes 250 devices +20p for each device over 250.	£1,750.00	0	£250.00	£230.00
Vulnerability Testing - As A Service - Site with 750 devices = Sub 1 = £250 + Sub 2 = 20p x 500 devices = £100 P/M = Grand Total £350.00 P/M						
ID	Agreement Type		Day Rate - 09:00 to 17:30		Out of Hours 17:30-09:00	
101	Professional Services	Pen & Vuln - Remediation and Mitigation Support - Engineering Senior Day Rate (8 Hours)	£650.00		£975.00	
102	Professional Services	Pen & Vuln -Remediation and Mitigation Support - Engineering Consultant Day (8 Hours or part)	£850.00		£1,275.00	
N/A	Professional Services	Remediation Free - See your SLAs. Example - If we manage & maintain your firewall critical remedion on the firewall is included in your firewall SLA, server issues included within PRO Server SLA's etc.				
<b>One Off</b>						
41	Professional Services	Due Diligence (Digital) - Red Flag Audit (Indicative Selection) M&A Critical	£4,000.00	0	N/A	N/A
42	Professional Services	Due Diligence (Digital) - Full Audit (Red Flag plus Senior Engineer Time)* Time As Required	£4,000.00	0	£850.00	£1,250.00
43	Professional Services	Network Audit and Risk Assessment Report *Per LAN scanned	£1,250.00	0	£1,250.00	£1,250.00

## Security - Other

Whatever the level of compliance or security standard you need to achieve Total Group can help. As early adopters of Zero Trust and with our independent best of breed approach we have a considerable market lead in hardening any IT environment.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
44	Software Subscription	Password Manager 2024 - Secure Password and Network Documentation Management	£40.00	0	£1.50	£1.50
45	Software Subscription	Monitor 2024 (24/7/365)	£40.00	0	£17.00	£17.00
46	Software Subscription	Access Elevation 2024 - Application Whitelisting and Administrator Self Service	£40.00	0	£7.00	£7.00
47	Managed Security	Zero Trust 2024	£40.00	0	£7.00	£7.00
48	Referral * Regulated	Cyber Insurance (TechInsure / Hiscox/ QBE / AXA / CFC Allianz / Markel / Chubb)	POA		* We can recommend or refer without warranties	

## Security - Firewall - Unified Threat Management - Compliantly Maintained and Monitored \* Choice of Manufactures

It's no longer viable to install & forget your firewall or operate a default / base specification. If you process personal data, your lawfully required to monitor and maintain data security. Businesses need security 24/7/365 a full UTM suite and the device and functionality monitored by experts in real-time. You are under attack all the time and to remain safe you need a real-time proactive response. One Off Set-up Includes Physical Installation, base configuration and up to 4 hours of engineering for creation of custom config like policies and VPNs. Standard install suffices for the vast majority of all installs but any additional time needed can be quoted separately. See Pay As You Use Engineering - Level 3 pricing.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
49	Security - Firewall as a Service	Up to 10 Users (1700 Mbps throughput)	£850.00	0	£75.00	£60.00
50	Security - Firewall as a Service	Up to 20 Users (3400 Mbps throughput)	£850.00	0	£135.00	£95.00
51	Security - Firewall as a Service	Up to 60 Users (4.7 Gbps throughput)	£850.00	0	£235.00	£175.00
52	Security - Firewall as a Service	Up to 75 Users (5.8 Gbps throughput)	£850.00	0	£255.00	£195.00
53	Security - Firewall as a Service	Up to 250 Users (18 Gbps throughput)	£850.00	0	£465.00	£325.00
54	Security - Firewall as a Service	Up to 3000 Users (87 Gbps throughput)	£850.00	0	£1,200.00	£850.00
55	Security - Firewall as a Service	Home 2024 (Home Worker / Branch - Web Filtering Add On /Per Device)	£40.00	0	£4.50	£2.50

\* Term Agreement - Set-up Includes Physical Installation, base configuration and up to 4 hours of engineering for policies and VPN's - Additional time can be quoted separately at Engineering Senior Day Rate pricing.

