

**IT Managed Services Provider**

# **IT Managed Services Provider Comprehensive Service Catalogue**

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## Table of Contents

1. Introduction
2. Core Service Domains
  - 2.1 Architecture & Design
  - 2.2 Consulting & Advisory
  - 2.3 Process Improvement
  - 2.4 Network Services
  - 2.5 Storage & Data Management
  - 2.6 Security & Privacy
  - 2.7 Operating Systems Management
  - 2.8 Virtualisation & Cloud
  - 2.9 Endpoint Management
3. Advanced Services
4. Service Delivery Model
5. Reporting & Governance
6. Value Proposition
7. Sample SLAs
8. Sample Pricing Tiers

# IT Managed Services Provider

## 1. Introduction

Our Managed Services offering delivers end-to-end technology solutions that enable organisations to operate efficiently, securely, and innovatively. We provide proactive management, strategic guidance, and operational excellence across infrastructure, applications, and user endpoints.

## 2. Core Service Domains

### 2.1 Architecture & Design

We provide comprehensive architecture services to ensure your IT environment is robust, scalable, and aligned with business objectives. Our enterprise architecture frameworks, such as TOGAF and ITIL, guide the design of systems that integrate seamlessly across departments. Solution architecture focuses on creating resilient, high-performance platforms for cloud, hybrid, and on-premises deployments, while integration architecture ensures smooth data flow and interoperability between applications and services.

### 2.2 Consulting & Advisory

Our consulting team offers strategic guidance to help organisations navigate digital transformation. We develop tailored roadmaps for cloud adoption, automation, and modernisation initiatives. Technology assessments identify gaps in infrastructure performance, security, and compliance, enabling informed decision-making. Additionally, we manage vendor relationships, ensuring optimal contract terms and service delivery from technology partners.

### 2.3 Process Improvement

We optimise IT processes using ITIL best practices to enhance incident, problem, and change management workflows. Our automation solutions leverage RPA and AI-driven tools to reduce manual effort and improve accuracy. Through continuous improvement programmes, we conduct regular reviews and implement refinements that drive efficiency, reduce costs, and improve service quality.

### 2.4 Network Services

Our network services encompass the design, deployment, and management of LAN/WAN infrastructures, including wired and wireless solutions. We implement SD-WAN technologies to optimise routing and reduce costs while maintaining performance. Real-time network monitoring tools provide visibility into traffic patterns, enabling proactive issue resolution and ensuring high availability.

### 2.5 Storage & Data Management

We deliver enterprise-grade storage solutions, including SAN, NAS, and cloud-based systems, tailored to your organisation's needs. Our backup and disaster recovery services ensure data integrity through automated backups, replication, and failover strategies. Data

## **IT Managed Services Provider**

lifecycle management policies govern archiving, retention, and compliance, safeguarding sensitive information throughout its lifespan.

### **2.6 Security & Privacy**

Our cybersecurity operations centre provides 24/7 monitoring, threat detection, and incident response to protect your organisation from evolving risks. Identity and Access Management (IAM) solutions enforce role-based access controls and multi-factor authentication. We ensure compliance with global privacy regulations such as GDPR and ISO/IEC 27701, and conduct vulnerability assessments, patching, and penetration testing to maintain a secure environment.

### **2.7 Operating Systems Management**

We manage Windows, Linux, and macOS environments, handling installation, configuration, and patching to maintain stability and security. Our server hardening practices apply security baselines and compliance checks to reduce vulnerabilities. Performance tuning ensures systems operate efficiently, supporting critical workloads and applications without disruption.

### **2.8 Virtualisation & Cloud**

Our virtualisation services include server consolidation using VMware, Hyper-V, and KVM, reducing hardware costs and improving resource utilisation. Desktop virtualisation solutions enable secure remote work through VDI deployments. We manage cloud environments across Azure, AWS, and Google Cloud, focusing on governance, cost optimisation, and scalability to meet dynamic business needs.

### **2.9 Endpoint Management**

We handle the full lifecycle of endpoint devices, including provisioning PCs, laptops, tablets, and smartphones. Mobile Device Management (MDM) solutions enforce security policies for both corporate and BYOD environments. Automated patch and update management keeps devices secure and compliant, while endpoint security tools such as antivirus and EDR protect against threats.

## **3. Advanced Services**

We integrate AI and automation into IT operations, enabling predictive analytics, intelligent monitoring, and chatbot-driven support. Our DevOps enablement services streamline software delivery through CI/CD pipelines, container orchestration, and infrastructure as code. Compliance audits ensure adherence to ISO, SOC, and industry-specific standards, reducing risk and enhancing trust.

## **4. Service Delivery Model**

Our 24/7 service desk provides multi-tier support for incidents and requests, backed by remote monitoring and management tools that proactively detect and resolve issues. Onsite

## IT Managed Services Provider

support is available for critical interventions, ensuring minimal downtime. Service Level Agreements (SLAs) guarantee response and resolution times, delivering predictable and reliable service outcomes.

### 5. Reporting & Governance

We provide monthly performance reports detailing KPIs, uptime, and incident trends, enabling transparency and accountability. Quarterly strategic reviews align IT initiatives with business objectives, while compliance dashboards offer real-time visibility into regulatory adherence, ensuring your organisation remains audit-ready.

### 6. Value Proposition

Our managed services deliver cost efficiency through predictable pricing and reduced operational overhead. Scalability ensures our solutions grow with your business, while robust security and compliance frameworks protect your data and reputation. We drive innovation by continuously adopting emerging technologies, positioning your organisation for long-term success.

### 7. Sample SLAs

#### 7.1 Incident Response SLA

Priority Level	Response Time	Resolution Time
<b>Critical (P1) – Complete outage or security breach</b>	15 minutes	4 hours
<b>High (P2) – Major functionality impaired</b>	30 minutes	8 hours
<b>Medium (P3) – Non-critical issue</b>	1 hour	24 hours
<b>Low (P4) – Minor inconvenience</b>	4 hours	3 business days

#### 7.2 Availability SLA

- Network Uptime: 99.95% per month
- Cloud Services Availability: 99.9% per month
- Service Desk Availability: 24/7, 365 days a year

#### 7.3 Performance Metrics

- First Contact Resolution (FCR): 80% of incidents resolved at first interaction
- Change Management Success Rate: 98% without rollback
- Backup Success Rate: 99.9% verified daily

## IT Managed Services Provider

### 8. Sample Pricing Tiers

Plan	Cost	Includes
<b>Essential Plan</b>	£3,500/month	24/7 Service Desk; Endpoint Management (up to 100 devices); Basic Network Monitoring; Monthly Reporting
<b>Professional Plan</b>	£7,500/month	All Essential features; Advanced Security; Cloud & Virtualisation Management; Quarterly Reviews; Backup & DR
<b>Enterprise Plan</b>	£15,000/month	All Professional features; AI & Automation; DevOps Enablement; Compliance Audits; Dedicated Account Manager

Optional Add-Ons:

- Onsite Support: £150/hour
- Penetration Testing: £2,000 per engagement
- Custom SLA Enhancements: Price on request