Flotek group

MANAGED IT SUPPORT

Your own IT department. Without the cost of building one.

Everything managed for one simple monthly price, with no surprise bills. Remote and onsite support, seven days a week.

Technology Together

★ 4.9/5 | 7 day support | Partnership | 2000+ UK businesses

Why Flotek

One team. One partner. Technology Together.

Flotek simplify **Managed IT, Cyber Security and Communications** for businesses of five to 250 people. With the support and the expertise in one place, we bring technology together.

We manage your technology as one joined-up environment, with real people who know your business and clear accountability when you need something sorted.

Why businesses choose us

Proactive by default: we monitor and manage your technology, spotting and fixing issues before they grow.

People who know you: a support team and a dedicated Account Manager who understand how you work.

Open seven days: remote and onsite help every day of the week, with engineers onsite when you need them.

One monthly price: simple monthly pricing, straightforward packages and no surprise support bills.

Everything in one place: Managed IT, Cyber Security and Communications working together.

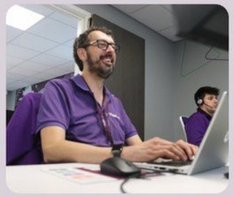
Reviewed regularly: we make sure your setup continues to support where your business is heading.

National coverage · 7 day support



Regional bases, UK-wide

★ 4.9/5
rated online by UK businesses












Support delivered UK-wide from our regional bases, with **engineers onsite** when you need them.

How we can help

Four services that only work when they slot together

Four suppliers means **four contracts, four helpdesks** and a gap between each one. We join them up so there's no gap to fall into.

Managed IT Support

Monitoring, patching, helpdesk and onsite engineers keeping your people working.

Cyber Security

24/7 monitoring, Cyber Essentials and human-led threat detection, built in as standard.

Communications

Hosted voice, Microsoft Teams, mobile and connectivity on one platform.

Managed Print

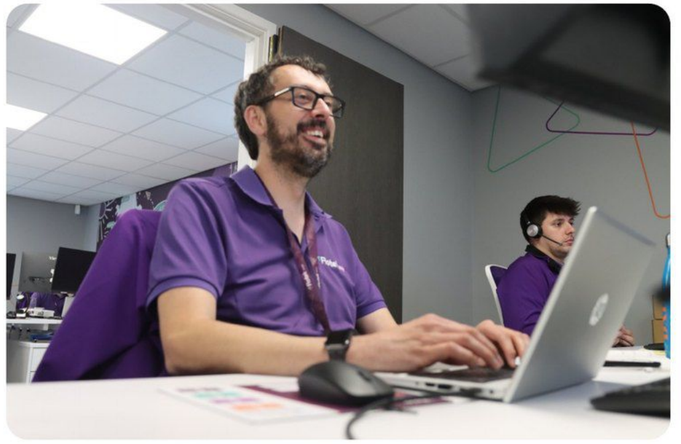
Devices, servicing, supplies and secure cloud printing, managed for you.

One provider, one team, one bill, one number to call.

You're never caught in the middle

Easy to buy. Easy to manage. Easy to budget for.

We proactively monitor and manage your devices, with a helpdesk seven days a week and engineers onsite when you need them, all for one simple monthly price, with cyber security included as standard.





★ **4.9/5**
rated online by UK businesses

With Managed IT Support you get

- 24/7 automated monitoring
- 7 day support, remote and onsite
- Cyber security as standard
- Regular Technology Reviews
- Security patching and updates
- Server and network management
- Dedicated Account Manager
- Training and Partner Portal access

Two per-user licences, to keep it simple

One price per user, per month. See the full breakdown later in the deck.

Small business focused

Flo Protect+

All-inclusive IT support with essential cyber protection.

Growing, cyber-focused

Flo 360+

Advanced Managed IT with enhanced cyber protection.

24/7 support is available as an add-on if your business needs cover around the clock.

Optional add-on

Three layers of support, working as one

We operate as **your IT department**, combining proactive management, responsive support and ongoing partner care.

Proactive

- 24/7 monitoring
- Security patching and updates
- Server and network management
- Device health monitoring
- Microsoft 365 management
- Preventative maintenance
- Cyber security monitoring
- Regular system optimisation

Helpdesk

- Support seven days a week
- Unlimited remote support
- Onsite support when needed
- User setup and access
- Hardware and software issues
- Microsoft 365 support
- Device troubleshooting
- Fast escalation for complex issues

Customer care

- Dedicated Account Manager
- Regular Technology Reviews
- Advice around future tech needs
- Licence and supplier reviews
- Support with technology planning
- Training and digital skills support
- Partner Portal access
- Align tech with business growth

Three jobs, one team, and one number to call when you need us.

