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FLEXCARE

Next Gen Managed Service

One intelligent core.
Thousands of better outcomes.

Managed services that move with your business.

FLEXCARE Essential

FLEXCARE Business

FLEXCARE Premium

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A managed service built around one intelligent core, delivered in three tiers.

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Pages 3 to 5 explain what FLEXCARE is and how it works. Page 6 sets out exactly what sits in each tier. Pages 7 to 9 cover what we deliver beyond the service and how we measure the experience you get.

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Why we rebuilt our managed service

Andrew Simpson
Operations Director, Cybit

"We measure ourselves on your experience, not just our SLAs."

Most managed service contracts are written for the provider. Fixed tiers, fixed scope, and a change request every time the business moves.

We built FLEXCARE the other way round.

Thirty years of running IT for UK organisations has taught us something simple. What separates a good year from a difficult one is rarely the technology. It is how quickly problems get spotted, how much of the routine work disappears, and whether someone who understands your business is paying attention.

So we put intelligence at the centre and let the service flex around it. Service intelligence, AI operations, automation and a digital service experience sit underneath all three tiers. Last year that core resolved 22,000 tickets before our customers knew there was a problem.

Essential, Business and Premium differ in depth, not in quality. You take the level of cover your organisation needs now and move as it changes, with no re-platforming and no penalty.

One more thing. We measure ourselves on your experience, not just our SLAs. You see the same numbers we do, every month, and if something is not working you hear it from us first.

WHAT WE COMMIT TO

Visible

You see the same service numbers we do, every month.

Proactive

We contact you about problems before you contact us.

Flexible

Move between tiers as the business changes, without penalty.

FLEXCARE. One intelligent core. Thousands of better outcomes.

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One intelligent core

FLEXCARE is built on four capabilities that run underneath every tier. They are what turn a support contract into a service that gets quieter over time.

Service intelligence

Insights. Reporting. XLA.

Every ticket, device and trend in one view, reported back to you monthly.

AI operations

Self healing. Always learning.

Faults detected and corrected before they reach your people.

Automation

Automate. Orchestrate. Eliminate.

The repetitive work that slows teams down, taken off the desk entirely.

Digital service experience

Self service. Projects. Live updates.

A portal your users actually use, with live status and no chasing.

One intelligent core. Thousands of better outcomes.

The same four capabilities sit under Essential, Business and Premium. What changes between the tiers is depth of cover, never quality of service.

The service should get quieter, not busier

Automation and self-healing remove routine work rather than absorbing it, which is why proactive resolutions now outnumber the tickets our customers raise.

THREE TIERS, ONE CORE

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Choose the depth, not the quality

Every tier runs on the same intelligent core. What changes between them is how deep the cover goes and how much of your technology strategy we carry for you.

FLEXCARE Essential

Solid, proactive cover for organisations with an internal IT capability who need the day to day handled well.

Best for teams who own their strategy and want dependable delivery underneath it.

FLEXCARE Business

Full service cover with security, governance and a named customer success manager.

Best for organisations without dedicated IT leadership who need a partner, not a helpdesk.

FLEXCARE Premium

Everything in Business plus 24/7 depth, self-healing infrastructure and a technical account manager.

Best for organisations where downtime carries real commercial or regulatory cost.

Move between tiers as the business changes

There is no re-platforming and no penalty for changing level. The next page sets out exactly what sits in each one.

SERVICE COMPARISON

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What's included in each tier

	Essential	Business	Premium
CORE SERVICES (END USER)			
JML: joiners, movers, leavers	X	X	X
End user support	X	X	X
Patch management (Windows)	X	X	X
Microsoft 365 management	X	X	X
M365 backup and recovery	X	X	X
Anti-virus and endpoint protection	X	X	X
Tenant configuration compliance	X	X	X
Self-service portal and analytics	X	X	X
Printer support	X	X	X
P1 / VIP support	–	–	X
White glove pre-provisioning	–	–	X
Asset and inventory management	OPT	OPT	OPT
Device lifecycle management	OPT	OPT	OPT
INFRASTRUCTURE SERVICES			
Managed infrastructure	X	X	X
Managed ISP	X	X	X
Windows server management	X	X	X
Patch management (server)	X	X	X
Intelligent monitoring	X	X	X
Managed cloud (AWS and Azure)	–	X	X
24/7 critical infrastructure support	–	X	X
Virtual image management	–	OPT	X
Infrastructure self-healing	–	–	X
Cost optimisation (FinOps)	–	–	X
Onsite engineer days	OPT	OPT	OPT
SECURITY SERVICES			
Dark web monitoring	–	X	X
Managed advanced email security	–	X	X
Server backup and recovery	–	X	X
Cyber Essentials support	–	OPT	X
24/7 SOC monitoring	–	OPT	X
Managed vulnerability management	–	OPT	X
Security awareness training	–	–	X
Disaster recovery planning	–	–	X
M365 security management	–	OPT	OPT
DKIM / DMARC	OPT	OPT	OPT
Password portal	OPT	OPT	OPT
CUSTOMER SUCCESS			
Cybit Store	X	X	X
Quarterly business reviews	–	X	X
Monthly service reviews	–	X	X
Customer success manager	–	X	X
Yearly security assessment	–	X	X
Yearly roadmap and strategy session	–	X	X
Technical account manager	–	–	X
Business data review	–	–	X
3rd party triage	OPT	OPT	X

