ITDS Managed



ITDS Modern Workplace

AI empowered technology that simply works – for every person, every day

M-FLEX | M-PLUS | M-PRO

A simpler way for SMEs to equip, secure and support their people

- **New starter?** We handle it all.
- **Device due for replacement?** We've already planned it.
- **Need support?** Enterprise support for SMEs.
- **Worried about security?** We've got you defended.
- **Tied to another provider?** We'll buy you out of it.
- **Ready for AI?** We put it to work.

One complete managed workplace.
One predictable monthly seat price.

AI | Device | Microsoft 365 | Security | Backup | Support | Management

People-first technology partners for SMEs

What is ITDS Modern Workplace?

ITDS Modern Workplace removes the complexity of managing workplace technology.

Your people get the right technology and are kept secure, supported and up to date, while you get greater control over costs and one partner taking responsibility for it all.

Built for SMEs: enterprise-level technology and support, without the enterprise complexity.

What ITDS Modern Workplace means for you

AI embedded, predictable costs, built-in security and a better employee experience, managed by one accountable partner.



An AI-ready workplace

Your people get secure, managed access to the latest AI tools, helping them work smarter every day.

Predictable monthly costs

A clear cost per employee, giving you greater visibility and control over technology spend, with fewer unexpected costs.

Technology lifecycle built in

Hardware, setup, management and planned upgrades can all be incorporated, rather than treated as separate or unexpected capital purchases.

Security as standard

Devices, identities and data are protected and monitored, with security updates applied.

One accountable partner

Brings your workplace technology, support and ongoing improvements together, so you don't have to manage multiple suppliers.

Less to manage

From setup and support to security, updates and device refresh, we take care of the technology lifecycle for you.

A better employee experience

Your people have the right devices, applications, security and support to work effectively, wherever they work.

One service, not six bills

ITDS Modern Workplace brings the essential components together into a managed per-user service, replacing separate bills for hardware, Microsoft licensing, security, backup, support and projects.

DEVICE
Business-ready hardware

MICROSOFT 365
Productivity & collaboration

SECURITY
Protection for users & devices

BACKUP
Resilience & recovery

SUPPORT
People-first IT help

MANAGEMENT
Proactive care & lifecycle

Built for SMEs, around each person

Together, we identify what each member of your team needs and bring it all into one managed service - from hardware and security to ongoing technology management and refresh.

THE ITDS PROMISE

We design, secure and manage your workplace around your people, with one predictable monthly seat price.



Hardware, covered



By incorporating your employees' devices into the service, we can manage the complete technology lifecycle for you - from initial setup and ongoing management through to planned refresh.

1

DESIGN

Together, we select the right package, device and set-up for each member of your team.

2

DEPLOY

We configure everything your employee needs, ready to work securely from day one.

3

MANAGE

We take care of ongoing support, licensing, updates, security and user experience.

4

REFRESH

We plan and manage device replacement, so you are up to date without the unexpected cost.

Refreshed on schedule. Ready from day one.

Security, covered

Our approach brings security into every part of your ITDS Modern Workplace, protecting more than the laptop.

We begin by understanding your business, your people and your risks, then build the right protection around them. Our managed approach brings together four key layers of security to help protect your business every day.

PEOPLE

Help your people recognise and avoid threats.

DEVICES

Keep devices protected, monitored and up to date.

EMAIL

Protect one of the most common routes into your business.

NETWORK

Secure access to your network and the internet.

Four layers of protection. One managed approach.

AI, put to work

Our consultancy starts with how AI can specifically help your business, before any licence is considered.

We take the time to understand where AI can make a meaningful difference, how it should be used and who will benefit from it. Then we help you introduce it to the right people, in the right way, responsibly.

1

DISCOVER

Understand how your teams work and identify where AI could save time, remove bottlenecks or add value.

2

ASSESS

Make sure your Microsoft 365 environment, information, permissions and security are ready for AI.