Seven days a week

Microsoft 365

We don't just sell your Microsoft licences. We secure them.

Your Microsoft 365 is **monitored, hardened and supported** as part of your wider IT environment, by the same team that answers the phone.

Cloud Detection & Response

CDR runs across every Microsoft licence we supply: suspicious logins, mass file deletion and improbable travel.

Included in Flo 360+

Security Score, always improving

We keep raising your Microsoft 365 Security Score as the daily threat picture changes.

Licensing that flexes

Monthly, annual or prepaid, and licence counts change as your team does.

850+ E-Learning videos

So your team actually uses the tools you already pay for.

What can be included

Microsoft 365

Email, collaboration and productivity tools managed as part of your wider IT environment.

Microsoft Azure

Flexible cloud infrastructure that can replace or reduce reliance on physical servers.

SharePoint

Secure cloud file storage and collaboration, with version control and access from anywhere.

Device management

Manage devices remotely, apply policies and keep users compliant with Microsoft Intune.

Identity and access

Use Microsoft Entra to control sign-ins, access and security across your business.

Cloud migration

Planning and support to move systems, data and users with minimal disruption.

24/7 protection for your people, devices and network

A managed security centre watching everything at once: telemetry from your devices, your Microsoft 365 identities, even your networking equipment, brought into one SIEM so all of your traffic is monitored in one place.

Managed by Flotek, powered by **Huntress**, whose human-led Security Operations Centre protects millions of endpoints and identities worldwide. Anything their SOC stops for one business helps them stop it faster for the next.





50%+ of SMEs are hacked every year, most with little or no cyber protection.

What CyberGuard covers

Included in Flo 360+

24/7 cyber monitoring

Our 24/7 Security Operations Centre monitors behaviour, scans logs and deploys canary files to identify issues, locking down devices or cloud accounts if we detect a hack.

Managed EDR (MDR)

Endpoint detection and response continuously monitors devices for suspicious behaviour and active threats.

MDR for Microsoft 365

Watches for intrusions from anywhere in the world, flagging improbable travel or VPN connections into your Microsoft account.

Phishing simulation

Powered by Check Point

We learn who your team normally hear from, then send realistic phishing emails to find the gaps, then target training where it's needed.

Security awareness training

Delivered straight to your team, plus monthly security webinars anyone in your business can join.

National Cyber Security Centre

A recognised standard for better cyber security.

A Government-backed certification that puts the basic protections in place against the common attacks that account for the vast majority of breaches.

It covers five practical controls: firewalls, device setup, who has access to what, malware protection, and keeping software up to date. We assess where you stand, fix the gaps, and handle the certification itself.

Certification runs for a year, and shows partners, suppliers and insurers that you take security seriously.



We hold both standards. Once certified, the badge is yours to use in your own marketing.

Strengthen your security

Recognised controls across your devices, accounts and network.

Show you are taking action

Evidence that you meet a Government-backed security standard.

Meet supplier requirements

Reassurance where certification is expected in contracts and supply chains.

Build a stronger foundation

A better baseline for the wider cyber protection your business needs.

Win more contracts

Tenders and Government work generally expect certification as standard.

Included in Flo 360+

Cyber Essentials

up to 49 employees

£130 per month

Cyber Essentials Plus

up to 49 employees

£295 per month

Included in Flo 360+

Active Protect

device licence

£3.00 per user

Keep the protection working all year

Certification is the starting point. Active Protect adds ongoing monitoring and advanced patch management across 300+ tools through the year, **an MOT every five minutes, not once a year**.

