



Managed IT Proposal

Discover why Flotek is the smarter Managed IT Support for your business



Who is Flotek

As a growing technology company based in Cardiff, Flotek strives to ensure customers are embracing the opportunities and efficiencies brought by the latest and greatest technology.

With regional sales and support locations across the UK, our ambitious growth is focused around our crucial values and fundamental rules, with every product and service delivered with expertise, passion and heart.

Discover why Flotek is the smarter Cloud partner for your business.



Our reason why...

Ensuring our customers stay continuously connected through secure and cutting-edge technology solutions.



Dedicated Team

With regional offices in the South West UK - our team are on hand to help you stay connected & secure across all our technologies.



Employee Led

Every employee shares ownership across our entire group, fostering a culture of collective investment and shared success.



Tech Partners

Working and collaborating with the worlds market leading manufacturers to keep ahead of our competition.



Internet

An Internet Service Provider offering reliable connectivity with the option of an on-net 5G backup for uninterrupted service.

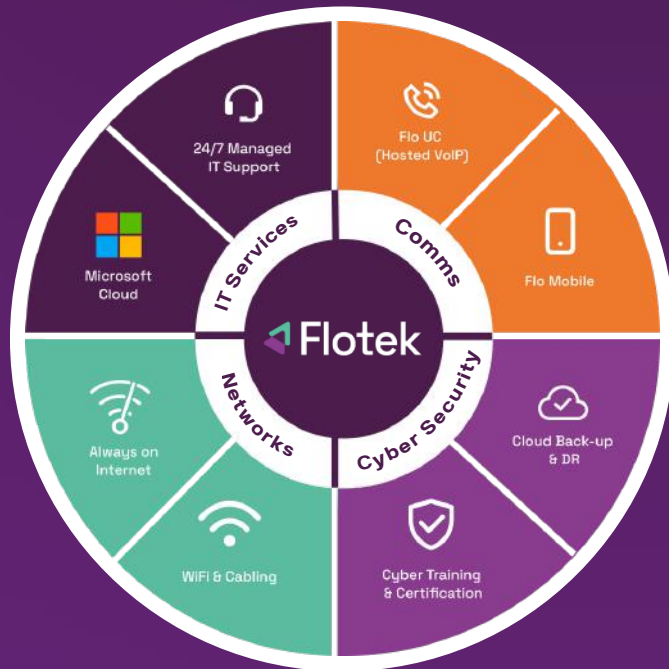


Microsoft Cloud Partner

Driving customers towards cloud solutions using Azure, focusing on modern work practices and robust security measures.



What We Do



Bringing Technology Together.

At last, an IT & Comms service provider taking SMEs to the Cloud with confidence, clarity and clout.

Thanks to our range of innovative, cost-effective, tried & tested solutions that ensure your tech, team and data are always on, always secure and always together, wherever they are.

Our Promise



Always On.

Wherever your team is at, wherever you do business; staying connected with unfaltering internet back-up to boot is mission-critical for businesses whatever their size.



Always By Your Side.

Innovative, cost-effective, tried & tested solutions, not to mention our friendly and experienced team always on-hand to ensure you're right where you need to be.



Always Secure.

Flotek's got cyber sussed, with the highest security baked-in to all our products and best practice strategies putting the right defences in place for when it happens.



Always Giving Back.

From rewarding our loyal customers, to promoting well-being and supporting charitable causes, every product and service we offer is delivered with expertise, passion and heart.

Introducing Managed IT Support

Your own IT Department at your beck & call.

We offer technical support that's a true extension of your team.

Flotek's Managed IT support services offer a dedicated help desk, 24/7 monitoring, patching & reporting, self-healing fixes through AI, advanced cyber-security audits & server management as standard.

We really can be by your side, not tucked away in the corner.



Pro Active



24/7 Continuous Monitoring

AI Automated Proactive I.T monitoring for all your managed devices



Security Patching & Updates

Round-the-clock OS and Application Updates for your company's security



Server Monitoring & Management

Maintaining peak performance of your servers, on site or in the cloud

Helpdesk



Unlimited Responsive Service

Unlimited phone and email support, with on site response escalation



Assuming Responsibility

Third-party Tech Support for printers, switches, and routers



Highly Skilled Cyber Defence Team

Dedicated Cybersecurity for Your Safety and Protection.

