CONTOUR MANAGED SERVICES

Your people supported. Your infrastructure managed.

Connect user support, infrastructure operations, senior engineering, consulting and security through one team. Contour combines AI-powered operations with experienced people to help reduce routine work and keep your business moving.

Support
Help desk and everyday IT

Manage
Infrastructure and security operations

Modernize
Architecture, design and delivery

Built around your business

Keep people working
Help users resolve everyday issues and reach the right specialists.

Spot issues earlier
Connect intelligent monitoring with investigation and authorized remediation.

Access senior expertise
Bring networking, VMware and cloud experience to complex challenges.

See the plan through Cinch
Follow support, service coverage, projects and shared documentation.

One team. A plan that fits.
Choose fully managed or co-managed services around your business. Clear responsibilities, agreed coverage and documented escalation help your team understand how support works and where to go when priorities change.

CAPABILITIES

Five offerings. One service relationship.

Select the support and expertise you need today, with a team that can connect operations, technical change and longer-term planning.

01 Help Desk Level 1 Support

Support users with initial troubleshooting for desktops and supported applications. Requests are recorded, prioritized and routed through agreed channels. AI assistance helps organize requests and surface relevant solutions so specialists can resolve everyday issues or escalate efficiently. Remote support is complemented by onsite resources where agreed.

02 Data Center Operations

Manage the health of networking, servers, storage and backups. Connect monitoring, alert triage, planned maintenance, patching and configuration changes with operating procedures. Review capacity and asset information, oversee protection jobs and coordinate supported restore workflows. AI-assisted monitoring helps engineers identify unusual activity and investigate sooner.

03 Level 3 Engineering

Engage senior engineers with CCIE-level networking experience and senior VMware and cloud expertise. Address complex escalations through root-cause analysis, architecture reviews and practical solution design. AI helps organize diagnostic information so engineers can focus on lasting solutions. Document changes and transfer knowledge to support ongoing operation.

04 IT Consulting and Design

Align technical decisions with business priorities. Assess your environment, dependencies and existing investments; then shape modernization, migration and delivery plans. Contour architects turn operational insights and requirements into workable designs. Project coordination, implementation planning, operating procedures and documentation prepare your team for the next stage.

05 Managed Security as a Service

Bring detection, investigation and coordinated response into the service plan. AI-assisted analysis connects supported security signals and prioritizes activity for SOC review. Add vulnerability prioritization, security awareness and reporting where selected. Contour helps define escalation, remediation responsibilities and recovery connections for covered environments.

A management approach built with you

Choose full operational support or a co-managed relationship that complements your team. Agree on the supported systems, coverage, response targets and boundaries of each service. Establish who approves changes, owns escalation and reviews performance. Revisit the plan as business requirements and technology needs change.

OPERATIONS AND VISIBILITY

Connected through Cinch.

Give your team a clearer view of the services they consume. Cinch connects service information, support and delivery through the functions available in your plan.

Track requests and escalation

Review ticket status, priorities and requests in progress. Document support activity and maintain a clear path from initial triage to operations or senior engineering.