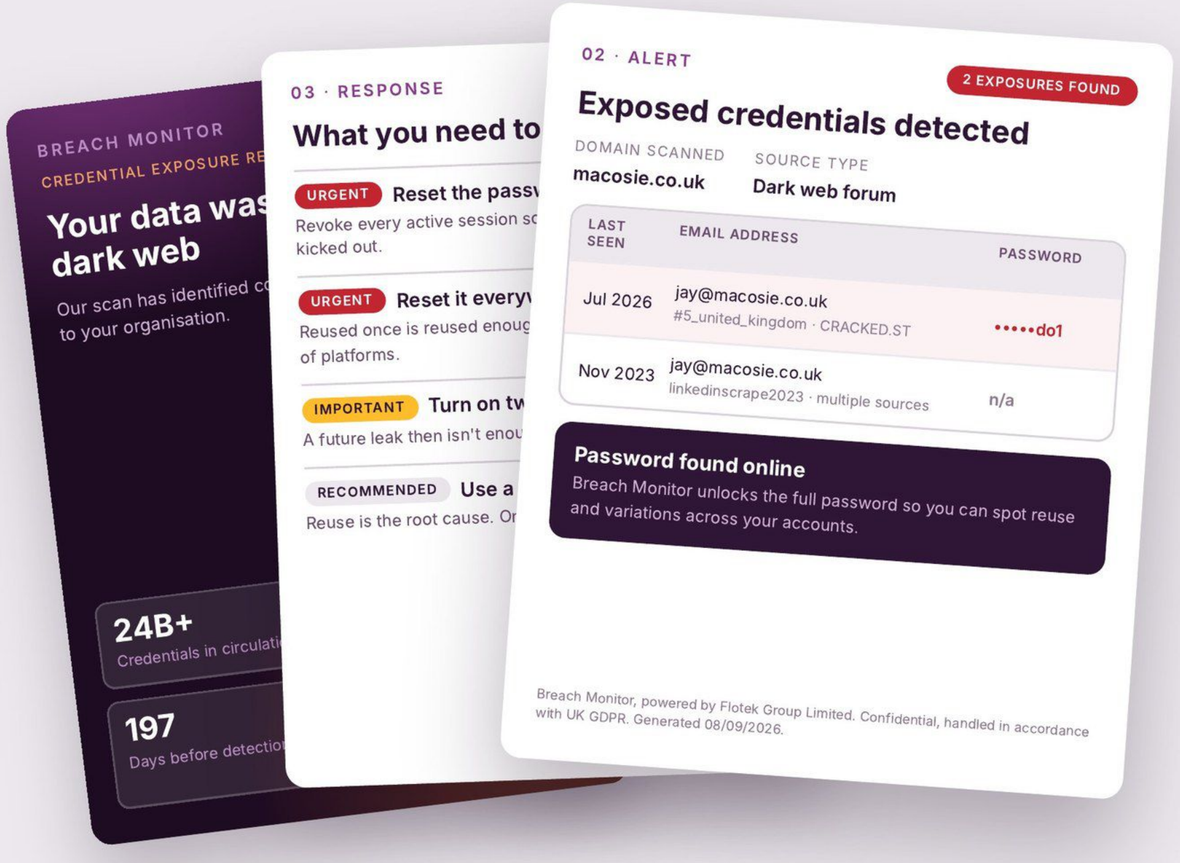
Cyber Essentials Plus includes Cyber Essentials · Inclusive Cyber Essentials requires a minimum of 20 users

Breach Monitor

Find out if your business data is already exposed on the dark web

Most businesses don't know their data has been compromised until something goes wrong. We check dark web sources, breach databases and stolen data sets for information linked to your domain.

Passwords leaked. Your report names the exposed accounts and the breach they came from. Breach Monitor then unlocks the passwords, so you can spot reuse and force resets.



What the monitoring gives you

- Users and high-risk accounts checked
- Exposed domain and IP data found
- Alerts when new data appears
- The right people notified fast
- Daily, weekly or monthly monitoring
- Everything visible in the Partner Portal

Data breach · 2 exposures found **Password found online**

Live dark web search from the Partner Portal, choose **daily, weekly or monthly** monitoring, with results exportable as a report you can act on.

Flo Verified Mail

Prove your email is really from you, or watch it land in spam

Since February 2024, Google and Yahoo have insisted that businesses prove their email is really from them. Microsoft did the same in 2025. The proof they ask for is called **DMARC**, and still **85% of domains** don't have it in place.

Without it you risk your mail landing in spam or never arriving at all, and anyone can send email as you to your customers. Cyber insurance now expects it as standard.

Why most businesses still haven't

It isn't the record, it's the cost of watching it. We've taken that away: our tool auto-manages DMARC with **Ai** and feeds straight into our helpdesk, so a human only looks at the reports that need one.

1 in 6

genuine business emails never reached the inbox they were sent to.

