KRITICAL GUIDE FOR BUSINESS OWNERS

Ongoing Technology Assurance

Kritical Support in three plans, Basic, Standard and Premium, and the areas each one looks after.

For businesses choosing how closely to look after their technology

What ongoing care does for your business.

Kritical can take the day-to-day weight of technology off the people running the business: planning, supporting your staff, keeping everything patched and checked, dealing with suppliers and bringing in the right specialist when a problem crosses systems.

IT looked after properly, so you can get on with the work.

You stay in charge of priorities and investment. We bring the routine, the technical depth and the follow-through, so you can put your time into customers, delivery and growth. Every job has principal oversight.

ONGOING TECHNOLOGY ASSURANCE

Technology does not stay healthy by standing still.

Accounts change, devices age, licences drift, certificates expire and suppliers change their platforms. Nothing has to break for things to get harder, riskier and more costly to support.

Quiet drift

Unused licences, stale access, missed alerts and devices falling behind add up.

Repeat friction

Staff repeat workarounds, and support keeps relearning the same background.

Firefighting

Limited hours go on urgent problems, and the preventive work waits.

A rushed project

A failure, audit or deadline forces a quick fix at the worst time.

The cheapest-looking option can end up the most reactive.

When the hours go on fixing what has broken, there is little left to stop the next problem. Looking after things steadily is how that changes.

ONGOING TECHNOLOGY ASSURANCE

Three plans, Basic, Standard and Premium.

The right plan depends on how much interruption and old technical clutter your business wants to carry. Your quote confirms what is included in each plan, and the price, before you commit.

Basic

A safety net. We fix it when something breaks: critical failures, and essential backup and security checks. Other work is done at time and materials.

Standard

Kept in good order. We keep it patched, checked and working: monthly administration, patching, backup and licence work, plus help with settings.

Premium

Run day to day. A weekly review, deeper monthly work and quarterly planning, with old technical problems worked down over time.

Where Falcon Complete is part of your protection, CrowdStrike runs the managed detection and response. Kritical looks after the setup, settings, reporting and coordination around it.

Not sure which plan fits?

Tell us about your people and systems. We will recommend a plan, and you can change it later as the business changes.

What each plan looks after.

This catalogue shows the work Kritical can plan and do across your technology, and how the depth of attention changes with the plan you choose.

Area	Basic	Standard	Premium
Leadership and planning	Advice when a decision or failure becomes urgent.	Monthly review of priorities, risks, suppliers and renewals.	Weekly context, and a quarterly look at roadmap, investment and growth.
Service desk and staff support	Help with problems that stop work, and urgent requests.	Planned handling of incidents, requests, new starters and leavers.	Fixing the causes of repeat problems, with staff guidance and shared know-how.
People, sign-in and access	Urgent lockouts, departures and critical access changes.	Monthly check of joiners and leavers, groups, MFA, licences and shared access.	Weekly changes, plus a monthly clean-up of stale access and sign-in rules.
Windows, Mac, Linux and mobile devices	Failed devices, critical updates and essential application faults.	Monthly health, patching, encryption, applications and replacement review.	Weekly exceptions, monthly standards and hardening, and lifecycle planning.
Microsoft 365, Teams and Exchange	Restoring blocked mail, meetings and essential collaboration.	Monthly check of licences, mailboxes, Teams, apps, permissions and policies.	Weekly changes, plus monthly improvements to how your team works together.
SharePoint, OneDrive and Google Workspace	Critical sharing, access or deleted-file problems.	Monthly review of ownership, storage, permissions, sharing and recovery.	Weekly exceptions, and a monthly look at structure, external sharing and old content.

What each plan looks after (continued).

Not every activity happens every month. We keep the whole picture, choose the work your environment needs next and bring the right specialist to it.

Area	Basic	Standard	Premium
Windows servers and Linux	Outage response and critical faults.	Monthly patching, services, capacity, logs, certificates, virtualisation and backup checks.	Weekly exceptions, with monthly hardening, performance and resilience work.
Cloud, Azure, AWS and hosted platforms	Critical availability, access or billing problems.	Monthly health, sign-in, cost, backup, configuration, capacity and supplier review.	Weekly exceptions, with monthly design, security, cost and automation improvements.
Networks, firewalls, VPN and Wi-Fi	Outages and faults that stop work.	Monthly health, firmware, logs, configuration backup, carriers and remote access.	Weekly fault follow-up, with monthly capacity, security and performance work.
Voice, meetings and communications	Restoring business-critical calls and meetings.	Monthly numbers, devices, call flows, Teams calling, rooms and provider cases.	Usage and quality review, resilience and a smoother day-to-day experience.
Cybersecurity and hardening	Critical exposure and loss of protection.	Monthly review of protection coverage, configuration, vulnerabilities and exceptions.	Weekly follow-through, monthly hardening and steady closing of gaps.
Security monitoring and response	Triage of material alerts and containing active incidents.	Review of alerts, exclusions, exposure, response actions and open findings.	Better detection over time, deeper investigation, exercises and incident leadership.

