

MANAGED OUTSOURCE IT SERVICES.



The Project

A client required a fully managed outsourced IT support solution backed by an annual maintenance contract that delivered dependable technical support services with clearly defined Service Level Agreements (SLA), response times and operational coverage.

The objective was to establish a proactive IT support environment that ensured business continuity, infrastructure stability, security and end-user productivity across the organisation.

Case study

The Scope

The services involved delivering a comprehensive outsourced IT support framework covering both infrastructure and end-user operations, including:

- Data security, backup and recovery solutions
- Network support and monitoring
- Digital communication and collaboration platforms
- Email systems, cloud workspaces and Microsoft 365 & Google Cloud administration
- Infrastructure support for servers and storage environments
- Monitoring and management of enterprise-grade IT systems
- Technical documentation and training material preparation
- Day-to-day desktop support for hardware, software and IT peripherals

Technologies & Infrastructure Supported

The environment consisted of a broad range of enterprise technologies and platforms, including:

- Microsoft 365 & Google Cloud messaging and collaboration ecosystem
- Enterprise-class servers and storage infrastructure
- Enterprise-grade firewall and security protocols
- Managed network switching infrastructure
- Secure corporate WiFi networks and access points
- HP, Dell, IBM, Lenovo and Apple hardware platforms

The Challenges

The engagement required balancing operational stability with evolving business requirements.

Key challenges included:

- Understanding and onboarding existing client environments with limited documentation
- Reviewing and fine-tuning ageing technologies and legacy infrastructure
- Managing user adoption and acceptance of new technologies
- Supporting business continuity while implementing improvements
- Delivering responsive IT support across multiple operational areas
- Ensuring security, monitoring and reliability remained consistent throughout the engagement

Overcoming The Challenges

A structured managed IT support model was implemented to provide proactive monitoring, rapid incident response and ongoing infrastructure optimisation.

The solution included:

Proactive Infrastructure Support

Continuous monitoring of servers, network infrastructure and security systems to minimise downtime and improve operational reliability.

Cloud & Collaboration Management

Administration and support for Microsoft 365 & Google Cloud environments, email systems and cloud-based collaboration tools to improve productivity and accessibility.

Security & Business Continuity

Implementation and management of backup, recovery and security procedures to strengthen resilience and protect business-critical data.

End-User Support

Responsive desktop and technical support services for users, ensuring minimal disruption to day-to-day business operations.

Documentation & Knowledge Transfer

Preparation of technical documentation, operational procedures and training materials to improve internal IT governance and user awareness.

Business Outcome

The managed outsourced IT support model provided the client with:

- Improved operational stability and system reliability
- Enhanced IT security and monitoring capabilities
- Reduced downtime and faster issue resolution
- Better visibility and management of infrastructure assets
- Improved end-user productivity and support experience
- Scalable IT support services aligned with business growth
- Stronger cloud collaboration and communication capabilities

Case study

The Conclusion



The successful delivery of this managed IT support engagement enabled the client to maintain a secure, stable and scalable IT environment while allowing internal teams to focus on core business operations.

By combining proactive monitoring, infrastructure management, cloud support and end-user services, the organisation benefited from a reliable technology foundation capable of supporting long-term operational growth and digital transformation initiatives.

Case study

The Client

- Brand Lounge ME
- Brash Agency
- Sticky Ginger PR
- Omnia Digital Agency - Part of Globant Global
- Jansen Harris
- Kinnersley Kent Design
- Ruth Bradley PR & Communication

Project completion Date

- On going annual retainer contracts.

For more information & contact details

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Aktar Mumin Consultancy - Simplifying Technology