

THE AJ I.T SERVICES RMM PACKAGE

1. Real-time Monitoring

On-going monitoring of your system's performance, hardware health, and security vulnerabilities (including scams). When alerted by any problems, these will be solved as soon as possible.

2. Windows Updates

Check for and run any Windows updates.

This is crucial for maintaining a robust defence against evolving cyber threats. The timely application of updates helps businesses and home users to stay one step ahead of potential breaches.

3. Remote Support

Helping solve any problems that can be fixed from the comfort of your own home or business. Two sessions per month are included in the **LITE PLAN**. There is no limit to the number of sessions for **PRO PLAN** customers.

4. Antivirus Endpoint Protection (PRO PLAN Only)

Endpoint Protection enhances overall protection against cyber threats. This minimizes the risk of data breaches, ransomware attacks, malware, and other security incidents. AJ I.T Services uses Emsisoft™ endpoint protection.

AJ I.T Services offers two planned tiers for business and home users, Lite & Pro:

LITE PLAN - £20.00 per month per device	PRO PLAN - £30.00 per month per device
<ul style="list-style-type: none">• Remote Support*• Windows Updates• Hardware and Software monitoring• Monthly reports <p>*2 sessions per month included in package</p>	<ul style="list-style-type: none">• Anti-Virus with real time protection• Remote Support• Windows & Antivirus Updates• Hardware and Software monitoring• Monthly Reports

Payments – You will be given a link to setup a monthly direct debit subscription via GoCardless. Please note this will have to be set up first before the software is installed on your device(s).

RMM software install – The software will be installed on your device(s). You can install the software yourself via a download link provided to you or AJ I.T Services can do this for you.

Out of hours support – Both plans cover you during AJ I.T Services normal working hours, if there is a major problem that requires urgent out of hours support this will be charged separate and subject to availability.

Cancellation – You can cancel the agreement at any time with no penalties. Support will stop on the same day when you have notified your decision to cancel.

If you have any questions, please contact AJ I.T Services.