DOWNLOADABLE PRICING PACKAGE PLAN

glo

Our most popular package is **GloHelp** as it balances great response time and service at a competitive price, prioritizing getting the most for your business with a premium support set up.

OUR PACKAGES

	GloEssential	GloHelp	GloHelp Partner
Who is this package for?	Created for cost-conscious businesses that simply want any issues fixed as efficiently as possible. The bells and whistles are kept in the cupboard. This is a fixed price package that keeps your users operating.	If you're a business that values our focus on delivering WOW-factor service without barriers then this is your jam. Here we work on a time-based contract to cover all of your IT needs, you can pre-pay at a lower cost or pay for what you use as you go.	Looking for strategy, support, direction, advice, procurement, budgeting and much more? We've got it right here! The bells and whistles are coming out to play and they're staying out. This is a fixed price with options for every service you require. The sky is the limit!
	A Flavour of Glo	**Rocking your IT world**	**The Full Works**
Want to dig a little deeper?	**Unlimited Remote Fixes** Enjoy remote fixes and resolutions to any issues that take up to 15 mins. Anything over this time will be quoted for.	**Your Chosen Hours** The power is in your hands. Choose, amend and pre-pay your hours to suit your setup. Set a cap to prevent over-spending and adapt your package to fit your IT requirements.	**Unlimited Time** You get the force of an entire IT department, with undivided attention and the fastest response time possible. Your time is valuable, efficiency and growth for your business are our goals.
	Want to Upgrade? While GloEssential keeps you ticking over, we totally understand if you want to upgrade to the GloHelp experience. Just let us know and we can get you transitioned in no time.	**Fluid Communication** Got an issue or a query? We will fix it right there and then using your allotted time meaning no downtime or delays. Plus, we track your time in 5 min increments and it is rounded down, meaning you get more bang for your buck.	**Inspiring Communication** Our pro-active, expert team are raring to go: giving you insightful advice, direction and knowledge to better your business and helping elevate your potential as an industry leader.
		Staying Tech-Savvy Virus protection is included, but we can provide a whole host of other services at your request. We will share our expertise and approach you with ideas to further protect and strengthen your business.	**Unlimited Opportunity** Enjoy the exclusive service available from our team of experts, prioritising your business goals and opportunities. We only offer this to a limited capacity of businesses to ensure we provide undivided attention and unquestionable value.

FEATURES

PACKAGE INCLUDES	GloEssential	GloHelp	GloHelp Partner
IT Support	Fixes Only	Time-Based	Unlimited
IT Changes	Quoted	Time-Based	Unlimited
Desktop & Server Patching	Automated	Automated	Fully Managed
Server Backup Management	Fixes Only	Time-Based	Unlimited
24/7 Monitoring	Servers Only	Everything	Everything & More
Virus Protection	Quoted	Included	Unlimited (Inc. AirLock)
Security (MFA or Duo)	Quoted	Quoted	User Cost Included
Online Data Storage for Backup (CrashPlan)	Quoted	Quoted	Unlimited
System Backup Storage (Wasabi)	Quoted	Quoted	Unlimited
IT Director Services	Add On	Add On	Unlimited
Dedicated Phone Number	No	No	Yes
Monthly Included Calls	0	5	Unlimited
3rd Party Liaison	Fixes Only	Time-Based	Unlimited
On Site Assistance	Quoted	Time-Based (Min 2 hrs)	Unlimited
Phone System Management	Fixes Only	Time-Based	Unlimited
System Reviews	Annual	Annual	Unlimited
Queue Priority	No	Yes	VIP
Response Time (Mins)	30	10	5
HW / SW Supply	URLs provided	Quoted	Direct Supply
Director's Mobile Number	No	No	Yes
Cyber Essentials	Quoted	Quoted	Included
Contract Length (Months)	1	1	3
Hourly Rate	106.25	100	87.50
Prepaid Hourly Rate	106.25	93.75	N/A
Minute Rate		1.56	N/A
Device Cost	£150	£16	N/A
Server Cost	£30	N/A	N/A
Starting Monthly Charge	£150 (Min 5 devices)	£250.38	£2000

*Cost Control Options

We understand you want to keep in line with your budget while receiving the most efficient IT service for your business. That's why we have Cost Control options for you to choose from.

1. 20 min limit
2. £x overspend
3. Just get on with it

PRICING EG

SETUP E.G.	SETUP E.G.	GloEssential	GloHelp	GloHelp Partner
10 users	No servers	£150	£241	Starting at £2000
80 users	20 servers	£1800	£2410	Starting at £2000
150 users	10 servers	£2550	£3856	Starting at £2000
Insert your no# users	**Insert your no# servers**	**GloEssential Monthly Cost**	**GloHelp Monthly Cost**	**GloHelp Partner Monthly Cost**

GOT SOME BURNING QUESTIONS?

Check out our **Pricing FAQs** over on **www.glo.systems/pricing#faq**

Thanks for taking the time to digest our pricing plan

Just get in touch if you have any questions or would like to chat to one of the team about getting started.