EmaLite



SERVICE BROCHURE

Managed Services

Monitoring, patching, backup operations and a service desk — with response targets written into the agreement rather than implied by it.

What we are usually called in for

Running infrastructure is a discipline, not a favour someone does between projects. In most organisations it falls to the same engineers who are also delivering change, which means maintenance happens when there is time and issues surface as calls from users rather than as tickets with owners.

The cost shows up later and elsewhere: unplanned spend, firmware three years behind, and backups whose last successful restore nobody can name.

Our approach

Our managed service is built around named service levels, a monitored event pipeline and a change process. Things that should be routine become routine — scheduled, tested in a staging path, and reported on.

The reporting is the part clients end up valuing most. Availability, tickets, capacity and backup verification, monthly, in a form you can put in front of a board.

What the work involves

Monitoring & operations

Availability, capacity and performance monitoring with tiered alerting and escalation paths that name people rather than inboxes.

Patch & lifecycle management

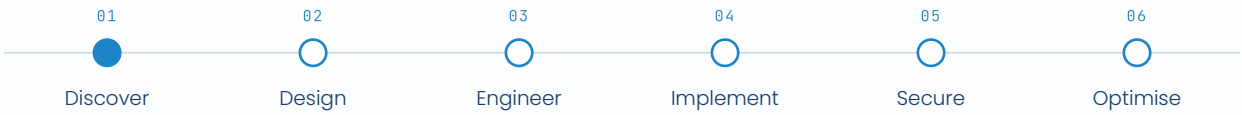
Scheduled firmware and software maintenance, tested in a staging path before it reaches production, with a window agreed in advance.

Service desk

A single point of contact for end users, with response and resolution targets in the agreement and reported against every month.

Backup & recovery operations

Backup verification, restore testing and retention reporting — evidence that the backups work, rather than confirmation that they ran.



MANAGED SERVICES PICK UP WHERE DELIVERY ENDS — AND FEED WHAT THEY LEARN BACK INTO THE DESIGN

How it is sequenced

STAGE	WHAT HAPPENS
Discover	One month of assessment: what exists, its condition, and what we will not be accountable for yet
Onboard	Monitoring, alerting and escalation configured; backup and patch calendars agreed
Operate	Tiered alerting, scheduled maintenance, service desk against the agreed targets
Verify	Restore tests and control checks performed and recorded rather than assumed
Report	Monthly availability, tickets, capacity and backup verification, in a form you can present

What is delivered

Every engagement ends with something you keep. For this service, that is:

- Response and resolution targets written into the agreement
- Monthly reporting on availability, tickets, capacity and backup verification
- A maintenance calendar, so patching stops being an event
- Restore tests performed and recorded, not assumed
- Predictable operational cost in place of unplanned spend

Technologies

MONITORING | SERVICE DESK | PATCHING | BACKUP OPS | CAPACITY REPORTING | SLA MANAGEMENT

WHAT WE DO NOT DO

We do not take over an estate we have not assessed. The first month of any managed agreement is discovery — what exists, what state it is in, and what we are not prepared to be accountable for until it is fixed.

EmaLite

Start with the estate you actually have.

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Send us the current topology, or the problem you cannot get past, and we will tell you what we would do about it.

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This document is provided for information. Technical detail is indicative and is confirmed at design stage.