64.6%

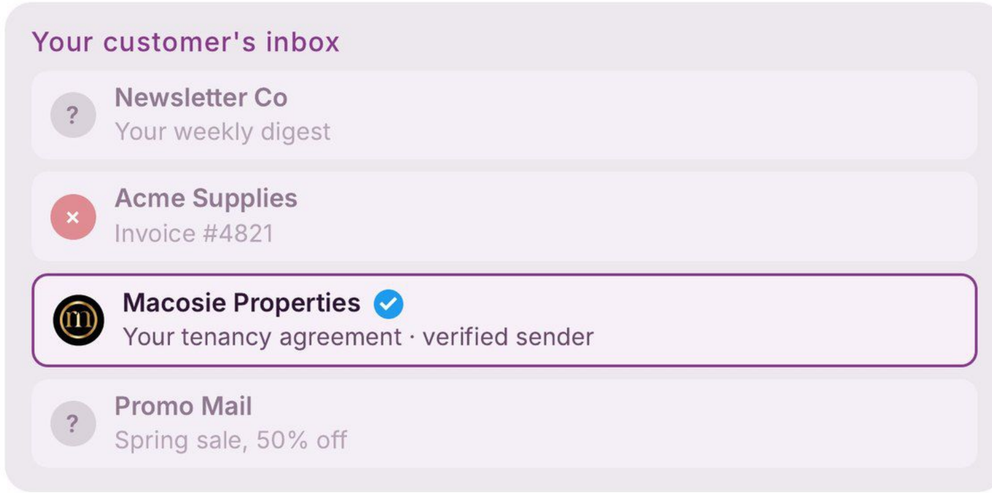
of businesses say email not arriving has cost them sales or customers.

10.5%

of email from unproven senders lands in spam. For proven senders it is 2.4%.

Silent

nothing tells you an email was filtered out. You simply never get a reply.



Then comes the blue tick. Once you're verified you can apply for BIMI, so your logo and tick show in the inbox like the big brands. BIMI is a separate cost and application, as it needs an external digital certificate, but we can manage the whole process for you.

Not sure where your domain stands? We'll run a free report and show you who is sending email as you.

4 to 8 weeks to set up, verify and switch fully on · **Nothing to set up**, just £14 per month for support partners

Run my free report

Sources: Red Sift, 73.3 million domains analysed (Dec 2025) · Flotek partner data

Everything your team needs. All in one place.

Support, training, billing, policies and live ticket updates, designed to make getting help, finding answers and building digital skills easier.

portal.flotek.io



Helpdesk tickets

Raise requests and track progress and updates.

Knowledge base

Quick answers, guides and troubleshooting for common issues.

E-Learning

850+ courses, from using Copilot to getting started with SharePoint, worth £1,200 a year.

Billing

Download invoices and see your spend trends.

Forms and requests

New starters, offboarding and more, ready to complete in minutes.

Included in Flo 360+

Policy manager

Download our templates or upload your own, and have your team sign digitally.

SMS and WhatsApp

Send messages to your customers straight from the portal.

Phone analytics

See how your calls are answered, missed and handled, plus Ai transcriptions, summaries and to-do items.

Ai bots

Web chat and calling bots that answer the routine questions for you. Manage your bots and see every call and chat in the portal.