Customer Care



Dedicated Account Manager

Understanding your business goals and being your point of contact



Annual Strategic Tech Review

Striving to propel your business technology and keep you ahead



Elevate Business with IT Training

Effective IT Training for Enhanced Skills and Performance

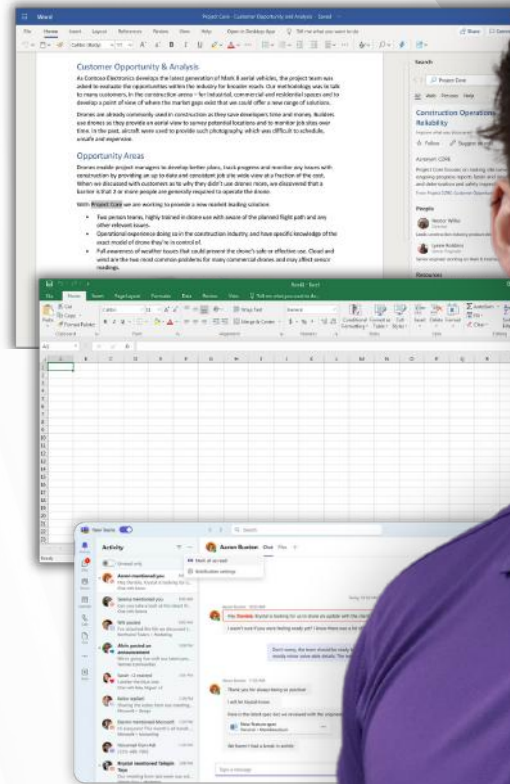
Managed Microsoft 365

Comprehensive, Cost-effective Collaboration In The Cloud

For businesses large and small, secure, integrated, mobile, and collaborative working has, in the past, been a drain on time, money, and technology.

Now Microsoft 365 makes it truly possible, cost-effective, and straightforward.

Chat to us about how our Microsoft 365 experts can help to streamline your business.



Anytime. Anywhere

Provides web-enabled access to email and documents on any device



Flexibility

Licence each user individually and scale-up or scale-down as needed



Safe & Secure

Business-class security and compliance maintained by Microsoft



A Mighty Mailbox

Accommodate large attachments, calendaring and auto-scaling contacts.



Collaboration

Stores all the latest files and document versions in a single location.



Remote Working

Access remotely and seamless collaboration with your team, At any location or device.

CyberGuard

Powered by  HUNTRESS

2.3M+ Endpoints Managed

24/7 Protection

100K+ Secure Customers

Advanced Cyber Security For Your Business

CyberGuard, powered by Huntress delivers a powerful suite of managed detection and response (EDR) capabilities - backed by a team of 24/7 threat hunters - to protect your business from today's determined cybercriminals.

Founded by former NSA Cyber Operators. Backed by ThreatOp researchers. Meet the team that's powering Huntress and fighting back against hackers.

Our 24/7 Security Operations Center vigilantly monitors your systems, ensuring prompt action on any unusual security alerts. Experience peace of mind as we swiftly handle and isolate these concerns. Stay informed at all times with access to all security alerts, ongoing incidents, and investigations through our easy-to-use portal.



Managed EDR (End Points/Devices)

Actively defend against ongoing attacks with advanced endpoint detection and response, ensuring immediate response and mitigation of threats as they happen.



MDR for Microsoft 365

Ensure robust protection for your Microsoft 365 environments and safeguard employee identities with advanced defence strategies and tools.



24/7 SOC

The Huntress SOC offers expert human-led cybersecurity, actively investigating, analysing, and addressing threats beyond automated tools.



Security Awareness Training & Phishing

Enable your teams to identify and avoid phishing attacks, malware and more with auto enrolled training and human designed simulations.

Enhance Your Digital Skillset

Explore Our Digital E-Learning Portal!