X included OPT optional add-on – not included in this tier

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From managed service to transformation

Your technology should move the business forward, not hold it back. Four specialist practices deliver the change. FLEXCARE keeps it running once it lands.

MODERN WORKSPACE

- Intelligent service desk
- Device and identity management
- Collaboration and productivity
- Windows 11 and Copilot readiness

HYBRID CLOUD

- Cloud strategy and migration
- Managed Azure and AWS
- Cost optimisation (FinOps)
- Cloud security and governance

CYBER SECURITY

- Security architecture
- Managed detection and response
- Vulnerability management
- Compliance and awareness

DATA AND AI

- Data strategy and architecture
- Self-service analytics
- Machine learning and agentic AI
- Managed analytics

FLEXCARE
Next Gen Managed Service

Your managed foundation

Keeping technology running, secure and optimised so that transformation is never held back by operations.

Sustain with FLEXCARE, transform with confidence

Because the same team runs both, there is no handover gap between the project that changes your environment and the service that looks after it afterwards.

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The scale behind your service

Boutique enough to know your name. Experienced enough to carry the load.

10,000+

Users supported across our managed estate

6,000+

Devices patched and kept secure every month

75,000+

Tickets resolved for customers

22,000+

Tickets resolved proactively, before you knew there was a problem

WHAT THAT MEANS FOR YOU

30 years

Delivering technology services in the UK

90+ NPS

Rated excellent by the customers we serve

100% UK

Service desk and engineering, no offshore handoffs

75%

Of our people are technical, not administrative

Small enough to care. Experienced enough to deliver.

One UK team, answering the phone, owning the outcome.

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Experience Level Agreements

An SLA tells you whether we hit a clock. An XLA tells you whether the service felt good to use. Every FLEXCARE customer sees this, every month.

Overall XLA	Resolution time	Engineer count	Reopen rate
98% +8%	96% +4%	98% +7%	100% +6%

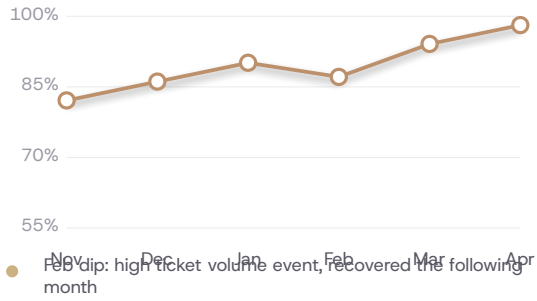
Score breakdown

Last 30 days

Resolution time	96%
Engineer count	98%
Reopen rate	100%
Customer notes	95%

Overall XLA trend

6-month view



What this means for you

Proactive updates delivered — 95%

We provide updates on ticket progress before you have to ask, which removes the chasing from your week.

Right skills, right tickets — 98%

Engineers are matched to ticket type, minimising handoffs and keeping resolution efficient.

Resolved right first time — 100%

Very low re-open rates, reflecting sound diagnosis and quality of resolution.

Resolution within SLA targets — 96%

Resolution times track well within priority-adjusted thresholds across your ticket volume.

FLEXCARE
Next Gen Managed Service

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Let's build the future together.

Ready to find the right FLEXCARE tier for your organisation? A 30 minute conversation is usually enough to tell.

THREE WAYS TO START

Tier review

We map your current cover against Essential, Business and Premium.

Service audit

A short assessment of what is costing you time today.

Transition plan

A dated plan to move, with no gap in cover.

Book a FLEXCARE review

CALL
03300 577350

EMAIL
hello@cybit.com

ONLINE
cybit.com