

Service Packages & Pricing Guide

Cybersecurity · IT Services · AI Automation

This guide outlines the core services and indicative pricing offered by Digital Synapse. Every client is different — prices shown represent typical starting points and will be refined to your exact needs during our discovery conversation.



About Digital Synapse

Helping Australian businesses stay secure, connected and efficient

Digital Synapse (DigiSyn) is a Melbourne-based technology consultancy that helps small and medium businesses navigate the challenges of modern digital operations. We combine cybersecurity expertise, hands-on IT support, and intelligent automation to keep businesses protected and running at their best.

Cybersecurity

Identify and fix your security gaps before attackers exploit them. We use the ACSC Essential Eight framework as our baseline.

IT Services

Reliable day-to-day IT support, device management, and platform migrations so your team can focus on the work that matters.

AI & Automation

Eliminate repetitive tasks and connect your tools with smart automations that save time and reduce human error.

Every engagement begins with a free 60-minute Discovery Call — no obligation, no hard sell. We scope your exact needs before any pricing is confirmed.

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Cyber Risk Assessment

Understand your security posture — before an incident forces the issue

We assess your business against the Australian Cyber Security Centre (ACSC) Essential Eight framework — the same standard used by Australian government agencies and enterprise. Our reports are practical, jargon-free, and built to help non-technical decision-makers understand exactly what needs to be done and why.

STARTER — Cyber Health Check

For small businesses starting their security journey

What's included

- ✓ Review of Google Workspace or Microsoft 365 admin settings
- ✓ Multi-factor authentication (MFA) & identity security check
- ✓ Email security & phishing exposure assessment
- ✓ Essential 8 alignment snapshot (top-level)
- ✓ Summary report: top risks & immediate quick wins

Investment

From \$2,500

AUD

STANDARD — Cyber Risk Assessment ★ RECOMMENDED

Full assessment aligned to the ACSC Essential Eight framework

What's included

- ✓ Full Essential Eight assessment across all business systems
- ✓ Admin console & configuration review (per platform)
- ✓ User access, permissions & identity review
- ✓ Workstation security posture assessment
- ✓ Custom risk register built for your business
- ✓ 30 / 60 / 90-day prioritised remediation roadmap
- ✓ Executive summary report + business impact mapping

Investment

From \$5,500

AUD

ADVANCED — Cyber Security Deep Dive

For growing or higher-risk businesses needing deeper assurance

What's included

- ✓ Everything in the Standard package, plus:
- ✓ Deep configuration review (Microsoft 365, endpoints)
- ✓ Conditional access & identity hardening analysis
- ✓ Scenario-based risk analysis (e.g. email compromise, account takeover)
- ✓ Security control validation & testing
- ✓ Security education and training awareness (in person and online)

Investment

From \$9,500

AUD

2 IT Services

Reactive support, ongoing management, and one-off projects

Whether your team needs a hand with a one-off setup task, ongoing IT management, or a full platform migration, we scale our IT support to exactly what you need — nothing more, nothing less.

BASIC — Reactive IT Support

On-demand support for small teams who need occasional help

<p>What's included</p> <ul style="list-style-type: none"> ✓ Software installation & troubleshooting (Windows/macOS) ✓ Email & account setup and management ✓ Device setup and basic onboarding support ✓ Minor website updates and platform changes ✓ Billed hourly — no lock-in contract 	<p>Investment</p> <p>From \$120/hr</p> <p>AUD</p>
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IT PROJECTS — One-off Engagements

Scoped project work — migrations, builds, and system setups

<p>What's included</p> <ul style="list-style-type: none"> ✓ Google Workspace or Microsoft 365 setup & migration ✓ Business website design and build ✓ System setup, configuration & user onboarding ✓ Cloud storage restructure or data migration ✓ Fixed scope, fixed price — no surprises 	<p>Investment</p> <p>From \$1,500</p> <p>AUD</p> <p><i>Small projects: \$1,500–\$5,000 · Medium-Large: \$5,000–\$10,000</i></p>
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3 AI & Automation

Connect your tools. Eliminate repetition. Work smarter.

Modern businesses run on dozens of tools that rarely talk to each other. We build the connections and automated workflows that remove manual steps, reduce errors, and free your team for higher-value work.