For Flo Managed IT Customers, access our E-Learning portal featuring 850+ concise, 3-minute videos to boost your team's tech proficiency. From **Windows 11** insights to **Microsoft Teams** tips, empower your team to work smarter and faster with bite-sized tutorials.

Learn anytime to unlock and elevate your team's tech skills effortlessly. Embrace efficient learning and productivity enhancements with us!

Begin your journey at www.learn.flotek.io.



No More Expensive Classes.



Decrease Skill Gap.



Be More Employable.



Make Your Team Sufficient.



Your Benefit, Not Against it.



Know Cloud storage With Ease.

Watch Our Video
overview showcasing our
Digital Learning services



Watch Demo

Worth over £1200 per year

Get Certified!

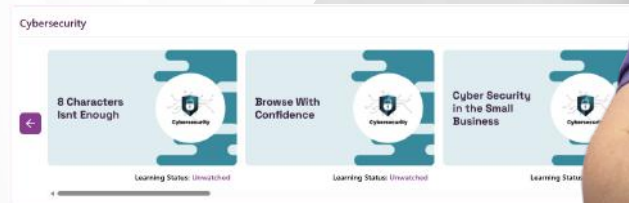
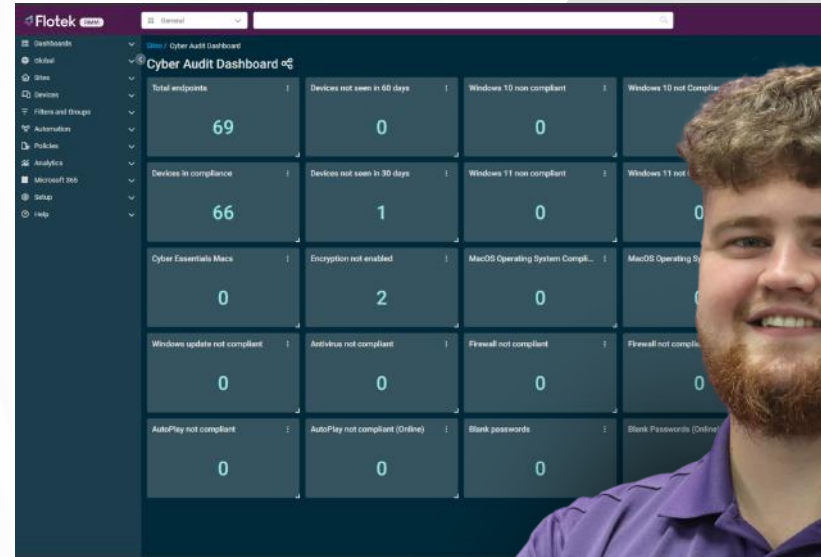
Over HALF of all SME's are Hacked every year, most with little to no cyber protection!

A Government-backed scheme delivering everything an organisation needs for cyberattack protection.

Certification reduces cyber risk by up to 98.5% and shows you're serious about cyber security.

Our Active Protect security bundle offers full protection without the fuss all year round.

Watch Our Video overview showcasing our cybersecurity services



Cyber Certified.	Annual Audit Included	Daily Audit Included	Price Monthly
Cyber Essentials (up to 49 employees)	✓		£130
Cyber Essentials Plus* (up to 49 employees)	✓		£295
Cyber Active Protect (Device License)		✓	£3.00

*Includes Cyber Essentials

Embracing Microsoft 365

To Maximise Your Business Needs.

Compare features	Business Premium	Business Standard	Business Apps	Business Basic
	<small>Includes CDR</small>	<small>Includes CDR</small>	<small>Includes CDR</small>	<small>Includes CDR</small>
	£19.10 / month	£12.34 / month	£8.60 / month	£6.67 / month
Web and mobile versions of Microsoft Apps	✓	✓	✓	✓
Desktop Versions of Office apps with premium features	✓	✓	✓	
1TB of Cloud Storage	✓	✓	✓	✓
Email and calendaring	✓	✓		✓
Up to 100GB mailbox storage	✓	✓		✓
Teams, chat and communication	✓	✓		✓
File storage and sharing	✓	✓	✓	✓
Copilot Basic with enterprise data protection*	✓	✓	✓	✓
Enhanced protection against malicious links	✓			
Advanced threat protection	✓			
PC and mobile device management	✓			

NEW!
Now Includes
100GB increased
mailbox storage

*Copilot Basic provides AI-powered chat with enterprise data protection. Full Microsoft 365 Copilot functionality, including deeper in-app support, may require additional licensing.

