blueAPACHE

THE FUTURE OF IT OPERATIONS EXCELLENCE

MANAGED SERVICES. RE-ENGINEERED.

The traditional managed services model was built to keep systems running. **We rebuilt it to help organisations outpace change.**

AUTOMATION-LED. SECURITY-FIRST. FULLY INTEGRATED DELIVERY.

THE WORLD CHANGED

THE MODEL WAS BUILT FOR A DIFFERENT ERA

The managed services model most organisations are buying today was designed for a different world. A world where:

01
INFRASTRUCTURE SAT IN A DATA CENTRE

02
CYBER SECURITY WAS A SPECIALISED FUNCTION

03
USER EXPERIENCE WAS DIFFICULT TO MEASURE

04
AUTOMATION WAS LIMITED

05
AI WAS NOT PART OF IT OPERATIONS

06
IT WAS PRIMARILY REACTIVE

That world is gone.

Today, organisations face growing cyber risk, increasing governance obligations, expanding technology estates and constant pressure to do more with less. Technology leaders are expected to evolve, secure and transform while maintaining operational stability.

THE MID-MARKET INNOVATION GAP

Mid-market organisations are increasingly caught between the agility of small businesses and the scale of enterprise. **Expected to deliver enterprise-grade outcomes without enterprise-level resources**, many are struggling to keep pace with rising complexity, cyber risk, AI disruption and governance requirements.

THE CHALLENGE IS NO LONGER TECHNOLOGY. IT IS OPERATING TECHNOLOGY EFFECTIVELY.

THE MODEL BROKE

MANAGED SERVICES CAN NO LONGER SCALE ON PEOPLE ALONE

For years, managed services growth was achieved by adding more engineers, more support resources and more management overhead. **That model has reached its limit.** As environments become more complex, delivering predictable outcomes requires:

01 AUTOMATION	**02** VISIBILITY	**03** INTELLIGENCE
04 GOVERNANCE	**05** SECURITY	**06** EXPERIENCE MEASUREMENT

Managed Services. Re-engineered. is a fundamentally new operating model, designed to deliver IT Operations Excellence as a Service.

BETTER ARCHITECTURE.
BETTER VISIBILITY.
BETTER AUTOMATION.
GREATER ACCOUNTABILITY.

WHAT WE'VE RE-ENGINEERED

SIX AREAS. ONE OPERATING MODEL.

01
SERVICE OPERATIONS
Governed processes, workflows and operational accountability.

02
AUTOMATION
Proactive remediation and automated operational control.

03
DIGITAL EXPERIENCE
Real-time visibility into employee technology experience.

04
SERVICE ENGAGEMENT
Omnichannel communication and AI-assisted support interactions.

05
REPORTING & VISIBILITY
Unified dashboards, operational insight and governance reporting.

06
SECURITY
Security-first service architecture embedded throughout operations.

THE RESULT: A MANAGED SERVICES MODEL DESIGNED FOR SCALE, SPEED AND PREDICTABILITY.

THE OPERATIONAL MATURITY JOURNEY

FROM REACTIVE SUPPORT TO OPERATIONAL EXCELLENCE

Managed Services. Re-engineered. helps organisations progress from reactive support to proactive operations and, ultimately, operational excellence.

01	**FOUNDATIONS**	Visibility, governance and operational consistency.
02	**EXPERIENCE**	Understanding how technology impacts employees and the business.
03	**AUTOMATION**	Reducing friction through proactive remediation and intelligent workflows.
04	**INTELLIGENCE**	Using operational insight to identify trends and drive continuous improvement.
05	**EXCELLENCE**	Technology operating as a strategic business enabler rather than a support function.

Every customer begins in a different place.

OUR ROLE IS HELPING THEM PROGRESS WITH CONFIDENCE.

Operating maturity takes time to build. Starting now creates the foundation to adopt automation and intelligence faster, and with less risk, over the next two to three years.

AUTOMATION-LED OPERATIONS

TRADITIONAL MANAGED SERVICES RESPOND TO INCIDENTS. RE-ENGINEERED MANAGED SERVICES PREVENT THEM.

POWERED BY ninjaOne

Powered by NinjaOne, automation delivers:

01
AUTOMATED PATCH MANAGEMENT

02
ENDPOINT COMPLIANCE

03
CONTINUOUS MONITORING

04
AUTOMATED REMEDIATION

05
DEVICE LIFECYCLE VISIBILITY

06
OPERATIONAL CONSISTENCY

By reducing manual effort and operational noise, automation enables faster resolution, stronger governance and improved service performance.