What each plan looks after (continued).

Not every activity happens every month. We keep the whole picture, choose the work your environment needs next and bring the right specialist to it.

Area	Basic	Standard	Premium
Backup, recovery and continuity	Failed jobs and urgent restores.	Monthly coverage, retention, protected systems, failures and sample recovery.	Weekly follow-up, monthly restore evidence, recovery targets and exercises.
Business applications and SaaS	Restoring essential applications when work is blocked.	Monthly access, integrations, releases, licences, vendor cases and repeat faults.	Application ownership and roadmap, workflow improvement and replacement planning.
Automation and integration	Repairing failed automation that blocks work.	Monitoring of interfaces, credentials, jobs, errors and repeat defects.	Designing reliable automation, simplifying admin and retiring fragile workarounds.
Data, databases and reporting	Restoring unavailable data services and critical reports.	Review of health, backup, access, performance, capacity and failed jobs.	Data design, performance and quality, and reporting that supports decisions.
Domains, DNS, certificates and email delivery	Expiry, outage and urgent delivery failures.	Monthly renewals, DNS, certificates, SPF, DKIM, DMARC and dependencies.	Weekly exceptions, with monthly hardening, reputation and ownership clean-up.

What each plan looks after (continued).

Not every activity happens every month. We keep the whole picture, choose the work your environment needs next and bring the right specialist to it.

Area	Basic	Standard	Premium
Suppliers, licensing and procurement	Imminent expiry, failed entitlement and urgent supplier cases.	Monthly quantities, bills, renewals, cases, contracts and entitlements.	Commercial review, evidence-led escalation and planning ahead.
Assets, warranties and lifecycle	Failed equipment and urgent warranty action.	Monthly inventory, warranty, age, capacity, spares and replacement status.	Lifecycle forecasting, standards and planned investment before things fail.
Documentation, standards and audit	Recording the facts needed for urgent recovery.	Up-to-date records, diagrams, ownership, procedures, evidence and risk actions.	Changes captured as they happen, with audit readiness and recovery-ready documents.
Sites, projects and change	Advice when an urgent change threatens continuity.	Assessing smaller changes, dependencies, risks, handover and supplier coordination.	Planning for sites, growth, migrations and integrations. Major change is scoped as a project.
Specialist and cross-system problems	Escalating faults that ordinary support cannot solve.	Using logs and system tools to find where a fault really sits.	Getting to the root cause across systems, networks, data and applications.

ONGOING TECHNOLOGY ASSURANCE

The rhythm behind a dependable environment.

Good care follows how fast your environment changes. Weekly work catches movement, monthly work restores discipline, and quarterly work keeps technology lined up with the business. Weekly review is part of Premium; monthly work is part of Standard and Premium.

When	The technology	The wider IT environment
Weekly	Follow critical alerts, failed backups, unhealthy devices, access changes and open supplier cases.	Review new friction, problems affecting staff, changed priorities and work that needs an owner.
Monthly	Look after sign-in, devices, collaboration, security, backup, network, domains, licences, warranties and records.	Review repeat issues, old technical problems, lifecycle, supplier performance and the next sensible improvements.
Quarterly	Review trends, standards, capacity, resilience and platform changes.	Line up with the directors' priorities: risk, investment, growth and coming change.
When something changes	Update access, devices, policies, documentation and recovery details.	Make the change easy to support from day one, instead of leaving a clean-up for the next incident.

ONGOING TECHNOLOGY ASSURANCE

Hand the technology to people who do this for a living.

The aim is not to make you better at managing IT. It is to give you experienced people who look after the technology, keep work moving and give you your time back for customers and delivery.

K

Known context

Less time spent rebuilding the picture and explaining the same history to a new technician.

P

Planned attention

Maintenance and small improvements get deliberate time, instead of waiting for a failure.

T

Technical advocacy

We gather evidence, coordinate suppliers and escalate through Microsoft or partner routes where your entitlement allows.

D

Deeper help

When ordinary support reaches its limit, we look at what sits underneath: systems, network, sign-in and data.

Let us run the technology, so you can run the business.

Start with where you are today, choose the plan, and we will put the plan, what is included and the price in one written quote. Larger changes are scoped as a separate project and approved by you first.

Call 1300 274 655 or email **sales@kritical.net**. kritical.net