

YOUR WORKPLACE · MODERN WORKPLACE & MICROSOFT 365 SUCCESS

Everything your people need to stay productive, supported and connected.

Stop paying for reactive IT support. Start investing in a more productive workforce.

A complete end-user IT service covering support, devices, patching, Microsoft 365 and the business applications your people rely on every day.

ONE FIXED-FEE SERVICE



Support

Users and devices



Microsoft 365

Administered daily



Improvement

Reviewed quarterly

Your IT Department Ltd

Unit 8, Farrington Way, Eastwood, Nottingham, NG16 3BF
info@your-itdepartment.co.uk your-itdepartment.co.uk

AWARD-WINNING IT SUPPORT

for business

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ABOUT THIS BROCHURE

This brochure introduces Your Workplace - the core user experience service from Your IT Department. It explains who the service is for, what is included, and how it's delivered and reviewed. For a tailored quote, please speak to your Your IT Department account contact.

Why Your Workplace

Your Workplace provides businesses with a complete end-user IT experience without the cost and complexity of building an internal IT department.

Your Workplace is a modern workplace support and Microsoft 365 success service that combines user support, end-user device support, desktop and laptop patch management, approved application deployment, Microsoft 365 administration, third-party application support and ongoing workplace improvement into a single fixed-fee service.

It is designed to keep employees productive, supported and connected by combining responsive support, proactive administration, device management, patch management, application deployment and continuous improvement.

Your Workplace should be thought of as a workplace productivity and user experience service, not simply a traditional IT helpdesk - it focuses on the technology employees use every day: user accounts, desktops, laptops, approved applications, Microsoft 365, collaboration tools and third-party business applications.

Stop paying for reactive IT support. Start investing in a more productive workforce.

A SINGLE PLACE TO GET HELP

Whatever the issue - a laptop problem, a Microsoft 365 question, or a third-party application not working - your people have one place to go, and one team accountable for sorting it.

Is this you?

Your Workplace is built for growing businesses that need dependable day-to-day IT support, without the cost or complexity of building a larger internal IT function.

Growing SMEs on Microsoft 365

You are a growing business that relies heavily on Microsoft 365, cloud applications and modern working practices.

No dedicated internal IT team

You don't have a dedicated internal IT team, or you want broader capability than one internal person can realistically provide.

Need full end-to-end coverage

You need day-to-day support, device support, patch management, application deployment, Microsoft 365 administration and user lifecycle management.

Want predictable IT costs

Your leadership team wants predictable monthly IT costs and reduced technology disruption.

TYPICAL BUYERS

Typical buyers include Managing Directors, Operations Directors, Office Managers, Practice Managers and Business Owners who want technology to support growth, reduce disruption and keep their teams productive.

Outcomes for your business

Your Workplace is built around measurable business outcomes, not just technical delivery.

Outcome	What this means for your business
More productive employees	Employees spend less time fighting technology and more time doing meaningful work.
Reduced disruption	Responsive support and structured administration reduce user-impacting issues.
Managed device updates	Desktop and laptop patching helps keep user devices current, stable and better protected.
Consistent application experience	Approved application deployment helps employees receive the tools they need in a controlled, supportable way.
Faster onboarding and offboarding	Starters, movers and leavers are managed consistently and securely.
Better Microsoft 365 value	You gain more from the Microsoft 365 platform and approved business applications you already pay for.
Improved application experience	Common third-party application issues are investigated and coordinated through the service desk.
Predictable IT spending	Fixed-fee user bands give you a clear, predictable monthly cost.
Access to a broader IT team	You gain support capability, service process and knowledge without hiring internally.

CORE SUPPORT

User support & device support

One place to go when technology gets in the way

Unlimited, responsive support for your people and the devices they rely on every day.

User support

- ✓ Unlimited remote user support
- ✓ Service desk access
- ✓ Incident management
- ✓ Service requests
- ✓ Technical troubleshooting
- ✓ Remote assistance
- ✓ General IT advice and guidance

End user device support

- ✓ Windows laptop & desktop support
- ✓ Microsoft Surface support
- ✓ Business mobile device support (where enrolled and managed)
- ✓ Printer and peripheral support
- ✓ Device, performance and hardware troubleshooting
- ✓ Driver and connectivity troubleshooting
- ✓ Standard software installation

SUPPORT FOR BUSINESS-OWNED DEVICES

Device support covers the business-owned laptops, desktops, Surface devices and peripherals your employees use to do their work every day.

DEVICE HEALTH

Patch management & application deployment

Keeping devices stable, current and productive

Patch management and application deployment are included to keep user devices stable, current and productive – covering standard operating system updates and approved application deployment for supported desktop and laptop environments.

