

24/7 operations

Keep ownership clear across every shift.

RESONANCE - monitoring and operations service line

Scale operations through an agreed follow-the-sun model, with named responsibility, useful handoffs and access appropriate to the customer environment. Coverage is designed around the actual queue and required response.

GOOD FIT Organizations that need round-the-clock monitoring/triage or additional coverage alongside an internal operations team.

Scope

Coverage design - Specify the monitored scope, covered hours, time zones, holidays, severity rules and included actions. Separate staffed service from an automated monitor.

Staffing and partners - Confirm shift ownership, backup, training, planned leave, capacity and partner terms. Validate escalation to people with the required authority.

Secure handoffs - Define incident state, evidence location, next action and customer communications. Restrict payloads and access by the data and contract.

Service acceptance - Rehearse events across shifts and failure conditions. Review response measures using real operations rather than adopting an untested guarantee.

WHAT YOU RECEIVE

- Coverage and shift responsibility schedule
- Capacity and supplier commitment record
- Handoff and escalation runbooks
- Access/data-handling matrix
- Cross-shift acceptance results

CUSTOMER RESPONSIBILITIES

- Provide response authority and escalation contacts.
- Approve partner/personnel access and data restrictions.
- Select a service objective that can be funded and staffed.

ACCEPTANCE CHECKS

- Every coverage hour has a responsible shift and backup.
- Each shift can retrieve permitted context and next actions.
- Severe events reach an authorized escalation owner.
- Restricted cases stay in approved personnel/location boundaries.

SCOPE BOUNDARIES

- An unlimited incident-response retainer
- Foreign-person access to restricted technical data without authorization
- Unpriced on-site or application specialist coverage
- An assumption that one dedicated seat provides a complete SOC

DELIVERY FLOW

DEFINE / RESOURCE / REHEARSE / MEASURE