



IT Support Packages

Fixed monthly IT support for Australian small business

July 2026
All prices in AUD

One monthly price, your technology handled, and a real person who knows your business when something breaks. Pick the level of care that fits — every package is month to month, with no lock-in contract.

Essentials

The basics, done properly

\$60.50 per user / month inc GST
(\$55 ex GST) · minimum \$330/month inc GST

Best for: 3–8 staff who mainly need reliable help when things go wrong

- ✓ Helpdesk support, business hours
- ✓ Microsoft 365 accounts managed
- ✓ Multi-factor authentication (MFA)
- ✓ Email & domain protection kept healthy
- ✓ Staff starters & leavers handled securely
- ✓ We respond within 4 business hours

MOST POPULAR

Managed

Everything watched, maintained and backed up

\$104.50 per user / month inc GST
(\$95 ex GST) · minimum \$550/month inc GST

Best for: businesses that depend on IT working every day

- ✓ Everything in Essentials, plus:
- + Computers managed, patched & kept secure
- + Security baseline actively maintained
- + Microsoft 365 data backed up daily
- + Security incident response — incl. after hours
- + We respond within 2 business hours

Complete

An IT department, minus the payroll

\$159.50 per user / month inc GST
(\$145 ex GST) · minimum \$825/month inc GST

Best for: businesses where downtime costs real money

- ✓ Everything in Managed, plus:
- + After-hours helpdesk (agreed limits)
- + Security awareness training for staff
- + Quarterly technology planning session
- + Priority response — within 1 business hour

What you get	Essentials	Managed	Complete
Helpdesk for your team (business hours)	✓	✓	✓
Microsoft 365 administration & licensing	✓	✓	✓
MFA & sign-in security	✓	✓	✓
Email flow & domain records maintained (SPF/DKIM/DMARC)	✓	✓	✓
Staff onboarding & secure offboarding (fair use)	✓	✓	✓
Company computers managed & updates enforced	—	✓	✓
Security baseline maintained (device compliance, access rules)	—	✓	✓
SharePoint & OneDrive sites kept organised & managed	—	✓	✓
Daily backup of email, OneDrive & SharePoint	add-on	✓	✓
Security incident response, incl. after hours	—	✓	✓
After-hours helpdesk for everyday issues	—	—	✓
Staff security awareness training	—	add-on	✓
Quarterly technology review & roadmap	—	—	✓
We start work on your issue within	4 bus. hrs	2 bus. hrs	1 bus. hr
Per user, per month (inc GST)	\$60.50	\$104.50	\$159.50
Monthly minimum (inc GST)	\$330	\$550	\$825

Why a minimum? Every client gets proper monitoring, documentation and attention regardless of size. Ex-GST: \$55 / \$95 / \$145 per user; minimums \$300 / \$500 / \$750.



What's covered — and what isn't

Plain-English scope, because fuzzy scope is where IT relationships go wrong

Who counts as a "user"?

A **user** is a staff member with a work account — whether they're on an office PC, a company laptop at home, or their own computer. If they can log in to your systems, they're covered.

Contractors who only need an account and secure file access can be added as **light users** at a reduced rate — they get sign-in security and access support, but not device care or general helpdesk.

Shared mailboxes (sales@, accounts@, info@) are free — fair use applies, roughly one shared mailbox per two staff.

What every package covers, day to day

- Fixing what breaks: sign-in trouble, email problems, "why won't this print", slow computers, the lot.
- Keeping the invisible things healthy: your Microsoft 365 setup, email delivery, domain records, security settings.
- Starters and leavers: new staff set up ready for day one, departing staff removed so nothing walks out the door.

What no package covers (always quoted separately, in writing, before we start)

- **Projects.** New systems, office moves, migrations from other platforms, new phone systems, equipment rollouts. These get a fixed written quote first — project work never quietly appears on your monthly bill.
- **Fixing someone else's half-finished setup.** Your package *maintains* a healthy environment. Getting an unhealthy or half-built one up to standard is a one-off project, quoted before your package starts — so your monthly price stays honest.
- **Hardware.** We'll recommend and source equipment at agreed pricing, but the gear itself is billed as gear.
- **Servers, NAS and specialist equipment.** These are covered by add-ons (below), not the per-user price. For factory and production machines: we keep them connected and on the network — the machine's own vendor supports the machine.
- **Taking control of personal devices.** You and your staff are fully supported on personally-owned phones and laptops — the work side is set up, secured and covered. What we never do is take remote management control of a personal device unless the person who owns it opts in. Work data stays protected; personal files stay separate, private and yours.

Add-ons

Fixed price:

- Server care — **\$220 inc GST / month** per server (physical host and each virtual server counted separately).
- NAS / storage device care — **\$110 inc GST / month.**

Priced to your headcount and setup — always quoted in writing before anything is added to your bill:

- Microsoft 365 backup (for Essentials clients).
- Security awareness training (Essentials & Managed).
- After-hours helpdesk bolt-on (for Managed).
- VoIP / phone system management.
- Compliance retainer — for businesses with government or big-customer security obligations (questionnaires, audits, certifications).

Straight answers

- **Response vs fix.** We commit to when a qualified person *starts working* on your issue. Most things are fixed fast; some depend on Microsoft, your internet provider or a vendor — we'll never pretend otherwise, and we'll keep you posted.
- **"Unlimited" means normal business use.** If usage runs far beyond typical, we'll talk to you before anything changes on your bill — no surprises in either direction.
- **Tickets waiting on you.** If we're waiting weeks on information, we'll check in twice, then park the ticket. Reopening it is one email.



Pay-as-you-go & the fine print

For work outside a package — and how the arrangement works, plainly

Pay-as-you-go rates

No package? Or need something outside your package scope? These rates apply. All figures include GST.

Service	Rate (inc GST)	Minimum
Remote support & general IT work, business hours	\$181.50 / hour	15 minutes
Onsite visit, business hours (Melbourne metro)	\$181.50 / hour + \$82.50 call-out	1 hour
After-hours remote support (unscheduled)	\$275 / hour	30 minutes
Emergency response — drop-everything or after-hours onsite	\$363 / hour	1 hr remote / 2 hrs onsite

Scheduled work is different: if we plan a job for a weekend or evening (some jobs are safest done out of hours), it's quoted in advance with everything included — no surcharges on quoted work. Business hours are Monday–Friday, 8:30am–5:30pm Melbourne time, excluding Victorian public holidays. Beyond Melbourne metro, travel is quoted up front.

How to get support

Support portal & email — preferred

yougrowit.zohodesk.com/portal

support@yougrowit.com.au

Either one creates a ticket straight away and gets it in front of an engineer.

Phone — for urgent issues

03 9028 4358

If it's stopping you from working right now, call.

The arrangement, plainly

- **Month to month.** Paid by direct debit. No lock-in contract — packages should keep you because they're good, not because you're stuck.
- **If you ever leave,** we hand over cleanly — passwords, documentation and access transferred to you or your next provider as part of the service. Not a hostage negotiation.
- **Projects carry written quotes** with a validity period, and every project ends with a short stabilisation window — after that, ongoing niggles are covered by your package or PAYG, so both of us always know which bucket work sits in.
- **Pricing** is current at July 2026 and reviewed periodically; you'll always get notice before anything changes.

Not sure which package fits? Tell us how many staff you have and what a bad IT day costs you — we'll recommend honestly, including telling you if the cheaper option is genuinely enough.