

Outbound Virtual is an extension of your IT department. And if you don't have one, we can be yours!

Traditionally known as Managed IT Services or MSP, Outbound Virtual offer IT services that give your business the support it needs to succeed and grow - with timely and reliable managed services.

Outbound Virtual IT Department Basic Plan

Included in the Basic Plan:

Service Level Agreement Limited

Standard Service Level Agreements (SLA's) applied to response, escalation, and resolution of support related tickets. Defined within all our support agreements.

Microsoft 365 Business Premium License

Includes all the same apps and services as Microsoft 365 Business Standard plus advanced cyberthreat protection and device management capabilities. Microsoft 365 Business Premium is built for businesses with up to 300 employees.

24x7x365 Server Monitoring

We monitor many parameters related to the health and performance of server infrastructure and individual services that reside on them to alert and take proactive maintenance tasks before they become support incidents.

Technical Service Desk

Limited to Business Hours
Limited to 50 Tickets pp/pm

Enjoy front line service desk support from Outbound Monday - Friday 09:00 - 17:30 with the options of extended support including 24x7x365. Multi-tiered service desk operation with around the clock monitoring, remote, email and telephone support.

Multi Factor Authentication

Outbound configures and supports Microsoft Azure MFA for all our service plans to ensure your applications are integrated within Single Sign On and secured with multi-factor authentication. For more advanced requirements with partner with market leading Cisco Duo and Watchguard AuthPoint to extend the functionalities as an optional add-on.

Fully Managed 365 Services

Outbound services help you maintain Microsoft 365 solutions that are sustainable and ensure you maximise your Microsoft 365 investment! This includes the Microsoft 365 Business Premium License, free annual 365 assessment and regular updates on future Microsoft releases.

Endpoint Protection and Security

Built into Basic and Secure is Microsoft's Defender for Business End Point management. Secure Plus extends this into our preferred next-generation EPDR solution from Watchguard. Both solutions are cloud-based SaaS Endpoint security management.



"Outbound Virtual stood out from the start...I had thought we only needed someone to "fix" things, but we have advanced far beyond my expectations. I would absolutely recommend Outbound Virtual - they were transparent from the start, and they met all our needs."

Add-On Services:

Microsoft 365 Backups

With Outbound and Microsoft 365 Business Premium (and Enterprise Plans) we include a cloud to cloud backup solution (excluding our Basic package). This "set and forget" solution ensures all of your 365 data mailboxes, Teams, OneDrive and SharePoint data is backed up several times a day automatically. Allowing for granular easy to use restores, unlimited storage for 1 or unlimited data retention.

Device Encryption

As the first line of defence for protecting company data and maintaining compliance, Outbound manages the local encryption of these devices.

Patch Management

As part of our monitoring Outbound offers a unified solution that automatically updates patches for both operating system and some 3rd party solutions. Part of the onboarding is to discuss the frequency however we recommend aligning with the Cyber Essentials framework.

Security Assessment Bundle

With Outbound, you can identify the threats facing your information systems, networks, and data with the most comprehensive risk-based vulnerability management solution. Spilt into two bundles:

Security Assessment Lite:

- Includes Cyber Security Assessment
- Public Security Report
- One off Dark Web Scan

Security Assessment Full:
Everything in Lite plus:

- Annual Disaster Recovery Assessment
- Cyber Security Awareness Training
- Ongoing breach and dark web exposure monitoring
- Phishing attack simulation tools
- Policy Manager - distribute policies, procedures to staff, ensure compliance and acceptance.

Web Security Filtering

Built into our advanced End Point Protection, Detection and Response solution, this tool blocks access to website based on content filtering categories. With an optional add on to extend this to the market leader zero trust web security provider Cisco Umbrella.

Business Review

With Outbound Business With Outbound Business Review service, highly skilled and industry-experienced consultants perform a detailed analysis of your IT infrastructure, identifying problems, recommending improvements, and assessing the general health of your network and IT equipment. In addition to offering advice on how to streamline your IT services, our goal is to make sure you are getting the most out of your IT infrastructure.

Cyber Essentials Accreditation

Cyber Essentials is the UK Governments recommended framework for minimum Cyber Security standards. Here at Outbound we strive to ensure security is a pivotal part of all our services, this is why in some of our plans we have included the cost of this accreditation and support to ensure you pass. Providing pre-assessment consultancy, help and advice during the Cyber Essentials process and the actual assessment.

Cyber Essentials Plus Accreditation

Cyber Essentials Plus still maintains the Cyber Essentials trademark simplicity of approach, and the protections you need to implement are the same, but with Cyber Essentials Plus hands-on technical verification is performed.

Virtual IT Services Plan Comparison

UP TO 10 USERS Outbound Basic	UP TO 300 USERS Outbound Secure	UP TO 300 USERS Outbound Secure Plus	300+ USERS Outbound Enterprise
<ul style="list-style-type: none"> ✓ Service Level Agreement ✓ Technical Service Desk ✓ Fully Managed 365 Services ✓ Microsoft 365 Business Premium License ✓ 24x7x365 Server Monitoring ✓ Endpoint Protection & Security ✓ Multi Factor Authentication + Web Security Filtering + Microsoft 365 Backups + Patch Management + Device Encryption + Business Review + Security Assessment Bundle + Cyber Essentials Accreditation + Cyber Essentials Accreditation Plus 	<ul style="list-style-type: none"> ✓ Service Level Agreement ✓ Technical Service Desk ✓ Fully Managed 365 Services ✓ Microsoft 365 Business Premium License ✓ 24x7x365 Server Monitoring ✓ Endpoint Protection & Security ✓ Multi Factor Authentication ✓ Microsoft 365 Backups ✓ Patch Management ✓ Device Encryption ✓ Business Review ✓ Security Assessment Bundle Lite + Web Security Filtering + Cyber Essentials Accreditation + Cyber Essentials Accreditation Plus 	<ul style="list-style-type: none"> ✓ Service Level Agreement ✓ Technical Service Desk ✓ Fully Managed 365 Services ✓ Microsoft 365 Business Premium License ✓ 24x7x365 Server Monitoring ✓ Endpoint Protection & Security ✓ Multi Factor Authentication ✓ Microsoft 365 Backups ✓ Patch Management ✓ Device Encryption ✓ Business Review ✓ Security Assessment Bundle Full ✓ Web Security Filtering ✓ Cyber Essentials Accreditation + Cyber Essentials Accreditation Plus 	<ul style="list-style-type: none"> ✓ Service Level Agreement ✓ Technical Service Desk ✓ Fully Managed 365 Services ✓ 24x7x365 Server Monitoring ✓ Endpoint Protection & Security ✓ Multi Factor Authentication ✓ Microsoft 365 Backups ✓ Patch Management ✓ Device Encryption ✓ Business Review ✓ Security Assessment Bundle Full ✓ Web Security Filtering ✓ Cyber Essentials Accreditation ✓ Cyber Essentials Accreditation Plus

Some of our Solution Partners



At the heart of your business, we want to understand your challenges and goals, this is where we differ from the traditional "outsourced" model. We pride ourselves on knowing your business, your people and your teams.



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