Managed IT Support With Simplified Pricing.

If your IT system stopped working...
would your business stop too?

Discover Flo Protect: our streamlined, all-inclusive licence encompassing inclusive IT support, remote and on site assistance, access to our E-Learning Portal, and personalised account management. Enjoy peace of mind with comprehensive coverage, including advanced security features that are typically offered as separate add-ons by others.

Go Pro with 360, a premium add-on featuring 24/7 SOC Device & Microsoft Security, Government-recognised Cyber Accreditation, and auto-scalable Email signature management

All Network devices such as Printers, Switches, Routers & Access Points managed by Flotek will be charged at £5.00 per device, per month!



Flo Protect+ Licence

Including

Unlimited IT Help Desk	✓
Unlimited Onsite Support	✓
IT & Network Audit	✓
Remote Monitoring	✓
Microsoft 365 Management	✓
Patch Management	✓
Anti Virus Basic	✓
Anti Malware Protection	✓
Ransomware Isolation	✓
Account Management	✓
Annual Tech Review	✓
Backup Management	✓
Email Security Protection	✓
Password Manager (Flo Vault)	✓
Flo E-Learning	✓
Flo Security Training	✓
Microsoft 365 Backup	✓

CyberGuard Pro Device & Cloud Security

£7.00 Extra Per User

Go Pro With 360+

Premium
Add-On

CyberGuard Complete - 24/7 SOC & Training	✓
Flo Signature Management	✓
Cyber Essentials Certification	✓
Cyber Active Protect	✓
IT Policy Management	✓
MS Secure Score Upgrade	✓

*Inclusive Cyber Essentials requires a minimum of 20 users

Get Your Tech Fast, Next-Day Delivery!



SONICWALL



COMMSCOPE

DrayTek

Lenovo

Need laptops, desktops, firewalls, or WiFi access points quickly?

We've got you covered! Our next-day delivery service brings thousands of items straight to your team. Just contact our sales team and your tech is on its way—saving you the hassle of searching and the cost of waiting.

We don't just deliver fast; we ensure reliability. Every product comes pre-vetted, ready to integrate seamlessly into your workspace. Trust in our expertise to provide not only the technology you need but the confidence that it all works perfectly. Simplify your tech procurement and focus on what truly matters to your business.

Reach out today for swift, dependable tech solutions!

Email: Sales@Flotek.io



Laptops &
Desktops



High Secure
Firewalls



HP Enterprise
Server & Storage



Data & Fibre
Installation



WiFi and
Networking



Managed IT FAQ

We try to avoid putting everything into the small print, so we've gathered the questions we get asked most and answered them.

1. What times can we get support?

We're here **7 days a week, including bank holidays – 8am–6pm Monday to Friday, 8:30am–5pm weekends**. We only close on Christmas Day.

2. Do you offer out-of-hours support?

Our standard cover suits most partners, but if you need **dependable out-of-hours support**, please speak to us for an additional quote.

3. Will we have our own account manager?

Yes. Your **dedicated account manager** will be your main commercial contact for reviews, contract questions, and future planning.

4. Do you carry out a pre-sales technical audit?

We do. Before onboarding, we complete a **technical review** of your current setup and provide a clear report highlighting any areas that need attention.

5. When will my billing start?

Billing begins as services such as your agreed onboarding date or licence activation **go live**. Timings may vary slightly, but we'll keep you informed.

6. Are there any hidden charges?

No surprises. Everything is quoted in advance and transparently listed on the Partner Portal. Any data usage above your allowance is passed on at RRP.