## Mobile Device Management (MDM)

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
56	Security	Mobile Device Management - One off Company Setup - DEFAULT - Upto 3 Profiles (EITHER)	£650.00	0	£0.00	£0.00
57	Security	Mobile Device Management - One off Company Setup - ADVANCED Upto 12 Profiles (OR)	£1,500.00	0	£0.00	£0.00
58	Security	Mobile Device Management - Device Licensing Costs (Free on M365 Business Premium Plans)	£40.00	0	£18.10	£18.10
59	Managed Security	Mobile Device Management - Management Cost	£40.00	0	£2.50	£2.00

\* Additional or replacement policies - See time and materials. A G-Suite License is required to adopt Chrome Devices.

# Data Security - Access Enterprise Tools and Teams

## Professional Service Automation PSA - (Where ticketing meets outsourcing and ignorance meets insight)

Choose from the leading Enterprise PSAs but procured through Total Group, leverage over 9000 integrations and APIs. Helping IT teams excel is our core purpose. We know that great IT teams need great tools. Unfortunately to often to maximise the benefit of such tools takes a very substantial investment in time. Total Group have spent years integrating so our clients don't have to. Saving huge time and money and providing the flexibility to instantly access the worlds leading digital expertise and resources. Whether you insource or outsource our PSA will be so much more than just a ticketing system. Push deployment, provisioning and AI integrations will empower your Team. You could insource today and outsource tomorrow, use Web Root this morning and Sophos this afternoon. Use a myriad of complex best of breed solutions without compromise whilst maintaining holistic management and oversight. Accelerate and de-risk change with almost unlimited choice and options. Its like Amazon prime for digital services and solutions, giving you access to a huge marketplace with simplified procurement and delivery.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
60	Software Subscription	PSA - Ticketing System Software - Desktop * Required for NOC, SIEM or SOC (+1000s of Services)	£40.00	0	£1.75	£1.75
61	Software Subscription	PSA - Ticketing System Software - Server * Required for NOC, SIEM or SOC (+1000s of Services)	£40.00	0	£25.00	£25.00

## Network Operations Centre (NOC) - End Point (Monitoring - Remediation 24/7/365)

Let the worlds leading Network Operations Centre keep your end points maintained and available 24/7/365. Reduce downtime and tickets to your help desk with proactive device issue and event management. Ensure your IT Estate is meticulously and compliantly maintained with the leading tools and automation. Leverage over 3000 IT professionals qualified to a minimum of CNCP. Allow your team to focus on users and risk. \* PSA Required

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
62	Software Subscription	Desktop - Essentials 2024	£40.00	0	£8.50	£8.50
63	Software Subscription	Desktop - Monitor 2024 (24/7/365)	£40.00	0	£17.00	£17.00
64	Software Subscription	Server - Essentials 2024	£125.00	0	£44.00	£44.00
65	Software Subscription	Server - Monitor 2024 (24/7/365)	£125.00	0	£81.00	£81.00

## Security Information and Event Management (SIEM) - End Point - Network - Cloud (EDR & MDR - Monitoring - Remediation)

Having a world leading Security Operations Centre to identify vulnerabilities in real-time is one thing, quickly remediating and mitigating identified risks is quite another. With huge complexity comprehensive real-time insight requires the very best tools. These tools need to be monitored and acted on in real-time 24/7/365. Reacting quickly to new threats is critical to avoid or reduce the impact. Gartner suggest that in over 50% of major cyber crimes the business was aware of the risk but had not yet acted to remediate or mitigate. \*PSA Required

ID	Agreement Type	Pricing	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
66	Software Subscription	Endpoint Detect and Respond (EDR) - Automatic remediation	£40.00	0	£10.00	£10.00
67	Managed Security	MDR (EDR as a Service) Managed by Automation and SOC	£40.00	0	£15.00	£12.50
68	Professional Services	Incident Response (Engineering Senior - Day Rate)	£850.00	0	£850.00	£1,275.00
69	Professional Services	Major Incident Response (Engineering Consultant- Day Rate)	£1,500.00	0	£1,500.00	£2,250.00