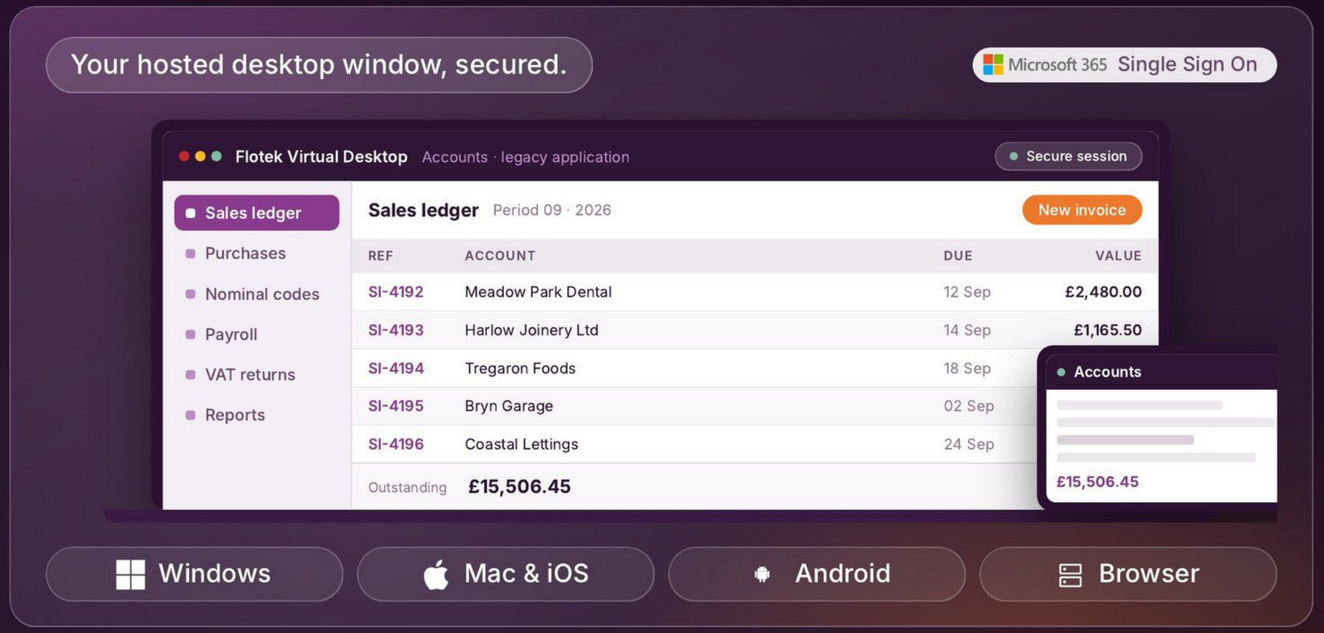
Executive reporting

A report on every ticket and what we're doing in the background, with Ai analytics.

Still running legacy servers onsite? Move them to the cloud.

Businesses that still need legacy servers onsite can now move to **Flotek Virtual Desktop**: a shared, cloud-hosted server delivered in a secure window on any device.

Those older applications carry on working exactly as they do today, so the server in the cupboard can go.



Ideal when you need to

- Keep legacy, Windows-only apps running securely
- Support teams across multiple locations
- Give contractors controlled access
- Reduce reliance on physical servers

No more server refresh every three years.
Our hardware is refreshed for you automatically, inside your subscription.

Instant setup
Live in minutes rather than weeks, with no new hardware to buy or install

Full security
MFA, patching, MDR and vulnerability scanning, all managed for you

Fully backed up
Central, recoverable and backed up off site, so nothing lives on a single machine

UK data centre
Multiple power and internet feeds in a UK data centre, resilient by design

Inclusive licence
Memory, storage, support, security and backup are all included in the price

Managed IT Support

Two plans. One monthly price per user.

No surprise support bills, and no long list of extras you need.
Most partners choose Flo 360+

Small business focused

Flo Protect+

All-inclusive IT support with essential cyber protection.

- 7 day help desk, remote and onsite
- Software patching and management
- Basic anti-virus and ransomware protection
- IT asset management
- Annual tech review
- Disaster recovery management
- 24/7 automated monitoring
- Microsoft 365 management and backup
- Network management
- Dedicated Account Manager
- Vendor management
- E-Learning portal

Most popular

Growing, cyber-focused businesses

Flo 360+

Everything in Flo Protect+, plus the advanced cyber layer most businesses now need: certification, advanced monitoring and protection that meets most insurance requirements.

Protection

- CyberGuard Pro advanced security (MDR)
- Phishing simulation
- Cyber Security Training (SAT)
- Active Protect monitoring
- 300+ additional third-party patches
- Microsoft Secure Score upgrade

Management

- IT policy management
- Cloud Signature Management

Support

- SLA escalation
- Cyber Essentials certification*
- Cyber Security & Ai Training

Add on: managed network devices: firewalls, switches and access points monitored and maintained with the rest of your estate.

£5.00 per device, per month

*Inclusive Cyber Essentials requires a minimum of 20 users

Flo 24/7 Support · From 1 December 2026

Help from a real person, even when our desk is closed.

Our helpdesk is open seven days a week. Flo 24/7 Support covers every other hour: **evenings, nights and early mornings.**

Best value

Add-on for Flo Protect+ and Flo 360+

Flo 24/7 Support Per User

£22.50 a user, a month

- Covers every user on your plan
- Allowance of 1 ticket per user, a month
- Best for teams who need help out of hours regularly, or work shifts or overseas

Any support agreement

Flo 24/7 Support Pack

£149 a month, with 4 tickets

- 4 tickets every month; extra tickets £49 each
- Best for occasional out-of-hours help at a low entry cost
- For the first 6 months, limited to the first 100 partners to sign up

1-hour response for critical and high-priority issues. Medium 4 hours, low 8 hours.

Remote support. Anything that needs an engineer onsite is booked in during desk hours.

Out of hours, always call 02921 50 8000 and choose the out-of-hours engineer option.

Runs on the same term as your main agreement. Prices exclude VAT. Full terms at flotek.io, under Terms & Conditions.