STARTER — Automation Quick Wins

For businesses wanting to test automation with a low-risk first step

<p>What's included</p> <ul style="list-style-type: none"> ✓ 1 custom workflow automation (e.g. lead capture → CRM entry) ✓ Integration of 2-3 business tools ✓ Basic AI chatbot or automated booking/inquiry assistant ✓ Documentation and handover so you can manage it yourself 	<p>Investment</p> <p>From \$2,000</p> <p>AUD</p>
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BUSINESS — Connected Workflows ★ RECOMMENDED

The most practical automation package for Australian SMBs

<p>What's included</p> <ul style="list-style-type: none"> ✓ 2-4 custom workflow automations ✓ CRM + email + calendar integration (full loop) ✓ AI chatbot for client queries, FAQs, or booking ✓ Reporting & dashboard automation ✓ Staff notification and task-routing automations ✓ 30-day hypercare support after go-live 	<p>Investment</p> <p>From \$5,000</p> <p>AUD</p>
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ADVANCED — AI-Powered Operations

For scaling businesses ready to invest in serious operational efficiency

<p>What's included</p> <ul style="list-style-type: none"> ✓ AI receptionist or intelligent booking/scheduling system ✓ Multi-system integrations across your full tech stack ✓ Custom automation flows (conditional logic, branching) ✓ Knowledge-based AI assistant for staff or clients ✓ Ongoing optimisation and iteration support ✓ 30-day hypercare support after go-live 	<p>Investment</p> <p>From \$6,000</p> <p>AUD</p>
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4 Combined Business Packages

The most cost-effective way to engage DigiSyn across all three pillars

Our combined packages bring together cybersecurity, IT services, and AI automation under a single engagement — saving you coordination overhead and giving you a consistent team who understands your full technology picture.

SECURE START

The right entry point for small businesses beginning their technology journey

<p>Package includes</p> <ul style="list-style-type: none"> ✓ Cyber Health Check (Essential 8 snapshot) ✓ Basic IT setup & initial support (up to 5 users) ✓ 1 workflow automation (quick win) ✓ Security action plan with prioritised next steps 	<p>Setup Investment</p> <p>\$2,500–\$4,000</p> <p>AUD (one-off)</p>
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SECURE & GROW ★ BEST VALUE

The ideal package for most Australian SMBs — security, support, and efficiency in one

<p>Package includes</p> <ul style="list-style-type: none"> ✓ Full Cyber Risk Assessment (Essential 8, all systems) ✓ 2–3 AI workflow automations ✓ Remediation roadmap + executive report ✓ Ongoing monthly check-ins and support 	<p>Setup Investment</p> <p>\$6,000–\$11,000</p> <p>AUD (one-off)</p>
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OPTIMISED BUSINESS

For growth-focused businesses that want technology working at full capacity

<p>Package includes</p> <ul style="list-style-type: none"> ✓ Advanced Cyber Assessment + control validation ✓ Advanced AI automation suite ✓ Ongoing security advisory & virtual CISO support ✓ Quarterly strategy reviews 	<p>Setup Investment</p> <p>\$10,000–\$15,000</p> <p>AUD (one-off)</p>
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5 How We Price Your Engagement

Transparent, fair, and tailored to your actual situation

No two businesses are the same, and pricing that ignores that reality isn't fair to you. Every quote we provide is based on a clear picture of your environment. The factors below are what we consider when scoping your engagement. The prices in this guide represent typical starting points; your actual investment may be lower or higher depending on your specific circumstances.

Scoping Factor	What it means for your quote
Number of users	More users typically means more accounts, devices, and access controls to assess or manage.
Number of platforms	Each cloud platform or business tool you use adds scope to an assessment or automation project.
Existing security posture	Starting from scratch takes more effort than building on existing controls. We reward progress.
Business complexity	Multiple locations, contractors, BYOD devices, or cross-border operations increase complexity.
Turnaround time	Standard timelines are priced as shown. Urgent or compressed delivery attracts a priority fee.
Ongoing vs. one-off	Retainer agreements are priced more favourably than standalone engagements, we value long-term relationships.
Sensitivity of data	Businesses handling sensitive client data (financial, medical, legal) may require additional controls.

All engagements start with a free 60-minute Discovery Call. We learn about your business, explain what's involved, and provide a written, fixed-scope proposal before any work begins. No surprises.

→ Ready to Get Started?

Book a free Discovery Call — no commitment required

<p>01</p> <p>Book a Discovery Call</p> <p>A free 60-minute conversation to understand your business, your tools, and your concerns. No sales pressure.</p>	<p>02</p> <p>Receive Your Proposal</p> <p>We provide a written, fixed-scope proposal with a clear price — reviewed and agreed before we start.</p>	<p>03</p> <p>We Get to Work</p> <p>Your dedicated DigiSyn team begins the engagement according to the agreed timeline and milestones.</p>
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