## Security Operation Centre (SOC) - End Point - Network - Cloud (XDR - Monitoring - Remediation - Mitigation)

Having a world leading Security Operations Centre to identify vulnerabilities in real-time is one thing, quickly remediating and mitigating identified risks is quite another. With huge complexity comprehensive real-time insight requires the very best tools. These tools need to be monitored and acted on in real-time 24/7/365. Reacting quickly to new threats is critical to avoid or reduce the impact. Gartner suggest that in over 50% of major cyber crimes the business was aware of the risk but had not yet acted to remediate or mitigate.

ID	Agreement Type	Pricing	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
70	Security - SOC	Per - End Point	£40.00	0	£15.00	£12.50
71	Security - SOC	Per - Server End Point	£40.00	0	£45.00	£35.00
72	Security - SOC	Per - Firewall (Network/Site/Branch)	£150.00	0	£45.00	£35.00
73	Security - SOC	Per - Cloud Environment (e.g. Microsoft 365, Azure, Amazon S3, Google)	£150.00	0	£45.00	£35.00

# Compliance

## Cyber Essentials, Cyber Essentials Plus, GDPR and Supply Chain

Statutory Data Protection obligations aside increasingly compliance is a mandatory supply chain requirement and sensible risk measure. Compliance lowers commercial and cyber risk and can facilitate that you meet contractual and insurance controls. Statements alone now seldom satisfy stakeholders require evidential proof. You cannot simply rush out and buy compliance to achieve a contract renewal and it can be fraught not to have planned ahead.

ID	Agreement Type	Pricing	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
74	Compliance	Supply Chain Audits - 1 Day Incl with Managed Compliance, See Senior Engineering time.	£850.00	0	£0.00	£0.00
75	Compliance	GDPR Governance Level 1 (Suitable for all businesses) Less than 100 Employees - <b>Must Have CE</b>	£750.00	0	£0.00	£0.00
76	Compliance	GDPR Governance Level 1 (Suitable for all businesses) More than 100 Employees <b>Must Have CE</b>	£1,250.00	0	£0.00	£0.00
77	Compliance	GDPR Governance Level 2 (Business to Consumer and +500 employees - <b>By quotation</b> )	By Quotation	0	By Quotation	
78	Compliance	Cyber Essentials - <b>DIY</b> (First / Lapsed Submission) * By Quotation	£400.00	0	£0.00	£0.00
79	Compliance	Cyber Essentials <b>Plus</b> - <b>DIY</b> (First / Lapsed Submission) * By Quotation	£2,500.00	0	£0.00	£0.00
80	Professional Services	<b>DIY</b> Assistance - Engineer Senior Input per day * <b>Subject to availability</b>	£850.00	0	£850.00	£850.00
81	Compliance	Cyber Essentials - <b>Supported</b> - First / Lapsed Submission.	£1,250.00	0	£0.00	£0.00
82	Compliance	Cyber Essentials <b>Plus</b> - <b>Supported</b> - First / Lapsed Submissions (Includes Test Costs)	£6,500.00	0	£0.00	£0.00
83	Managed Compliance	Cyber Essentials - <b>Monitoring &amp; Submission as a Service</b> (Submission following Quarter)		0	£150.00	£100.00
84	Managed Compliance	Cyber Essentials <b>Plus</b> - <b>Monitoring &amp; Submission as a Service</b> (Submission following Quarter)		0	£550.00	£525.00

## E-mail Services

Whether you need company signature management or GDPR Compliant archiving we can manage it all for you - Reduce disk and cloud storage usage and costs, speed up backup and DR processes. If you operate a B2C business or handle large volumes of personal data you should not delegate email archiving to end users in Outlook as this almost always leads to data loss.

