



IT Support Costs in 2026

Understand what drives pricing and how to compare quotes on a like-for-like basis



The Reality of IT Support Pricing in 2026

In 2026, costs typically range from around £20 to £200+ per user, per month, depending on what is included and how the service is delivered. This variation is normal, and it is one of the main reasons IT support can be difficult to compare at face value.

Many IT support providers advertise headline costs that appear competitive at first glance, but don't always include essential services such as software licensing, security tooling, or backup. This also makes it difficult to compare apples with apples, or understand what a fair price should look like in 2026.

At LAN Support, we believe IT support pricing should be simple, transparent, and predictable. Unlike many providers, our pricing and service details are clearly published on [our website](#).



This guide breaks down IT support costs in 2026, what influences pricing, and how to compare providers in a more meaningful way.



Start by Considering What You Need

Most organisations will need the following as a baseline:

- Day-to-day helpdesk support for users
- Monitoring and maintenance of devices and systems
- Basic cybersecurity protection (such as endpoint security)
- User account and access management

Be sure to check whether these are included in any quote you receive, as they form the foundation of most IT support services.

Depending on the size, complexity, or risk profile of your organisation, you may also need:

- Backup and disaster recovery to protect critical data
- Microsoft 365 or Google Workspace management and licensing
- Advanced cybersecurity tools and threat protection
- Extended support hours beyond standard working times
- Onsite support for issues that cannot be resolved remotely
- Strategic IT guidance or account management

If any of these would be useful to your business, it is important to mention them early when speaking to providers, as they can significantly affect both pricing and the overall level of service you receive.

By starting with what your business needs, you can ensure you are comparing like-for-like proposals and choosing a provider that is the right fit for your organisation.



Service Levels and Quality

By this point, you should have a clear idea of what your business requires. The next step is to understand the service levels behind those services.

Service levels are often presented in a way that sounds impressive, but don't always reflect the actual support experience.

For example, a provider may advertise extremely fast response times, but this can sometimes mean an automated acknowledgement rather than a meaningful response from an engineer.

If a provider claims a very fast response time, ask whether you would be speaking to someone who can help in that time, or if it's just logged.

The same principle applies across other services:

Backup solutions can vary significantly in what data is protected, how frequently backups are taken, and how quickly systems can be restored

Security awareness training can range from a basic compliance exercise to something that genuinely improves staff behaviour and reduces risk

These differences are not always obvious at first glance, but they can have a major impact on how effective the service is in practice.



Clearly Structured IT Support Costs

At LAN Support, transparency and value are at the core of how we operate. We believe this approach ultimately leads to better long-term outcomes for both parties.

We offer 6 IT Support Plans, each configured to deliver the best value to different types of business. Here's an example cost structure for our most popular plan:

£75 The Premium Plus

£15 IT Support Helpdesk

£30 365 Business Premium

£30 Other Licenses & Services

IT Support Helpdesk £15 in all plans

This covers day-to-day IT support, monitoring, and maintenance.

Open 08:00 – 18:00 Mon-Fri, extend to evenings & weekends for +£10.

Microsoft 365 License included in all plans

Most businesses require Microsoft 365 for email, collaboration, and productivity tools. We are happy to advise on the right version for you.

Other Licenses & Services

Unlike most competitors, the licenses and services for all plans are clearly displayed on [our website](#).

This structure is designed to make IT support easier to understand, easier to compare, and ultimately easier to choose with confidence.



Making the Right Choice for Your Business

You should now have a clearer understanding of how IT support pricing works, why costs vary, and how to compare providers more effectively.

Two providers may appear similar at first glance, but differences in what is included and how services are delivered can have a significant impact on both cost and experience.

When reviewing your options, focus on what your business actually needs, what is included within each quote, and the quality of service being delivered behind it.

It can also be helpful to look beyond the proposal itself. For example, consider how long a provider has been established, whether they have experience supporting businesses of a similar size or complexity, and what existing customers say in reviews or testimonials. These factors can give useful context around consistency and reliability.

If you do this, you will be in a much stronger position to compare providers fairly and choose the right fit for your organisation.

