

Managed IT

Make everyday IT predictable.

Support your people, maintain the agreed environment and keep the work documented. Choose a full managed service or a co-managed arrangement that gives your internal team a clear engineering and operating partner.

GOOD FIT Organizations that need reliable workplace support, and internal IT teams that need additional operational capacity.

Scope

Workplace support - Remote support for the covered users, primary workstations and agreed applications. Define service hours, priorities, channels and escalation in the service schedule.

Endpoint operations - Maintain an asset register, patch workflow, device baseline and exception process. Report on supported assets and gaps that need customer decisions.

User lifecycle - Coordinate onboarding, changes and offboarding against an approved role/access list. Record authorization, completion and any retained access.

Operating review - Review recurring tickets, maintenance, access exceptions, capacity and planned improvements. Keep the documentation exportable for the customer.

WHAT YOU RECEIVE

- Supported-user and asset register
- Service responsibility and escalation matrix
- Onboarding/offboarding procedures
- Monthly maintenance and exception report
- Prioritized improvement roadmap

CUSTOMER RESPONSIBILITIES

- Provide an authorized business owner and application owners.
- Maintain required licenses and approve supported versions.
- Approve access, scheduled changes and exceptions.

ACCEPTANCE CHECKS

- A pilot ticket reaches the correct owner.
- A patch/change follows approval, verification and rollback rules.
- A departed test account loses the agreed access.
- The customer can retrieve service records and escalation details.

SCOPE BOUNDARIES

- Hardware, cabling, travel and product licenses unless quoted
- Large migrations and application development
- 24/7 human triage or response unless selected and staffed
- Controlled-data governance or enclave implementation unless separately scoped

DELIVERY FLOW

DISCOVER / ONBOARD / OPERATE / REVIEW