Your First 2 Years **with Total Group**

TOTAL GROUP
BETTER BUSINESS IT

From first conversation to long-term partnership: what to expect, and when.

STEP 1	STEP 2	DAYS 1–90	MONTHS 4–12	YEAR 2
Getting to know you	Signing up	Onboarding	Management plan	Maintain & improve

1 Sales Process: Getting to Know Your Business

It all starts with getting to know your business. We look to identify existing IT resources, capability, functionality, and performance. Understanding your business needs and aspirations is just as important. We discuss risks, determine your risk appetite, and ask about known existing issues, looking to identify risks, both known and unknown.

It's not uncommon for companies to not have an accurate understanding of the exact number of devices and users in use in their business. If there is no clarity over existing IT resources, we can provide a network assessment to inventory your systems, so that licensing costs can be more accurately determined in advance.

> **Where next?** We'll also talk about where you want to go next, whether that's achieving an accreditation such as Cyber Essentials or ISO 27001, meeting a compliance requirement from a customer or insurer, or using AI tools such as Microsoft Copilot safely across your business.

2 Signing Up: Cloud Subscriptions Established

1. You sign the service agreements, including our Service Level Agreement (SLA)
2. We invoice the setup fee and provide Direct Debit mandates
3. You pay the setup fee and sign the mandates
4. We procure your subscriptions

3 Onboarding: Secure and Protect First 90 days

- Operations & Account Management meeting
- Help desk support goes live
- We deploy subscriptions to your devices
- Network risk assessment & inventory
- Subscription adjustments for any omissions
- Critical issues identified & prioritised
- Network documentation
- Support SLA goes live
- Onboarding status meeting

4 Delivering the Management Plan Months 4–12

- Policy, process & procedure
- Matters outstanding
- Change management
- **Compliance roadmap** — Working towards the accreditations your business needs
- Annual strategy meeting

5 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.

As your business grows, we also help you adopt new technology, including AI, securely and in line with your compliance obligations.

Digital Review

From year 1: quarterly · every six months for smaller networks · more often if needed

To achieve continual improvement, the IT processes and procedures we operate on behalf of your 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 requires fine tuning and improvement.

A WORD FROM OUR HEAD OF OPERATIONS



*"In more than five years at Total Group, I've **not seen one of our clients suffer a successful cyber-attack**, and I don't know of a single time a client following our advice has **failed an accreditation at the first attempt**. By using our security services and acting on our recommendations, you'll be in the **strongest position to pass the accreditations you need** and keep your data protected.*

Phil Ubee · Head of Operations, Total Group

A WORD FROM OUR CLIENTS

"Having Total Group looking after all of our IT means I can just get on with running the business.

Greg White · White's St. Albans

"I have been with you now for 14 years and in all that time I have found the service exceptional. It has allowed me to concentrate on my business and customers without having to worry about IT.

Phillip Spratt · Omni Financial

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Ready to talk?
Book a free, no-obligation IT assessment.

Call 01727 881 224
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