3

PRIORITISE

Focus on the AI opportunities that offer the greatest value, the least risk and make sense for your business.

4

ENABLE

Introduce AI to the right people, with practical support, guidance and training to help them use it confidently and effectively.

5

GOVERN

We put clear guidelines in place for using AI securely, responsibly and with the right controls and regular review.

6

IMPROVE

Review how AI is being used, measure its impact and identify opportunities to add more value.



Everything, covered.

AI | Device | Microsoft 365 | Security | Backup | Support | Management

Choose the right ITDS Modern Workplace

M-FLEX
For remote contractors or consultants

M-PLUS
For fully managed everyday users

M-PRO
For roles requiring enhanced security and capability

Three clear packages let you match technology to the way each person works - from **M-FLEX** for remote contractors or consultants, **M-PLUS** for fully managed everyday users, to **M-PRO** for roles requiring enhanced security and capability.

Final inclusions, hardware specification and Microsoft licensing can be tailored during proposal design.

WHAT'S INCLUDED	M-FLEX	M-PLUS	M-PRO
Microsoft 365 Business Standard	✓		
Microsoft 365 Business Premium		✓	✓
Backup	✓	✓	✓
Helpdesk Support	✓	✓	✓
Tenancy Security	✓	✓	✓
Security Awareness Training	✓	✓	✓
Remote Monitoring		✓	✓
Antivirus		✓	✓
Endpoint Defence		✓	✓
Endpoint Defence and Response			✓
Device Management		✓	✓
Application Management		✓	✓
Cyber Essentials Ready		✓	✓
Cyber Essentials Plus			✓
AI Management		✓	✓
AI Enablement			✓
Network Security			✓
Advanced Security Services			✓
24/7 Threat Response			✓
Technology Refresh		+	+

+ Available as an optional add-on. AI software licences and third-party usage charges are quoted separately, where they apply. Your proposal sets out exactly what each seat includes – device specification, refresh term, Microsoft licence, support hours, security, backup retention, onsite allowance and any agreed projects – so there are no surprises.

Your team gets the technology they need. We take care of the rest.

Frequently asked questions

How long does it take to get up and running?

Most businesses are fully set up from seven days. We plan everything with you up front and handle the move for you, so your team can keep working while we get things ready.

Will this help us get Cyber Essentials?

Yes. M-PLUS and **M-PRO** are designed to be **Cyber Essentials** ready, and **M-PRO** supports **Cyber Essentials Plus**. We can guide you through the certification process.

Do we need to change our current IT provider straight away?

No. We can work around your current contract or, where it makes sense, buy you out of it.

Can we keep our existing laptops?

Yes. Where your current devices are suitable, we can bring them into the service and replace them as they reach the end of their life.

Can we move someone between packages?

Yes. If someone's role changes, we can move them to a different package, such as from **M-FLEX** to **M-PLUS**, and adjust their technology to match.

What happens when our business changes?

We change with you. Whether you grow, reduce headcount or someone's role changes, we can adjust your seats, packages and technology to keep the service aligned with your business.



Are there any hidden costs?

No. Your proposal sets out exactly what each seat includes. Anything extra, such as a new project, is agreed with you before any work starts.

ITDS Managed

ITDS

How much does your workplace really cost?

Let's find out - getting started is easy.

1

Free review and clear proposal

We look at your current landscape and match it with the right level for a simple monthly price per person.

2

We handle the switch

Devices, accounts and data set up and moved over with minimal disruption to your team.

3

AI & security check

We'll assess your AI and Cyber Security posture, identifying gaps and highlighting where action is needed.

SEE WHAT THIS COULD LOOK LIKE IN YOUR BUSINESS

Talk to us

Book your free ITDS Modern Workplace review and get a clear price per person for your team.

0207 101 0096

info@itdsmanaged.com | itdsmanaged.com

People-first technology partners for SMEs

Unit 1-2, The Bell Centre, Newton Rd, Crawley RH10 9FZ