GINKO IT — PLANS

Overview

Three levels of support. Each one is the level below it plus something real, and we would rather talk you out of the wrong one than sell you the expensive one.

Per seat per month, excluding GST, in Australian dollars. Twelve-month term. Prices as at 3 November 2026.

Most businesses of ten to fifty people land in the middle. The top level exists because some businesses genuinely cannot absorb a day of downtime, and it would be dishonest to sell that cover to a business that can.

> Every price in this document is per seat per month and excludes GST. A "seat" is a person who uses a computer, not a device — someone with a laptop, a desktop and a phone is one seat.

The Three Plans

Security Essentials — $40 per seat per month

The security floor, without the labour. Businesses with someone internal who handles the day-to-day, but no way of keeping the security tooling honest.

Microsoft 365 Business Premium is not included and is billed separately at $39.48 per seat per month, so the all-in figure is about $79.48 per seat per month.

Minimum 5 seats.

What's included

- Microsoft Defender for Business, configured and monitored
- Huntress managed detection on every endpoint
- Patching and OS hardening through NinjaOne
- Monitoring, alerting and the monthly security report

What isn't

- Labour. Support is charged at the Rates, by the ticket.
- A response-time commitment. There is no SLA on this plan.

> Still ahead of ad-hoc clients in the queue. Just no contracted response time.

Managed — $135 per seat per month

Everything in Security Essentials, plus the people. The one most businesses of 10 to 50 land on. No internal IT, and someone needs to pick up the phone.

Microsoft 365 Business Premium is not included and is billed separately at $39.48 per seat per month, so the all-in figure is about $174.48 per seat per month.

Minimum 5 seats.

What's included

- Everything in Security Essentials

- Unlimited business-hours service desk for the agreed scope
- AutoElevate (CyberFOX) — admin rights without handing out admin rights
- Vendor wrangling: your phone system, your line-of-business software, your internet
- Quarterly business review with your own numbers in it
- A contracted response time

What isn't

- After-hours and emergency cover
- Microsoft 365 licensing — billed by Microsoft, or by us at cost

Priority — $240 per seat per month

One number. Everything in it. Businesses that can't absorb a day of downtime, and would rather have one line on one invoice than six.

Licensing is included. $240 is the number — there is no Microsoft bill on top.

Minimum 20 seats.

What's included

- Everything in Managed
- Microsoft 365 Business Premium licensing included
- Duo multi-factor authentication included
- After-hours and emergency cover
- First in the queue when several things break at once
- Documented roadmap and budget at every quarterly review

What isn't

- Project work — migrations, rollouts, office moves. Quoted separately, whatever the hour.
- Hardware

> Under twenty people? Managed plus our after-hours rate almost always works out cheaper. We will tell you which way round it falls for you.

Side By Side

What you get	Security Essentials	Managed	Priority
Security tooling — Defender, Huntress, patching and hardening	Yes	Yes	Yes
Service desk for the agreed scope	By the ticket, at the Rates	Unlimited, business hours	Unlimited, business hours plus after-hours
Contracted response time	No	Yes	Yes, and first in the queue
Admin rights handled properly (AutoElevate)	—	Yes	Yes

Multi-factor authentication (Duo)	—	Quoted separately	Included
Microsoft 365 Business Premium	Required, billed separately	Required, billed separately	Included
Vendor wrangling	—	Included	Included, and we chase them so you do not
Business review	Annual	Quarterly	Quarterly, with a roadmap and a budget
New starter setup / device swap	At the Rates	Capped at $250 / $500	Capped at $250 / $500
Minimum size	5 seats	5 seats	20 seats

The Capped Fees

Two things happen often enough that they should not be a surprise invoice, so they are capped and published. Both apply on Managed and Priority.

- **New starter setup — $250.** A new person: account, licence, device build, onboarding. Capped at this figure on Managed and Priority however long it takes.
- **Staff move or device swap — $500.** Moving a person to new hardware, or rebuilding a machine. Same cap, same plans.

On Security Essentials these are charged at the Rates like any other work, because that plan does not include labour.

Onboarding

Taking on a new client is a project, not an afternoon. Before your monthly fee starts earning its keep we have to find out what you actually have, document it, get the previous provider's credentials, deploy our tooling to every machine, harden your Microsoft 365 tenant and write the whole thing down so that whoever picks up your ticket at 4pm on a Friday knows what they are looking at.

What onboarding covers

- **Discovery and audit.** Every server, workstation, firewall, switch, licence and SaaS tenant, including whatever the last provider left behind.
- **Taking over.** Getting credentials from your outgoing provider, verifying them, and revoking their access.
- **Tooling.** Deploying monitoring, patching, endpoint security and backup to every machine, and checking each one rather than trusting the installer.
- **Microsoft 365.** Enforcing MFA, blocking legacy authentication, cutting admin roles back to a documented minimum, fixing external sharing defaults and getting the right licence on the right person.
- **Documentation.** Network diagram, IP schema, DNS, critical applications, vendor contacts, credentials in a password manager — and a record of what we changed and what we deliberately left alone, and why.
- **Go live.** Testing a ticket end to end, restoring a backup to prove it works, and introducing you to the people who will answer your calls.

What it costs

$150 per seat, with a minimum of $2,500. All figures exclude GST. Confirmed after discovery, not before it. We quote from your seat count, look at what you actually have, and tell you in writing before we start if it moves.

Your size	Onboarding	On a 24-month term
10 people	$2,500 (the minimum)	the same — the minimum applies
20 people	$3,000	$2,500
50 people	$7,500	$3,750
100 people	$15,000	$7,500

Commit to a 24-month term and onboarding comes down to the figures in the right-hand column. The minimum still applies, so for a smaller business the two can be the same — the table shows exactly what you would pay either way rather than quoting you a percentage that does not hold at every size.

It moves most often when the previous provider cannot produce working administrator credentials, because then every machine has to be touched by hand. We will tell you that before we start, not afterwards on an invoice.

Why a new starter later costs more per person

Onboarding is bulk work, done once, with one process and full access to everything. A new starter later is a single interruption with procurement, a device build and an induction attached, which is why that one is dearer per person.

> **Fixing what we find is quoted separately.** Onboarding gets us set up to support you. It does not include repairing whatever we uncover — an unpatched server, a backup that has never been tested, forty accounts belonging to people who left. We put that in writing with a price before we touch any of it, and you decide. Bundling it in would mean either padding the onboarding fee for everyone or absorbing the sins of your last provider, and neither is honest.

How long it takes

Three to six weeks from signing to a clean handover, for a business of twenty to fifty people. Most of the elapsed time is waiting — on credentials, on access, on your people being available. The work itself is a fraction of it.

What Is Not In Any Plan

- **Project work.** Migrations, rollouts, office moves, a new server, a fleet refresh. Quoted separately, whatever hour it happens at.
- **Hardware.** Laptops, switches, firewalls, the actual tin.
- **Third party licences** other than where a plan says otherwise.
- **Work caused by something we advised against**, which is rare and always a conversation first.

The Fine Print, Up Front

The General Terms and Conditions govern everything here, and you can read them before you sign anything: ginko.com.au/terms. The clauses people usually want are the term and how to leave (clauses 3 and 4), what happens to your data when you go (clause 4.3), and the fair use limit on after-hours support (clause 13.5).

If anything in this document disagrees with the terms, the terms win. We have tried hard to make sure nothing does.

> You should be able to take this document to another IT provider and ask them what they think of it. Some of our clients have. It is fine.