Patch management

- ✓ Desktop and laptop patch management
- ✓ Windows operating system update management
- ✓ Patch compliance monitoring and reporting
- ✓ Restart coordination and user communication
- ✓ Patch failure review and remediation where practical

Application deployment

- ✓ Approved software installation and deployment
- ✓ Application update and version deployment
- ✓ Standard software packaging for agreed applications
- ✓ Microsoft 365 Apps deployment and update support
- ✓ Approved business application deployment where packageable and agreed

WHERE THIS SERVICE DRAWS THE LINE

Your Workplace includes operational desktop and laptop patching and approved application deployment. It does not include bespoke application development, complex software packaging projects, major application migrations or vendor professional services unless separately scoped.

MICROSOFT 365

Microsoft 365 administration & support

Getting more value from the platform you already pay for

Day-to-day administration of the Microsoft 365 services your business runs on, and application support when things don't work as expected.

- ✓ User account administration
- ✓ Licence management
- ✓ Exchange Online administration
- ✓ Microsoft Teams administration
- ✓ SharePoint administration
- ✓ OneDrive administration
- ✓ Group and permission management
- ✓ Microsoft 365 application support

Better Microsoft 365 value - you gain more from the platform and applications you already pay for.

BUSINESS APPLICATIONS

Third-party business application support

One place to go when critical business applications stop your team working

Your Workplace includes reasonable support for line-of-business and third-party applications used by your business – giving your people a single place to go when business applications prevent them from working effectively.

Included support	Examples
User support and issue investigation	Sage, Xero, QuickBooks, Iris, CCH, BrightHR, HubSpot, Salesforce, Adobe and sector-specific applications.
Vendor liaison and escalation management	Working with the software vendor to diagnose, evidence and progress application issues.
Configuration and access troubleshooting	Login issues, permissions, application access, connectivity and basic configuration checks.
Integration issue diagnosis	Initial investigation of issues between supported services and third-party applications.

WHERE THIS SERVICE DRAWS THE LINE

Your Workplace includes reasonable user support, issue investigation and vendor liaison. It does not include software development, vendor professional services, database repair, application customisation, major version upgrades or implementation projects.

STARTERS, MOVERS & LEAVERS

User lifecycle management

Consistent, secure, every time

Starters, movers and leavers are managed consistently and securely, so every change is handled the same way, every time.

Stage	Included activity
Starters	User creation, licence assignment, access provisioning, device/application setup and Microsoft 365 setup.
Movers	Role changes, department changes, permission updates, access adjustments and application changes where agreed.
Leavers	Account closure, access revocation, licence recovery and secure offboarding.

Workplace improvement & quarterly reviews

Your Workplace is not limited to reacting to tickets. Through the Your IT 360° Framework, we review how your employees use technology and identify opportunities to improve productivity, collaboration and user experience.

- ✓ Microsoft Teams optimisation
- ✓ SharePoint adoption improvements
- ✓ Collaboration enhancements

- ✓ Microsoft 365 best practice recommendations
- ✓ Device and application experience improvements
- ✓ Workplace productivity recommendations

Reviews focus on business outcomes, user experience, device stability, application experience and technology improvement – not simply ticket volumes.

Review area	Focus
Employee productivity	Are people more productive and less disrupted by technology?
User experience	What issues are creating friction for employees?
Microsoft 365 adoption	Are users getting value from Teams, SharePoint, OneDrive and related services?
Device experience	Are desktops and laptops reliable, patched and fit for purpose?
Application deployment	Are approved applications being deployed and managed consistently?
Third-party application experience	Are business applications working effectively for users?
Roadmap priorities	What should be improved next?

Investment

Your Workplace is provided using fixed monthly user bands, giving you a clear, predictable monthly cost. User counts are rounded up to the next available tier – for example, a business with 28 users is quoted as "up to 30 users".

UP TO USERS

MONTHLY FEE

20 £600	30 £885	40 £1,160
50 £1,425	60 £1,680	80 £2,220
100 £2,750	125 £3,440	150 £4,125
151+ Custom quotation		

Prices shown are standard published starting rates, exclusive of VAT. Your account contact can prepare a tailored quotation for your business.

Ready to invest in employee productivity?

A complete IT support, device management and Microsoft 365 service for growing businesses, helping your people stay productive, supported and connected.

- ✓ A single, fixed monthly fee based on your user count
- ✓ Unlimited user support, device support and patch management
- ✓ Microsoft 365 administration and everyday business application support
- ✓ Consistent starter, mover and leaver management
- ✓ Ongoing workplace improvement through the Your IT 360° Framework

Get in touch

Your IT Department Ltd

Unit 8, Farrington Way, Eastwood,
Nottingham, NG16 3BF

T: 0115 822 0200

E: info@your-itdepartment.co.uk

W: your-itdepartment.co.uk