Understand service coverage

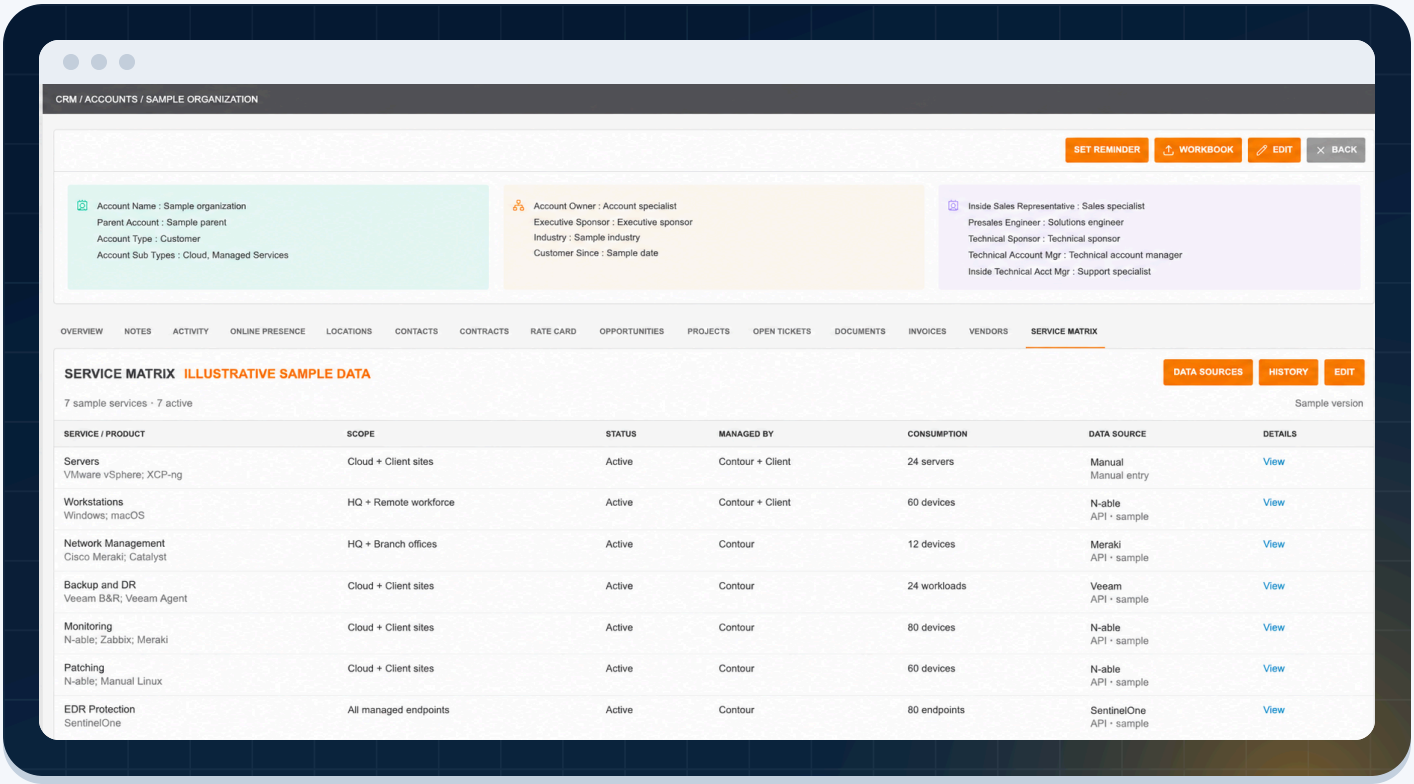
See service scope, consumption and management responsibilities. Shared visibility helps distinguish what your team manages and where Contour provides support.

Follow projects and priorities

Use available project views to follow milestones, planned tasks and dependencies. Connect technical work with business priorities and items that need decisions.

Keep knowledge within reach

Use shared runbooks, procedures and documentation to support consistent operations. AI-assisted analysis can surface recurring issues and inform opportunities to improve.



Illustrative, anonymized Cinch service matrix. Available information depends on your service plan and permissions.

YOUR NEXT STEP

Clear scope. A team that works with yours.

Build the relationship around your people, infrastructure and next priorities. Make ownership and communication clear from the start.

01 **Assess**
Understand users, systems, current support needs and business priorities.

02 **Plan**
Define services, coverage, ownership, escalation and service objectives.

03 **Implement**
Onboard systems, validate configurations and document the handover.

04 **Manage and improve**
Review service information, recurring issues and opportunities to improve.

Start the conversation

- Where does your team spend the most time on routine work?
- Which user, infrastructure or security issues need better coverage?
- Where would senior engineering or architecture expertise help?
- What should remain with your team, and what should Contour manage?
- What service objectives, approval paths and reporting do you need?

Support with clear responsibilities

24/7/365 support availability is aligned to your agreed service plan. Supported applications, monitoring scope, response targets, onsite resources and authorized changes are defined during onboarding. AI assists the team; experienced people guide investigation, engineering decisions and critical actions.

Bring your support challenges or next project. We will help define a service plan.

Talk to an Expert ↗

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