YOUR  
LOGO

**COMPANY NAME**

IT-SUPPORT SERVICES PROPOSAL

Prepared by:

**[Client Name]**

**[Contact information]**

**[Date]**

# Introduction

Thank you for considering [Your Company Name] as your IT support provider. We offer reliable, scalable, and proactive support services designed to keep your systems running smoothly and securely.  
  
This proposal outlines our IT-support services for [Client Name].

# Project Objectives

The primary goals are:  
  
- Provide responsive helpdesk and technical support  
- Ensure system uptime, security, and operational efficiency  
- Offer strategic guidance and infrastructure support  
- Minimize downtime and improve end-user satisfaction

# Proposed Services

Our IT-support services include:  
  
- Remote and onsite helpdesk support  
- Hardware and software troubleshooting  
- Network monitoring and maintenance  
- Security patching, antivirus, and backups  
- IT asset management and reporting

# Scope of Work

Scope includes:  
  
- Service desk setup and escalation procedures  
- Response time agreements (SLA)  
- Scheduled maintenance and updates  
- Support hours and availability (e.g., 24/7, business hours)  
- Monthly reporting and performance reviews

# Timeline

Proposed onboarding and support timeline:

|  |  |  |
| --- | --- | --- |
| Phase | Description | Estimated Date |
| Onboarding | System audit, documentation, and access setup | [Start Date] |
| Go-Live | Begin live IT support operations | [Date] |
| Monthly Maintenance | Ongoing patching and monitoring | [Ongoing] |
| Quarterly Review | Performance check-in and service adjustment | [Every Quarter] |

# Pricing

Estimated cost breakdown for IT-support services:

|  |  |  |
| --- | --- | --- |
| Service | Description | Cost |
| Helpdesk Support | Remote troubleshooting and ticket resolution | [Amount] |
| Proactive Maintenance | Patching, backups, monitoring | [Amount] |
| Onsite Visits | Included hours or per-visit pricing | [Amount] |
| Strategic Advisory | Quarterly reviews and planning | [Amount] |
| Total Estimated Monthly Fee |  | [Total] |

# About Us

[Your Company Name] is a trusted IT services firm supporting small to mid-sized businesses with dependable and proactive tech support.  
  
- Experience: [X] years supporting multi-platform environments  
- Expertise: Microsoft 365, cloud services, cybersecurity, networking  
- Mission: To deliver fast, friendly, and future-ready IT support

# Case Studies / Testimonials

Case Study: [Client Example]  
  
- Project: Ongoing IT support for a healthcare organization  
- Outcome: Reduced average resolution time by 60% and improved system uptime  
  
Testimonial:  
“[Your Company Name] is like having an internal IT department. They’re fast, knowledgeable, and proactive.” — [Client Contact]

# Terms and Conditions

Payment Terms: Monthly or quarterly in advance.  
Service Scope: Includes outlined support services and maintenance.  
Client Responsibilities: Provide access to systems and designate point-of-contact.  
Adjustments: Any changes to scope or SLA require mutual agreement in writing.

# Acceptance

To approve this IT-support services proposal and initiate services, please sign below.  
  
Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Name: [Client Name]  
Title: [Title]  
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_