



Managed IT Service Packages

Bronze • Silver • Gold - Secure • Resilient • Optimised

Service Pillar	Bronze	Silver	Gold
Seat fee (per user / month)	\$80	\$115	\$165
Site fee (per site / month)	\$350	\$600	\$850
Endpoint & Servers	Patch + AV/AM	Enhanced monitoring	EDR/MDR + SIEM + 24/7
Backup & DR	Basic backup	Managed backup + DR	Proactive DR testing
Threat Detection	Business hours	Faster escalation	SOC-backed, 24/7
Network	Baseline monitoring	Optimisation	24/7 optimisation
Cloud	Email/M365 support	Cloud optimisation (add-on)	Cost optimisation & automation
Strategy	Basic reporting	Monthly + vCIO (opt)	Quarterly vCIO + roadmap

Micro Site (optional): ≤9 seats, remote-first. Fee: Bronze \$200 • Silver \$350 • Gold \$500 per site/month (ex GST).

SLA Snapshot

Bronze: Response 4h / Resolution 2 business days • Silver: Response 1h / Resolution 8h • Gold: Response 15m (24/7) / Resolution 4h

Service Guarantee

Month-to-month after 6 months • 90-day exit window if we miss agreed onboarding milestones • Service-credit SLA for repeated response misses

With Virtus You Get

Stronger security posture • Improved uptime & productivity • Lower cloud & IT costs • Simplified compliance • Clear IT strategy & roadmap • Predictable budgeting

Add-Ons

Advanced Security (EDR/MDR) • SIEM-lite • 24/7 Support • Quarterly vCIO • Voice & Collaboration (Teams/VoIP) • Compliance audits & projects (SOW/WO)

Our Delivery Framework

Discover → **Protect** → **Detect** → **Respond** → **Recover** → **Optimise**

We continuously monitor and protect endpoints, proactively detect threats, respond rapidly to incidents, recover data and systems, and optimise performance and costs. This cycle helps NZ SMEs achieve sustainable IT resilience and business alignment.

Technology Partnerships



Book your free consultation today — we'll help you pick the right package

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