More than a $30 IT plan

Know what is covered before you compare the price.

A low advertised price can look attractive. But a software subscription, a monitoring-only service and a managed IT plan are not automatically the same thing. Compare the written inclusions, support scope and total cost.

We have not reviewed a specific competitor's $30 offer. This guide explains our published plans and gives you questions to ask — it does not claim that every lower-priced plan excludes these services.

Good / $150 Gold / $229

Per user, per month, ex GST. Two plans for your people and their devices.

Included service	Good	Gold
Included Office 365 Licence	Standard	Business Premium
24/7/365 Security Operations Center	Not included	Included
Office 365 Managed Backup	Included	Included
Unlimited Business Hours Remote Support	Included	Included
Endpoint Manager (Intune Management)	Not included	Included
Next Generation Managed Antivirus	Included	Included
Next Generation Spam/Scam Email Filter	Not included	Included
Managed Updates and 24/7/365 Monitoring	Included	Included
Web Hosting for 1 x Corporate Site - 20GB Space	Not included	Included
Exclaimer Signature Manager	Not included	Included
Governance, IT Roadmap and Meetings as Requested	Not included	Included

People, protection and ongoing care

Both plans include business-hours remote help, Office 365 managed backup, managed antivirus, updates and monitoring. Gold adds security operations, device management and business planning.



The tools and the people

What each inclusion means for your business — and what to ask about a $30 offer.

Included Office 365 Licence

Good: Standard | Gold: Business Premium

Your team gets the Office apps, business email and collaboration tools covered by its licence. Good includes Standard; Gold includes Business Premium, with additional security and device capabilities.

Ask the other provider: Is the Microsoft licence included in the advertised price, or paid separately? Which edition?

24/7/365 Security Operations Center

Good: Not included | Gold: Included

Gold adds a security operations centre watching for threats around the clock. This is security monitoring, not unlimited after-hours helpdesk support. Good does not include this service.

Ask the other provider: Does the fee include a security team reviewing threats, or only automated alerts? What response is covered?

Office 365 Managed Backup

Good: Included | Gold: Included

Both plans include managed Office 365 backup to help recover backed-up business information when it is deleted or lost. Email and file syncing are not the same as a separate backup.

Ask the other provider: Is a separate Microsoft 365 backup included? Confirm what is backed up, retention and restore arrangements.

Unlimited Business Hours Remote Support

Good: Included | Gold: Included

Both plans include remote support during business hours, so staff can ask for help without a new hourly remote-support bill each time. Onsite visits and after-hours work are charged separately.

Ask the other provider: Is human support unlimited during business hours, limited to a time allowance, or charged per ticket or hour?

Ongoing care and planning

What each inclusion means for your business — and what to ask about a $30 offer.

Endpoint Manager (Intune Management)

Good: Not included | Gold: Included

Gold includes Intune management to apply device settings and policies centrally rather than relying on every user to configure their own computer. It is not included in Good.

Ask the other provider: Does the plan include actively managing devices and policies, or just providing the software licence?

Next Generation Managed Antivirus

Good: Included | Gold: Included

Both plans include managed antivirus to help identify and deal with malicious software. The value is ongoing management, not simply installing an antivirus app. No security tool eliminates every threat.

Ask the other provider: Who manages the antivirus, reviews its alerts and follows up when something is detected?

Next Generation Spam/Scam Email Filter

Good: Not included | Gold: Included

Gold includes next-generation email filtering to help identify and block spam and scam messages before they reach your team. Good does not include this filter. No filter catches every harmful email.

Ask the other provider: Is spam and scam email filtering included, and who manages it?

Managed Updates and 24/7/365 Monitoring

Good: Included | Gold: Included

Both plans include managed updates and around-the-clock monitoring to help spot problems and keep supported systems maintained. Monitoring is not the same as a staffed security operations centre or 24-hour helpdesk.

Ask the other provider: Are updates managed and monitoring alerts followed up? What hours and response arrangements apply?

Ongoing care and planning

What each inclusion means for your business — and what to ask about a $30 offer.