7. Will fees cross over from my existing provider?

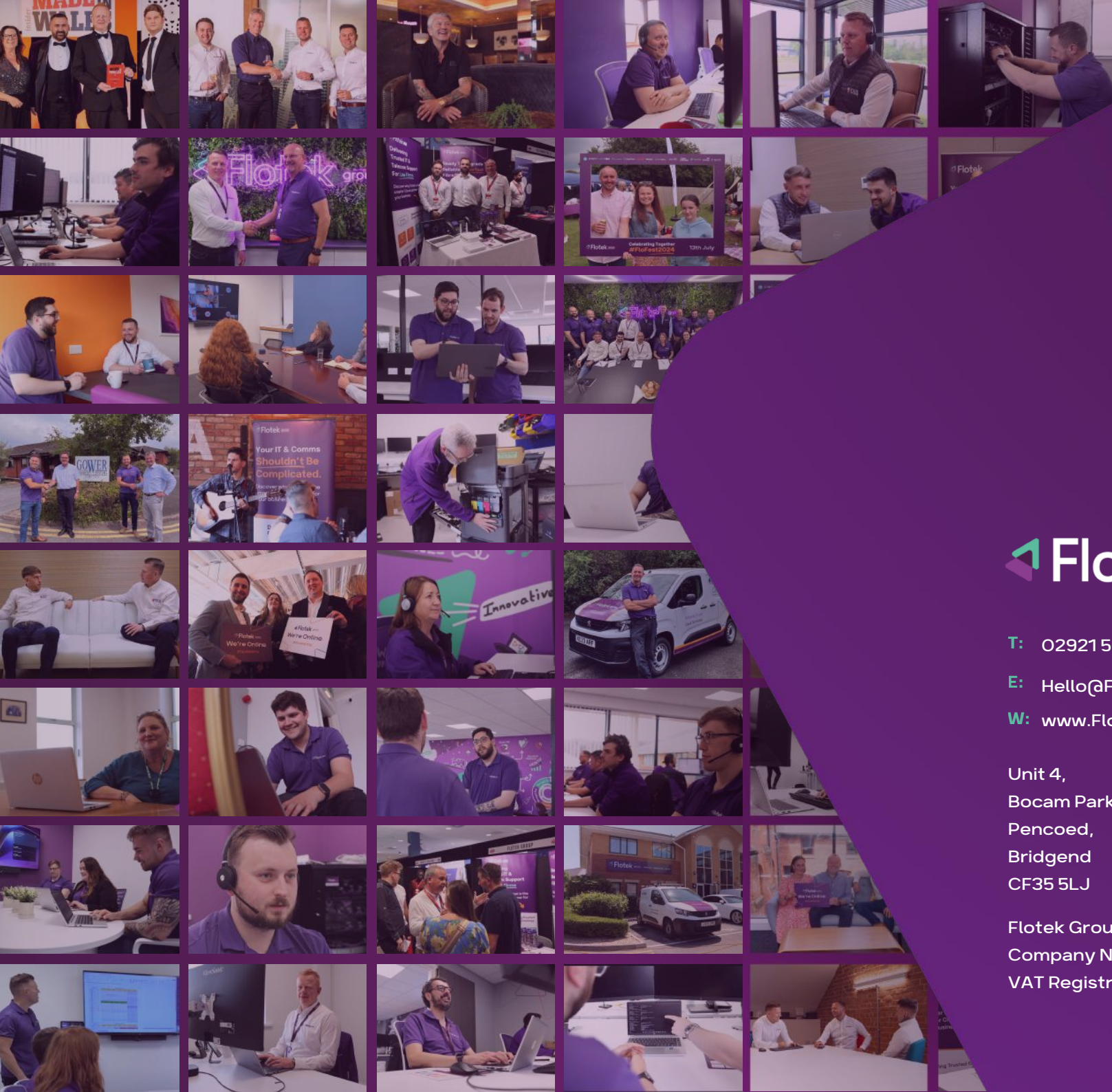
We time migrations to **avoid paying two providers** at once. If a short overlap is unavoidable, your project manager will minimise it with no loss of service.

8. Are there setup costs for new users later?

Onboarding and offboarding users is **included in your contract**. Work outside scope, like new laptops or hardware upgrades, is charged at our standard labour rates.



For more info: portal.flotek.io



 **Flotek** group

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