Hardware & Devices

The right kit. Ready when you need it.

From laptops and desktops to networking, security hardware and mobiles, Flotek can source, configure and deliver the technology your team needs.

Our **long-standing supplier relationships** take the hassle away. We handle sourcing, stock and lead times, and equipment arrives set up for your environment.

Suppliers we partner with

DELL · Hewlett Packard Enterprise · aruba a Hewlett Packard Enterprise company · CHECK POINT · COMMSCOPE an Amphenol company · Microsoft

How it works

1
You complete a short onboarding form for the user in the Partner Portal, telling us the access, hardware requirements and anything else they need.

2
We configure the user profile across your applications, set the permissions and make sure it follows your standard procedure.

3
We configure the device, whether that is a laptop, a mobile and SIM, or whatever else your team needs.

4
It arrives fully working and configured to your requirements, ready to hand over.

What we can supply

- Laptops & desktops
- Security firewalls
- Servers & storage
- Data & fibre
- WiFi & networking
- Printers & MFDs
- Mobile, tablets & SIMs
- Signage screens & meeting rooms

To get started, email our sales team for a quick quote.

sales@flotek.io

Managed IT FAQ

Getting started, without the small print

We try not to put everything in the small print, so here are the questions we get asked most, answered.

1 What times can we get support, and out of hours?

We're here **7 days a week, including bank holidays**, 8am to 6pm weekdays and 8:30am to 5pm weekends, closing only on Christmas Day. Out of hours, add Flo 24/7 Support (from 1 December) and your team can call us any time, with a 1-hour response for urgent issues.

2 What is your service level agreement?

Major fault: response within 15 minutes.
Minor fault: response within 4 hours. Telephone and email support desk, 7 days a week.

Full priority times, escalations and policies at **flotek.io/help/flotek-policies**

3 Will we have our own account manager?

Yes. Your **dedicated Account Manager** gets to know your business and where you are heading, so advice fits your plans rather than a generic roadmap. They run **quarterly reviews** covering performance, spend and upcoming projects.

4 Do you carry out a pre-sales technical audit?

We do. Before onboarding we complete **a technical review** of your setup and give you a **red, amber and green report** showing where your business is performing well and where it needs attention, so you can see the priorities before any work starts.

5 When will my billing start?

Billing begins as services **go live**, your agreed onboarding date or licence activation. Timings can vary slightly and we keep you posted. We can also arrange a **call on your first few bills** to walk through every line item, so you have full control and know exactly what you are paying for.

6 Are there any hidden charges?

No surprises. Everything is quoted up front and listed in the Partner Portal. Licences like backup are included per user; excess is charged at standard rates. 20 users with 22 Microsoft 365 licences leaves two. Data over your allowance is passed on at RRP. See our **full terms** for complete information.

7 Will fees cross over from my existing provider?

We time migrations to **avoid paying twice**, though notice periods rarely line up neatly, so a short overlap is sometimes unavoidable. Partners remain liable for any **termination charges** unless we have stated otherwise.

8 Are there setup costs for new users later?

New users, permission changes and offboarding are **included in your agreement**, however often you need them. Anything involving equipment, such as building or replacing a device, is **quoted up front as project work**.

More answers in the Partner Portal

All pricing excludes VAT. Terms and conditions apply and can be found on our Partner Portal.

Next steps

Let's get your technology working together.



01

Let's meet

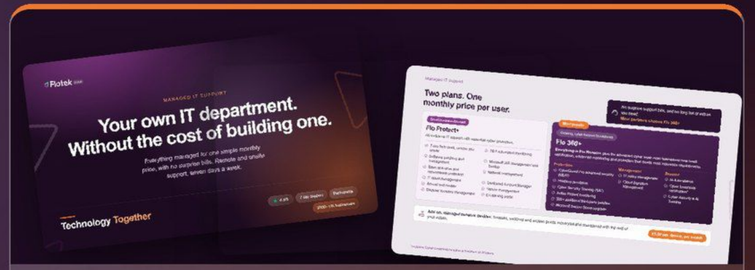
A conversation to understand your business, your goals and your future requirements, and to make sure we're a good fit for each other.



02

A technology review

We look at your current setup, suppliers and contracts, and show you what we would change. A detailed audit, with recommendations to improve your business and get the most out of your technology.



03

A clear proposal

One monthly price, the packages set out plainly, and a plan to get started, with a designated project manager to deal with your current suppliers.

Flotek group
Technology Together

02921 50 8000

sales@flotek.io

Get in touch