



Delegated IT System Administration

Delegated IT Systems Administration is a service designed for companies that seek to free up internal resources and optimize the performance of their technology infrastructure by completely delegating the management & maintenance of their systems to a team of experts. With this approach, you exclusively hand over the administration of your IT environment to our highly trained staff, allowing you to focus on your business while we take care of keeping your technological operations running efficiently, securely and scalably.

The goal of Delegated IT Systems Administration is to provide companies with a comprehensive and reliable solution to manage, maintain and optimize their technology infrastructure, allowing clients to focus on their business objectives while a specialized team takes care of all IT-related operations.

Some important task in this service scope are:

- Comprehensive management.
- 24/7 proactive monitoring.
- Specialized support.
- Advanced security.
- Scalability and evolution.

Key benefits:

- Saving time and resources.
- Improved security.
- Reduced operating costs.
- Optimized performance.
- Guaranteed scalability.
- Specialized support.

Service Objectives:

General Objectives

The objective is to provide companies with a comprehensive and reliable solution to manage, maintain and optimize their technological infrastructure, allowing clients to focus on their business objectives while a specialized team takes care of all IT-related ops.

Specific Objectives

- Comprehensive management: Fully manage the client's IT systems, including servers, networks, databases and applications.
- Performance optimization: Ensure maximum performance of the technological infrastructure through proactive monitoring and constant adjustments.
- Advanced security: Protect critical company information with robust security policies and tools.
- Continuous support: Provide 24/7 technical support to resolve incidents quickly and efficiently.
- Scalability and adaptation: Ensure that the IT infrastructure grows and adapts to the changing needs of the business.
- Cost reduction: Eliminate the need for dedicated internal staff and the expenses associated with IT management, offering an efficient & cost-effective solution.

Service Scope:

- Server administration: Configuration, monitoring, updating & maintenance of physical and virtual servers.
- Preventive & corrective maintenance: Identification & solution of problems before operations affections, efficient correction in case of failures.
- 24/7 supervision and monitoring: Continuous surveillance of systems, to ensure availability & optimal performance.
- User & permission management: Administration of accounts, access & roles to ensure compliance with internal policies.
- Specialized technical support: Attention to incidents & queries with agreed response times.
- Technical documentation: Creation & updating of records on configurations, of the IT infrastructure.

Service Deliverables:

- Complete IT systems management: Administration of servers platform.
- System performance & health reports: Periodic reports on the status of the technological infrastructure.
- Maintenance plans: Detailed strategies for updates, patches & system optimization.
- Security analysis: Reports on the security status and the measures implemented.
- 24/7 technical support: Providing continuous assistance.
- Configurations documentation: Detailed records on the systems configuration.

Service Benefits:

- Saving time & resources: Allows the client to focus on their business while we manage the technological infrastructure.
- Reduced operating costs: Eliminates the need for specialized internal staff & its costs.
- Optimized performance: Improved operational efficiency with continuous monitoring and constant adjustments.
- Guaranteed scalability: Quick adaptation to changing business needs.
- Specialized support: Access to an expert IT team to resolve technical problems.

Service Targets Customers:

- Small & medium-sized businesses (SMEs): Organizations that seek to outsource IT management to optimize resources & focus on their growth.
- Growing companies: Businesses that experience expansion & need scalable technological infrastructure without increasing internal costs.
- Companies without an internal IT Dept.: Entities that require specialized support but do not have dedicated IT staff.
- Organizations with high technological dependence: Companies whose critical processes depend on reliable IT systems available 24/7, such as e-commerce or financial services.
- Multinational or multi-headquartered corporations: Businesses that need centralized management of their geographically distributed technological infrastructure.

