



Concept IT Managed Services

Concept IT provides the following managed services for a monthly flat fee:

Antivirus and EDR

EDR adds additional layers of endpoint security by detecting suspicious behaviours and providing actionable alerts to the threat indicators that matter most. This is done by utilising advanced technologies, such as behavioural analysis, heuristics, and machine learning, to catch advanced threats that bypass traditional AV solutions. EDR incorporates AV and other endpoint security functionality, providing more full-featured protection against a wide range of potential threats.

Patch Management

Patching is crucial for security, but time-consuming and difficult to manage across multiple devices. Patch management software simplifies the process with automated updates for both operating systems and third-party applications.

Ransomware Protection

Ransomware Detection scans networks for suspicious file behaviour, allowing us to define automated actions for detected activity. Ransomware detection can kill malicious processes, isolate infected machines, and shut down systems, providing 24/7 protection against ransomware attacks.

RMM (Remote Monitoring and Management)

This important piece of software constantly tracks the health and performance of your device, and will catch potential issues before they become major problems. It allows us to remotely control your device when you request it, and is integrated with our support ticketing system. Optionally, you can receive monthly reports of your hardware health and patch management updates.

24/7 Threat Monitoring (Managed SOC)

Managed SOC is a comprehensive security operations centre that eliminates modern cyber threats. It offers 24/7 managed detection and response, protecting endpoints, networks, and cloud environments. The service includes continuous monitoring, advanced security stack, breach detection, threat hunting, and no hardware requirements.

Contact us today for more information

Email: msp@conceptsystems.com.au | Call: **07 5429 6750**



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Microsoft 365 Threat Detection*

For Concept IT managed tenants with an eligible Entra ID licence, we will continually evaluate users, apps, and sign-in risks based on heuristics and machine learning. This process is designed to identify behaviours that may pose a threat to your business or online presence.

**Microsoft 365 Threat Detection requires an Entra ID licence and tenant managed by Concept IT.*

Endpoint Cloud Backup

Endpoint cloud backup provides enterprise-grade protection with consistent management and protection across endpoints, servers, and the cloud. It offers rapid and reliable recovery with backups to the secure Datto Cloud every two hours. Up to 250 GB per endpoint is included; if more data is required, please enquire about our rates.

Support Inclusions

Unlimited**

Remote Support Tickets with SLA (Service Level Agreement)

No more surprise bills. Our flat-rate monthly fee covers regular maintenance, updates, and most support requests in an easy-to-use ticketing system.

***Restrictions apply; scope and details are agreed upon under the SLA.*

Unlimited***

Onsite Support with SLA (Service Level Agreement)

Provide peace of mind with unlimited onsite support to cover emergency outages, critical hardware issues, and new setups.

****Restrictions apply; scope and details are agreed upon under the SLA.*

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Package Comparison & Pricing

Feature	Basic Security Package	Advanced Security Package	Basic Support Package (SLA)	Advanced Support Package (SLA)
Antivirus + EDR	✓	✓	✓	✓
Patch Management	✓	✓	✓	✓
Ransomware Protection	✓	✓	✓	✓
Remote Monitoring and Management (RMM)	✓	✓	✓	✓
24/7 Threat Monitoring (Managed SOC)	—	✓	✓	✓
Microsoft 365 Threat Detection*	—	✓	✓	✓
Endpoint Cloud Backup (up to 250 GB per endpoint)	—	—	✓	✓
Unlimited** remote support tickets (SLA)	—	—	✓	✓
Unlimited*** onsite support (SLA)	—	—	—	✓
Monthly Price, minimum 12 months (ex. GST)	\$20 per endpoint / month	\$30 per endpoint / month	\$60 per endpoint / month	\$90 per endpoint / month

Discount Pricing for Extra Devices

For users with multiple devices, pay only an extra **\$20 per month** to include the **Advanced Security Package** if paired with any Support Package.

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** Unlimited remote support — restrictions apply; scope and details agreed under the SLA.

*** Unlimited onsite support — restrictions apply; scope and details agreed under the SLA.

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