

Confidence in your IT. Focus on your clients.

Wise Investment

Prepared for Wise Investment

14 October 2026 | Managed IT proposal

£1,950 / month

43 workstations | Excluding VAT

Accountable support. Managed protection. Practical direction.

Dedicated management for your business IT.

01 / YOUR BUSINESS

Supporting your people and client service

Wise Investment provides financial planning and investment management, with an emphasis on long-term relationships and personal service. Dependable technology helps your people access information, collaborate and give clients their attention.

You already have an established support service with Get Support, including maintenance, monitoring, supplier liaison and strategic reviews. Our proposal builds on those expectations with a clearly owned Partnership, planned consultancy and a shared view of service performance and priorities.

Your supplied service information covers 43 workstations alongside specialist machines, custom applications and fixed-IP VPN arrangements. We will map those dependencies with Robert and the relevant suppliers so the handover reflects the environment your team actually relies on.

Our Partnership connects dependable daily support with ongoing assessment and improvement. We keep your technology roadmap current, agree priorities and budgets with you, and coordinate approved work through to completion, with clear ownership and progress reporting.

The Noble Way

We combine a consultant-led relationship with a coordinated service desk. Your team knows where to go for help, who owns an outstanding issue and how to escalate something that is affecting client service.

We begin by listening: what works well today, where you want more visibility and what would make a change worthwhile. Recommendations follow evidence from your environment and business priorities.

Six planned Technology Leadership days each year support an ongoing cycle of assessment, roadmap development and delivery oversight. Your consultant reviews the evidence, agrees priorities with you and tracks the resulting actions, so the roadmap develops with your business and leads to measurable progress.

02 / YOUR SERVICE

Support for your people

Direct access to the service desk

Your people can come straight to Noble IT for help. We investigate issues, coordinate with relevant suppliers and keep users informed, taking ownership of everyday support so your team can stay focused on their work.

Hours and on-site attendance

Your service desk is available on Business Days, 08:00-18:00 UK time, with unlimited support for your agreed systems. Our team works remotely to resolve issues efficiently and arranges on-site incident support where hands-on assistance is needed.

Joiners, movers and leavers

We manage routine account setup, access changes and leaver actions through an agreed approval process. Your people receive the access they need, while your business retains control over permissions and data.

02 / YOUR SERVICE

Care for your business IT

Endpoint monitoring and management

We monitor and manage your supported computers, maintaining an inventory of their configuration and health. This helps us spot developing issues, prioritise maintenance and address recurring problems before they cause further disruption.

Patching and vulnerability management

We manage operating system and supported software updates, identify vulnerabilities and agree practical maintenance and restart schedules. Your computers receive consistent attention, with clear recommendations wherever further improvement would help.

Microsoft 365 administration

We look after routine Microsoft 365 administration, including users, groups and access, and help your team make effective use of the supported services. Documented administrative arrangements provide continuity and reduce reliance on knowledge held by one person.

Documentation and supplier liaison

We maintain records of your managed assets, subscriptions, suppliers and access arrangements. Your team has a knowledgeable point of contact for procurement advice and supplier coordination, with useful documentation supporting continuity across the service team.

02 / YOUR SERVICE

Protection for your business data

Managed endpoint security

Managed endpoint protection and EDR provide a security foundation across the agreed workstations. We administer protection, assess relevant alerts and coordinate action. During onboarding, we review your current SentinelOne and Huntress coverage and agree the protection and response arrangements before any tooling changes.

Microsoft 365 backup

Managed backup of agreed Microsoft 365 data provides a separate recovery route when items need to be restored. We confirm the supported users, workloads, retention and recovery arrangements with you, and review coverage as accounts and business requirements change.

02 / YOUR SERVICE

Coordination across your environment

Core servers, network and connectivity

We establish a documented inventory of the core servers, network equipment and connectivity supporting your workstations. The agreed service schedule identifies the systems Noble IT manages, the monitoring and maintenance arrangements, and the supplier responsibilities for fault resolution.

Specialist applications and machines

We map your custom applications and specialist support agreements, establish escalation contacts and coordinate incidents across the relevant suppliers. Your users have a clear owner for the support request, with technical responsibilities and dependencies documented.

Secure access and VPN continuity

We review the fixed-IP VPN arrangements, remote-access dependencies and authorised access processes with your team. The handover plan records the settings, owners and validation steps needed to preserve agreed access when management changes.

