NLCRC · MANAGED IT

UK SME MSP · in-house West London workshop · Companies House 16866736

60-second decision brief

Stop splitting IT support and break/fix

NLCRC is your managed IT team — helpdesk, Microsoft 365, backup, and cyber basics — with **fast software recovery and in-house hardware repair** when devices fail. One accountable supplier. Published prices. Portal visibility.

WHAT YOU GET (OUTCOMES)

One supplier

Helpdesk, Microsoft 365, and broken devices under one contract — no “that’s a hardware vendor” bounce.

Faster recovery

Software faults and board-level hardware repair on the same ticket path, with an in-house workshop.

Clear cost

Published GBP pricing from £225/month (10-user minimum). Build a package online — no opaque quote gate for standard cover.

DECISION CHECKLIST — TYPICAL MSP VS NLCRC

Question for the board / ops lead	Typical MSP	NLCRC
Who owns a failed laptop?	Often outsourced	**NLCRC workshop**
Software + hardware tickets?	Split vendors	**Same team**
Standard SME pricing?	“Contact sales”	**Online from £225**
Secure wipe when kit leaves?	Separate ITAD	**Same MSP**

INVESTMENT — PUBLISHED GBP (EX VAT)

Package	From	Best for	Hours	Core cover
Essentials	**£225**/mo	10-user minimum	5 hrs	Remote helpdesk · M365 basics · patching · portal
Standard	**£315**/mo	10-user minimum	8 hrs	Proactive care · backup review · onboarding help
Pro	**£495**/mo	10-user minimum	12 hrs	Priority workshop · quarterly review · stronger SLAs

In every plan

- ✓ Engineer-led helpdesk (remote; onsite where contracted)
- ✓ Microsoft 365, identity, email, device management
- ✓ Backup review, endpoint protection, patching rhythm
- ✓ Joiners/leavers, procurement, asset records · portal + published SLAs

Why this is an easy yes

- → Cuts vendor sprawl (MSP + break/fix + ITAD)
- → Faster recovery when hardware dies
- → Prices and SLAs visible before you buy
- → Same engineers for tickets and repairs

Next step (5 minutes)

Build a package: https://nlcrc.co.uk/#build-your-package · SLAs & trust: https://nlcrc.co.uk/trust · Call +44 20 3393 0948 · enquiries@nlcrc.co.uk

Hanwell, West London · UK mail-in & business collections · Mon–Thu 07:00–22:00 • Fri 09:00–22:00 • Sat–Sun 10:00–16:00

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