ID	Agreement Type	Pricing	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
85	Security	Advanced Threat Protection - Email Essentials 2024 - Phishing, Malware, Spam and Spoof Protection	£40.00	0	£2.00	£2.00
86	Compliance	Email Encryption - Per Mailbox	£40.00	0	£6.35	£6.35
87	Compliance	Email Archiving - Per Mailbox	£40.00	0	£3.73	£3.73
88	Compliance	Legacy Mailboxes - Move old PSTs you want to keep to Shared Mailboxes	£120.00	0	£1.00	£1.00
89	Managed Service	Central Signature management, Brand consistency + avoid your email being judged as SPAM	£120.00	0	£1.00	£1.00

# Other Products and Services

## Cloud Migration - Migrate your Windows servers to the cloud with Fixed Price Migrations - E-Mail - File Storage - Active Directory.

Total Group will migrate clients moving to a managed Microsoft 365 plan for a fixed price. Many companies put off cloud migrations as they cannot accurately cost the process. Total Group have migrated 100s of companies to the cloud with a reliable proven process. Whether you need to keep application serving on premise or move fully to the cloud Total Group can help you determine what will work best for your business.

ID	Agreement Type	Pricing	Example	One Off Setup
89	Professional Services	AD - On premise Active Directory to P1 Azure Active Directory	10 users x £150 per user = £1500	£150 per user
90	Professional Services	Microsoft 365 - File Server / Other to SharePoint and Teams >500GB	Example a 20 user network with 800 GB of file date would cost. Server £2950 + Users 20 x £40 = £800 = £3750	£2,150.00
91	Professional Services	Microsoft 365 - File Server / Other to SharePoint and Teams >1 TB		£2,950.00
92	Professional Services	Microsoft 365 - File Server / Other to SharePoint and Teams 1-2 TB		£3,550.00
93	Professional Services	Microsoft 365 - Mail (On premise Mail server or Cloud to Exchange Online) >10 Users	Example a 45 user network would cost. Server £3250 + Users 45 x £40 = £1800 = £5050.00	£2,350.00
94	Professional Services	Microsoft 365 - Mail (On premise Mail server or Cloud to Exchange Online) >20 Users		£2,700.00
95	Professional Services	Microsoft 365 - Mail (On premise Mail server or Cloud to Exchange Online) >50 Users		£3,250.00
96	Professional Services	Microsoft 365 - Mail (On premise Mail server or Cloud to Exchange Online) >150 Users		£4,250.00
97	Professional Services	Azure Dedicated - Apps (Move your application servers to Azure)	Azure budget £200-400 per month per 100 users served	From £2150.00

## Engineering Time - Procure engineering time for the use you require.

General Engineering - Projects - Change - Training (Bought, paid & scheduled in advance, subject to availability) Engineers from Level 1 £110 per hour - Senior Consultants at £250 per hour. In an industry where less than 50% of IT projects complete on time and on budget, Total Group perform in the top 1% with over 95% of our projects completing on time and on budget. Total Group provide many fixed price projects but sometimes its impossible to scope every deliverable in a project at the outset. Having a cost contingency for engineering time for works or requirements needed but not initially scoped ensures that projects progress on schedule and on budget.

ID	Agreement Type	Pricing	Day Rate - 09:00 to 17:30	Out of Hours 17:30-09:00
98	Technical Services	Engineering Hourly Price Per Hour (Min 2 Hours)	£110.00	165.00
99	Technical Services	Engineering Half Day Rate (4 Hours)	£375.00	£562.50
100	Professional Services	Engineering Day Rate (8 Hours)	£650.00	£975.00
101	Professional Services	Engineering Senior Day Rate (8 Hours)	£850.00	£1,275.00
102	Professional Services	Engineering Consultant Day Rate (8 Hours or part thereof)	£1,500.00	£2,250.00

## Internet Connectivity (Domain and Certificate Management)

When it comes to internet connectivity Total Group are never beaten on price. We resell lines at wholesale cost as we want our clients to enjoy faster internet at the lowest possible cost. Nothing impacts end user happiness and productivity more than high speed internet. Solution functionality and our own IT productivity all benefit with singular accountability. We transforms issue resolution and never have to tell our clients to contact their ISP which is always fraught. We place an enhanced service wrapper and specialist software around the ISP offering to provide connectivity insight, fault reporting and save our clients pain. Our customers benefit from cheap faster internet that they never have to worry about.