Web Hosting for 1 x Corporate Site - 20GB Space

Good: Not included | Gold: Included

Gold includes hosting for one corporate website with 20GB of space. Good does not include it. Hosting should not be confused with building a new website or rewriting its content.

Ask the other provider: Is website hosting included? Confirm site count, storage and whether website changes are a separate service.

Exclaimer Signature Manager

Good: Not included | Gold: Included

Gold includes Exclaimer signature management to keep business email signatures consistent. Good does not include it.

Ask the other provider: Is company-wide email signature management included, or another subscription to arrange?

Governance, IT Roadmap and Meetings as Requested

Good: Not included | Gold: Included

Gold includes requested meetings and an IT roadmap to help connect technology decisions to business priorities. Good does not include this planning service. It is not a promise of compliance certification.

Ask the other provider: Is time for planning and business reviews included, or does the provider only deal with faults?

Optional plan add-ons

What each inclusion means for your business — and what to ask about a $30 offer.

Keeper Password Manager

Good: Add-on: $8 per account ex GST | Gold: Add-on: $8 per account ex GST

Keeper helps your team store and manage passwords. It is an optional add-on for both Good and Gold at $8 per account ex GST, not part of either base plan.

Ask the other provider: Is a password manager included in the offer or charged separately per account?

Dark Web Monitoring

Good: Add-on: $7 per month ex GST | Gold: Add-on: $7 per month ex GST

Dark web monitoring checks whether business or staff log-in details have turned up in leaked or criminal data sets, so you can act before those details are abused. It is an optional add-on for both Good and Gold at $7 per month ex GST, not part of either base plan.

Ask the other provider: Is dark web monitoring included in the offer or charged separately?

Endpoint Computer Backup 5TB

Good: Add-on: $19 per month ex GST | Gold: Add-on: $19 per month ex GST

Endpoint computer backup keeps up to 5TB of files from staff computers safely copied off-site, so a lost, stolen or failed laptop does not mean lost work. It is an optional add-on for both Good and Gold at $19 per month ex GST, not part of either base plan.

Ask the other provider: Are staff computers backed up, and is that included or charged separately?

Optional plan add-ons

What each inclusion means for your business — and what to ask about a $30 offer.

24/7/365 Support

Good: Add-on: $80 per month ex GST | Gold: Add-on: $80 per month ex GST

24/7/365 support extends help beyond business hours, so your team can get assistance at night, on weekends and on public holidays. It is an optional add-on for both Good and Gold at $80 per month ex GST, not part of either base plan.

Ask the other provider: Is after-hours support included in the offer, or charged separately?

Server Management

Good: Add-on: see server plans | Gold: Add-on: see server plans

Server management extends the same care to your servers, with Good and Gold server plans priced per server. It is an optional add-on for both plans — see the server plans on the Plans page for what each covers.

See the Good and Gold server management plans: unicornitgroup.com/plans#servers

Ask the other provider: Are servers covered by the per-user price, or planned and priced separately?

Compare the whole service

The right choice is the one that covers what your business actually needs.

Why the headline price can be different

Software licences, backup services, security tools and staff time all contribute to a managed plan. A lower-priced offer could cover less, impose support allowances or charge separately for services. Only its written quote can confirm that. A cheaper plan may suit your needs — do not rule it out just because it costs less.

A like-for-like checklist

- Compare the same number of users and devices. Is the fee per person, computer or business?
- Check the Microsoft licence edition, backup scope and security services included.
- Confirm support hours, any time allowance and charges for tickets, onsite visits or after-hours work.
- Add required licences and extras to the monthly total. Check GST, minimum terms and setup costs.
- Ask who follows up monitoring and security alerts, and what response arrangements apply.

What we price separately

Onsite visits: $165 per hour ex GST. After-hours work: $265 per hour ex GST. Travel time is billed separately. Server cover, other device management, Teams calling and compliance services have their own prices at unicornitgroup.com/plans.

Tell us about hardware, internet, migrations or project work so we can confirm the scope and any additional quote before you agree. Monitoring is not a 24-hour helpdesk. Neither plan guarantees zero downtime or protection against every cyber incident.

Send us your quote. We’ll help you compare.

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