Recovery planning and operational evidence

We review the relationship between business-critical systems, backup coverage and recovery priorities. The roadmap records the recovery tests and improvements to agree, while service records help your team evidence the IT activities, approvals and actions performed.

02 / YOUR SERVICE

Ongoing assessment and roadmap delivery

Ongoing technology assessments

We establish an initial baseline and revisit it through the Partnership. Reviews draw on device health, patching, security configuration, backup coverage, asset lifecycle and service trends, alongside changes in your business. Findings are recorded and prioritised so you can see what needs attention and why.

A living technology roadmap

Your roadmap turns assessment findings into an agreed plan. Each initiative has a business purpose, priority, owner, target timing and budget considerations. We review and update the plan with you as work progresses, risks change and new requirements emerge.

Ownership of agreed delivery

We coordinate the agreed improvement programme, track actions and dependencies, liaise with suppliers and keep you informed of progress. Routine improvements are progressed through the managed service; larger initiatives receive an agreed scope, delivery plan and investment approval before implementation. Completed work is reviewed against its intended outcome.

Consultancy and progress reviews

Six planned Technology Leadership days each year provide dedicated time for assessments, business reviews, roadmap development and delivery oversight. We agree a review calendar with you, report on completed and outstanding actions, and use the findings to set the next priorities.

03 / MAKING THE CHANGE

A controlled handover

With your permission, we work directly with Get Support, Robert and your specialist suppliers to plan the handover. Access, dependencies and responsibilities are validated before service ownership changes.

Your existing service history helps us prepare support capacity and prioritise the initial review. We agree the transition sequence and change windows around the needs of your business.

Confirm the environment

We review the 43 workstations and confirm the named users, servers, locations, applications and specialist support contracts. This creates one inventory to guide coverage, licensing and the handover.

Coordinate the transition

With your permission, we liaise with Get Support and specialist suppliers to validate documentation, administrative access, backup arrangements, fixed-IP VPN dependencies and renewal or notice dates.

Establish the managed service

We establish the agreed management, security and backup arrangements, with checks that protection and access remain in place through the transition. Changes follow an agreed approval and validation process.

Introduce your team to support

Your people receive support contacts and escalation guidance. We agree service commencement, explain how requests are handled and establish named business contacts for approvals.

Agree the improvement plan

We establish the assessment baseline, agree your initial roadmap and schedule consultancy and progress reviews. Priorities, owners and delivery milestones are recorded, with the roadmap maintained as work is completed and your requirements evolve.

Change planning and approvals

We agree the handover, change windows and priorities with you, working around your business activity. Clear approval and escalation arrangements allow routine work to move forward while your leadership team retains control over important decisions.

04 / YOUR INVESTMENT

Partnership for Wise Investment

Core managed service	£1,950 / month + VAT
Supported workstations	43
Technology Leadership	6 planned days / year
Proposed initial term	12 months
Annual core investment	£23,400 + VAT

A consultant-led Partnership for Wise Investment.

Direct support, proactive management, endpoint security, Microsoft 365 administration and backup, supplier coordination, ongoing assessments and a maintained technology roadmap, supported by six planned Technology Leadership days each year and oversight of agreed delivery.

The proposed core investment is based on 43 workstations. We confirm the named user population, infrastructure and specialist dependencies together so the final service and commercial schedule reflect your actual requirements.

Service term and final agreement

The proposed core Partnership is £1,950 per month excluding VAT, based on 43 workstations and an initial 12-month term. It includes managed endpoint security, agreed Microsoft 365 backup and six planned Technology Leadership days each year.

We reconcile Microsoft licensing, specialist machine and application agreements, infrastructure and connectivity arrangements before completing the Order Form. This gives you a clear view of the full ongoing investment and the responsibilities across your suppliers.

Your Order Form, service schedule and Master Services Agreement record the confirmed coverage, onboarding arrangements and commercial terms. We agree the service start date and handover plan together.

05 / NEXT STEPS

Build confidence in the next chapter.

Confirm the environment. Agree the scope. Plan the handover.

Before we get started

- Discuss your priorities and what would make a change worthwhile
- Confirm workstations, users, infrastructure and specialist dependencies
- Review ticket categories, effort, ageing and escalation history
- Agree the commercial schedule, assessment priorities and roadmap review calendar
- Coordinate the handover and introduce your team to Noble IT

We will guide you through each stage, bringing the right people and information together so you can move forward with confidence.