ID	Agreement Type	Pricing	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
103	Connectivity	FTTC + Fixed IP + Enhanced Business SLA	£40.00	0	£75.00	£75.00
104	Connectivity	100MB Leased Line + 5 x Fixed IP + Enhanced Business SLA * By Quotation From	£0.00	0	£350.00	£350.00
105	Connectivity	1 GB Leased Line + 5 x Fixed IP + Enhanced Business SLA * By Quotation From	£0.00	0	£450.00	£450.00
106	Connectivity	10 GB Leased Line + 10 x Fixed IP + Enhanced Business SLA * By Quotation From	£0.00	0	£1,250.00	£1,250.00
107	Management	ISP Management and Enhanced SLA - FTTC * We can manage and support any line	£40.00	0	£50.00	£50.00
108	Management	ISP Management and Enhanced SLA - Leased Line * We can manage and support any line	£40.00	0	£100.00	£100.00
109	Management	Domain Name Management (Per domain name)	£40.00	0	£2.00	£2.00
110	Management	Standard Secure Certificate Supply and Implementation (wildcard / authoritative on req)	£40.00	0	£12.00	£10.00

## Infrastructure - Wired and Wireless (Wi-Fi)

Good infrastructure is that heart of every network and a prerequisite to realising your other IT investments. You can have the fastest PCs, Servers and Internet but if your cabling, switches or Wi-Fi are slow that will define a poor experience. There is no point having a gigabit internet line if your Wi-Fi or cabled network only achieve a 100Mb throughput. Poor infrastructure is the most common performance bottleneck. 76% of Wi-Fi deployments are deemed failures as the performance desired is never achieved. Any engineer can install a switch or an access point but if you want high performing IT you need expert infrastructure. Very simply on a £ / throughput basis we will deliver the fastest network for your budget.

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
107	Managed Wi-Fi	POE Switching - APs - Azure Cloud Administration and Management	£40.00	0	£50.00	£50.00
107	Managed Wi-Fi	APs + Cloud Subscription	£40.00	0	£5.00	£5.00
111	Professional Services	Data Cabling - Per Point minimum 4 points 9am - 5pm (Per Data Point)	£85.00	0	N/A	N/A
111	Professional Services	Data Cabinet Refresh - * By Quotation From	£850.00	0	N/A	N/A

## PC - User - Server Device Services

Meet your compliance obligations and security aspirations with reliable procedures and process.

ID	Agreement Type	Pricing based on per device	One Off Setup
112	Professional Services	Provision New PC/MAC (Where on site attendance is required)	See Engineer Time Rates
113	Professional Services	Provision New PC/MAC (Total Group Source provision offsite, prepare and ship to site)	£100.00
114	Professional Services	Device Certified Wipe and Destroy	£120.00

## Teams / AV Rooms

Total Group provides professionally scoped and installed AV suites fully integrated with Microsoft Teams and Zoom. Please note a room with Teams is not the same as a Teams Room which is a specific Microsoft product and solution set. So a room with Teams, PC access and Zoom is not a Teams Room, that's an AV room. Teams Rooms typically only serve Teams with no other functionality.

ID	Agreement Type	Pricing	Description	One Off Setup
115	Professional Services	Huddle Space 1-4 Seat Meeting Room - 43" Display	Yealink 2nd Generation Microsoft S4B/Teams Room System	£3,940.00
116	Professional Services	Huddle Space 4-8 Seat Meeting Room - 55" Display	Yealink 2nd Generation Microsoft S4B/Teams Room System	£4,621.00
117	Professional Services	8-12 Seat Meeting Room - 65" Display	Yealink 2nd Generation Microsoft Teams Room System	£6,357.00
118	Professional Services	12-20 Seat Meeting Room - 75" Display	Yealink MVC840 2nd Generation Microsoft Teams Room System	£7,404.00
119	Professional Services	20+ Seat Meeting Room - 85" Display	Yealink MVC940 2nd Generation Microsoft S4B/Teams Room System	£11,830.00