THE OUTCOME ISN'T BETTER TOOLING.
THE OUTCOME IS BETTER IT OPERATIONS.

EXPERIENCE-LED OPERATIONS

EMPLOYEES DON'T EXPERIENCE SERVERS. THEY EXPERIENCE TECHNOLOGY.

POWERED BY ControlUp

The traditional MSP model measures infrastructure. A re-engineered model measures experience.

ControlUp provides real-time Digital Employee Experience visibility across devices, applications and user interactions.

- **Early issue detection**
- **Performance monitoring**
- **Root-cause analysis**
- **User-centric prioritisation**
- **Proactive remediation**

Because a green dashboard doesn't always mean users are productive.

SERVICE ENGAGEMENT

SUPPORT SHOULD BE FRICTIONLESS, ACCESSIBLE AND INTELLIGENT.

The way users engage with IT has changed. Users now interact with support teams through voice, video and chat that improve context, accelerate resolution and create a better service experience.

- **Omnichannel engagement**
- **Voice, video and chat support**
- **Intelligent triage**
- **Improved collaboration**
- **AI-assisted interactions**

Faster access to support. Improved employee satisfaction.

SECURITY STARTS WITH OPERATIONS

MOST CYBER RISKS ARE OPERATIONAL RISKS.

POOR PATCHING.
INCONSISTENT GOVERNANCE.
MANUAL PROCESSES.

WEAK IDENTITY CONTROLS.
LIMITED VISIBILITY.

Security maturity is difficult to achieve without operational maturity. Managed Services. Re-engineered. provides the operational foundation required for stronger cyber resilience through:

01
SECURITY-FIRST SERVICE DELIVERY

02
GOVERNANCE AND CONTROLS

03
AUTOMATED COMPLIANCE ACTIVITIES

04
OPERATIONAL VISIBILITY

05
REDUCED EXPOSURE

06
CONTINUOUS IMPROVEMENT

BUILDING THE FOUNDATION FOR MANAGED SECURITY MATURITY

Supporting alignment with frameworks such as Essential Eight.

CUSTOMER ZERO

WE RUN IT FIRST.

blueAPACHE operates the same architecture internally before introducing capability to customers. **We call this Customer Zero.** This gives customers confidence that the operating model is proven through real-world execution, not theoretical design.

EVERY CAPABILITY IS

01 **IMPLEMENTED**

02 **TESTED**

03 **OPERATED**

04 **MEASURED**

05 **REFINED**

inside our own environment before it reaches customers.

WE OPERATE WHAT WE RECOMMEND.

THE ECOSYSTEM BEHIND THE MODEL

TECHNOLOGY ENABLES OUTCOMES. IT DOES NOT CREATE THEM.

The blueAPACHE operating model is supported by a carefully selected ecosystem of leading technology partners.

AUTOMATION & ENDPOINT OPERATIONS

Patching, compliance and automated remediation across every endpoint.

ninjaOne

DIGITAL EMPLOYEE EXPERIENCE

Real-time visibility of how technology performs for every user.

controlUP

SERVICE ENGAGEMENT

Faster, simpler access to support through voice, video and chat.

zoom

CYBER RESILIENCE

Email, endpoint and identity protection, operated continuously.

mimecast Certified Partner · HUNTRESS · Microsoft

CLOUD & INFRASTRUCTURE

Resilient platforms across private, public and hybrid environments.

Microsoft · HPE

DIGITAL WORKPLACE

Secure devices and productivity tools for a distributed workforce.

Microsoft · hp

EVERY PARTNER STRENGTHENS A SERVICE OUTCOME.

Selected because it improves how IT operates, not because it adds complexity.

IS YOUR OPERATING MODEL READY FOR WHAT'S NEXT?

01
Technology environments will only become more complex.

02
Cyber threats will continue to evolve.

03
AI will continue to change how organisations operate.

The question is no longer whether change is coming. It is whether your operating model is ready for it.

Managed Services. Re-engineered. is built on six operating principles:

01
AUTOMATION-LED OPERATIONS

02
AI-READY OPERATIONS

03
OPERATIONAL VISIBILITY

04
SECURITY-FIRST OPERATIONS

05
EXPERIENCE-LED IT

06
GOVERNANCE AND ACCOUNTABILITY

KEEPING SYSTEMS RUNNING IS NO LONGER ENOUGH.
IT'S TIME TO OUTPACE CHANGE.

blueAPACHE

IT OPERATIONS EXCELLENCE AS A SERVICE

MANAGED SERVICES. RE-ENGINEERED.

Built for the realities of IT today. Designed to improve performance, strengthen security and reduce operational complexity.

Let's map your next step.

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