



Company Brochure

Managed IT support, Microsoft 365, cybersecurity, cloud backup, VoIP and connectivity for businesses across Cheshire.

Practical technology support for small and medium-sized businesses

V&E Technologies LTD provides straightforward IT services that help businesses stay secure, connected and productive. We support day-to-day IT issues, Microsoft 365 administration, device monitoring, security checks, cloud backup, hosted phones and business connectivity.

We work in line with your existing internal IT policies and procedures where they are already in place. If your business does not yet have clear IT standards, we can suggest practical processes around patching, antivirus, Microsoft 365 access, user onboarding/offboarding, backups and general support.

Managed IT Support

Remote support, monitoring, patch management and managed antivirus.

Microsoft 365

Outlook, Exchange, Teams, SharePoint, OneDrive and user support.

Cybersecurity

Endpoint protection, phishing awareness, MFA guidance and reviews.

Cloud Backup

Backup options, recovery planning and business continuity support.

VoIP & Connectivity

Hosted phones and internet line solutions through trusted suppliers.

Client Assessment

Structured review to recommend the right support package.

Supporting businesses across Cheshire

Cheshire, Wilmslow, Handforth, Altrincham, Knutsford, Macclesfield, Alderley Edge, Stockport and surrounding areas.

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Clear packages give businesses a simple way to choose the right level of support. All packages are remote-support focused unless otherwise agreed. Onsite work, project work, hardware, licensing, backup licences, connectivity and phone charges are billed separately unless agreed in writing.

Essential IT Support

From £42 per device per month

Best for small businesses that need reliable day-to-day IT support and basic device protection.

- Remote IT support
- Device monitoring
- Patch management
- Managed antivirus
- Basic Microsoft 365 support
- New user setup support
- Monthly maintenance allowance
- Support aligned with your internal IT policy or basic guidance where no policy exists

Business IT Support

From £60 per device per month

Best for businesses that want proactive support, stronger Microsoft 365 management and regular health checks.

- Everything in Essential
- Priority remote support
- Microsoft 365 administration
- Monthly device health checks
- Basic security review
- User onboarding/offboarding
- Backup monitoring support
- Practical IT policy guidance for patching, devices and Microsoft 365 access

Complete IT & Security

From £85 per device per month

Best for businesses that want support, backup, cybersecurity and proactive improvement planning.

- Everything in Business
- Enhanced Microsoft 365 security checks
- Cybersecurity awareness support
- Backup support and monitoring
- Quarterly IT review
- VoIP and connectivity support
- Policy and process guidance
- Proactive IT recommendations

Important package notes

All packages are based on standard business hours. Out-of-hours, weekend or emergency support may be available by agreement and charged separately. Monthly support allowances can be used for support requests, and unused time may be redirected into maintenance checks where appropriate.

Where a client already has internal IT policies, we work to those procedures. Where no policy exists, we can provide practical recommendations to help define how patching, antivirus, backups, access permissions and user onboarding/offboarding should operate.

Not sure which package is right?

Complete the Client IT Assessment form on the website. We will review your users, devices, Microsoft 365 setup, security position, backups, phones, connectivity and internal policy requirements before recommending a suitable support option.

Client IT
Assessment



We work from your internal policy - or help you create practical standards

Many businesses know what they want their IT setup to achieve, but do not always have the internal procedures written down. V&E Technologies LTD can work alongside existing IT policies or recommend sensible operating standards where there is no formal process in place.

This helps define how devices are maintained, how users are created or removed, how Microsoft 365 access is handled, how backups are checked, how security risks are reported and how support requests should flow.

Policy guidance helps reduce confusion, improve consistency and support safer day-to-day operations.



Policy areas we can help with

Device Management

Business device setup, local admin expectations, remote tools, supported devices and lifecycle planning.

Patching & Maintenance

Update schedules, maintenance checks, patch reviews, antivirus definitions and general device health.

Microsoft 365 Access

Users, groups, shared mailboxes, MFA, Teams, OneDrive, SharePoint and permission reviews.

Starters & Leavers

User onboarding, licence changes, mailbox access, account disablement and device preparation.

Backup Expectations

What is backed up, how often checks are carried out, retention expectations and recovery planning.

Security Awareness

Phishing, suspicious emails, password hygiene, MFA prompts and reporting procedures.

Support Process

How users raise requests, urgency levels, approvals and escalation routes.

Vendor Coordination

Working with broadband, phone, hosting, software and other technology suppliers where required.

Practical guidance, not legal advice

Our policy support is designed to help define practical IT operating standards. Where formal legal, regulatory, compliance or industry-specific obligations apply, the client should obtain appropriate professional advice and V&E Technologies LTD can help implement agreed technical controls.

More than support tickets

Good IT support is not just about reacting when something breaks. It should help reduce risk, improve reliability, support staff and make business technology easier to manage.

Key areas we can support

Cybersecurity

Endpoint protection, Microsoft 365 security checks, phishing awareness and practical guidance to help reduce risk.

Business Continuity

Backup recommendations, recovery planning and support to reduce downtime when problems happen.

Hosted Phones & Connectivity

Hosted VoIP, business phones and internet line support through trusted suppliers such as Spitfire.

Microsoft 365 Support

Administration, mailbox support, Teams, SharePoint, OneDrive, migrations and access control.

Monitoring & Maintenance

Device monitoring, patch management, antivirus checks and general preventative maintenance.

Client IT Assessment

A structured assessment to understand your users, devices, concerns, policy position and support needs.

Technologies We Support and Work With

We work with trusted platforms to deliver reliable IT support, cloud services, cybersecurity, communications and managed device support.

Microsoft 365

Spitfire Networks

N-able MSP

Defence.com

3CX

Start with a quick IT assessment

Complete the Client IT Assessment form or contact us directly. We will review the basics of your current setup and recommend the most suitable next step for your business.

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Server & Virtual Server Maintenance

For businesses running on-premise servers, virtual servers or application infrastructure, V&E Technologies LTD can provide a separate server maintenance add-on alongside the standard managed IT support packages.

Server maintenance is priced separately from normal laptop and desktop support because servers usually carry a higher operational responsibility and may support business-critical applications, databases, virtual machines or vendor platforms.

Service	Monthly price	Typical use
Physical Server Maintenance	From £100 per physical server/month	For physical hosts, on-premise application servers, virtualisation hosts or dedicated business servers.
Virtual Server Maintenance	From £50 per virtual server/month	For virtual machines hosted on a supported physical server or virtualisation platform.

Example: one physical server hosting two virtual servers would be charged at **£200 per month:** £100 for the physical server plus £50 for each virtual server.

What server maintenance can include

- Server health checks and basic availability review.
- Patch status review and update planning.
- Antivirus or endpoint protection checks where supported.
- Storage usage review and general performance checks.
- Backup status review where a backup solution is configured.
- Review of server alerts through supported monitoring tools.
- Coordination with third-party software vendors where required.
- Practical recommendations for server resilience, maintenance windows and replacement planning.

Important notes

- Server maintenance does not include hardware, software licensing, backup storage, vendor application support or major project work unless agreed in writing.
- Server builds, migrations, virtual server deployment, disaster recovery design and major infrastructure changes are quoted separately.
- Application-specific support remains the responsibility of the relevant software vendor unless a separate support arrangement is agreed.
- Where a server hosts a business-critical application, a documented backup and recovery plan should be agreed before the system is placed into production.

Not sure what level of server support is required?

We can review the physical server, virtual machines, backup position, vendor requirements and business-critical systems before recommending the right support level.