## Training

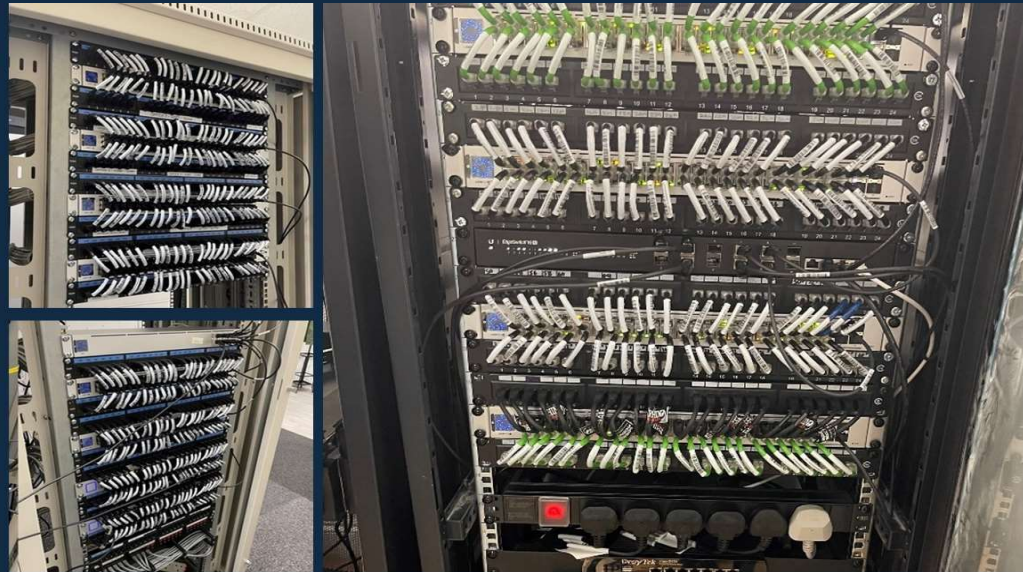
Onsite Training (Personalised to the audiences skill level) Maximise your application investments and user productivity with professional training from experts \* Most Popular = Teams and Office 365

ID	Agreement Type	Pricing	One Off
120	Professional Services	2 Hour Workshop	£495.00
121	Professional Services	Half Day 2 Workshops or 1 workshop with some small group or one to ones	£795.00
122	Professional Services	Full Day Mix Workshops / Small Groups or One to Ones	£1,200.00

## VOIP (A single providers for all VOICE and DATA - The best solution - Full Accountability)

ID	Agreement Type	Pricing based on per device	One Off Setup	QTY	Monthly (12 Month TERM)	Monthly (36 Month Term)
123	Voice	VOIP - Business Seat (Either) *Unlimited UK Calls - Allows 2 devices as standard	£40.00	0	£12.99	£12.99
124	Voice	VOIP - Enterprise Seat (OR)	£40.00	0	£16.50	£16.50
125	Voice	Handset Lease - Snom D712	£0.00	0	£3.00	£3.00
126	Voice	Handset Lease -Snom D735	£0.00	0	£4.00	£4.00
127	Voice	Handset Lease -Snom D785	£0.00	0	£5.00	£5.00
128		Internet Dedicated Provision providing failover Voice / Data (FTTC / GFAST / DSL)	£100.00	0	£65.00	£65.00
129		Optional as Required - Data Cabling - Per Point minimum 4 points 9am - 5pm	£85.00	0	£0.00	£0.00
130		International / Volume Add On (All our call bundles include unlimited UK and mobile calls. 98% of companies never reach call quotas but if you make regular or long international calls or have huge call volumes you might need a bit more)	£50.00	0	£0.00	£0.00
<b>Quick Calculator</b>			<b>£0.00</b>	<b>Month 1</b>	£0.00	£0.00
				<b>Thereafter</b>	£0.00	£0.00

Our networks are as good  
on the inside as they look  
on the outside.





Empowering Secure Business Growth  
Through Technology.

Total Group is here to **help**

