
IT SUPPORT MARKET COST GUIDE

Leeds & West Yorkshire Edition

2026 STRATEGIC INDUSTRY INSIGHTS

An executive overview of the current managed services landscape, pricing variables, and technical benchmarks for modern SMEs.

Market Pricing Tiers

Market Disclosure: The figures outlined in this guide represent the current competitive landscape for IT services in the North of England. These are generic industry benchmarks provided for budgeting purposes and do not represent a specific quote from NetMonkeys. Final pricing depends on your specific user count, compliance needs, and infrastructure complexity.

Across Leeds and West Yorkshire, most IT providers structure their commercial agreements into three standard tiers based on the depth of engineering involvement.

Tier 1: Foundational / Ad-Hoc

Often utilized by very small teams or those with extremely low technical debt. This covers basic "keep the lights on" utility.

- **Focus:** Reactive troubleshooting and basic monitoring.
- **Common Constraints:** Limited security oversight; often excludes onsite labor or high-level strategic planning.

Tier 2: Managed Services (Standard)

The most common bracket for SMEs. This moves from "fixing things" to "preventing things."

- **Focus:** Proactive security patches, unlimited helpdesk, and account management.
- **Key Inclusion:** Often includes a mix of remote and scheduled onsite engineer visits.

Tier 3: Strategic / Managed Security (MDR)

Designed for regulated industries (Legal, Finance, Manufacturing) where downtime or data breaches represent a significant business risk.

- **Focus:** Advanced Threat Hunting (MDR/SOC), full compliance mapping, and vCTO (Virtual CTO) services.
- **Key Inclusion:** Deep integration with tools like Huntress or Microsoft Sentinel and rapid SLA responses.

Factors Affecting Final Investment

No two businesses in Leeds have the same digital footprint. When soliciting a quote, providers will evaluate the following variables:

User & Device Density

The number of active identities in your Microsoft 365 tenant and the volume of physical endpoints (laptops, servers, tablets) requiring patching.

Compliance Requirements

Requirements for Cyber Essentials Plus, ISO 27001, or GDPR audits significantly increase the engineering hours required for reporting.

The Technical Health Check

Before any fixed agreement can be reached, a "Silent Audit" is standard practice. This identifies legacy bottlenecks and security holes that might otherwise cause unpredictable project costs later in the relationship.

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