Contour Managed Services

Smarter monitoring. Faster resolution.

Keep your people productive and your infrastructure supported. Contour combines AI-powered operations with experienced engineers to help your team reduce routine work and focus on business priorities.

SUPPORT FROM USERS TO INFRASTRUCTURE

01 Help Desk Level 1
Everyday IT troubleshooting and request handling. AI assistance helps organize requests and surface relevant solutions so the team can resolve or escalate issues efficiently.

02 Data Center Operations
Operational support for networking, servers, storage and backups, including monitoring, patching and capacity planning within your agreed scope.

03 Level 3 Engineering
Senior engineers with CCIE-level networking experience, plus senior VMware and cloud engineers for complex troubleshooting, architecture and design.

EXPERTISE, VISIBILITY AND CONTROL

04 IT Consulting
Assess your environment, define priorities and plan modernization, migration and technology investments.

05 Managed Security as a Service
Bring security monitoring, investigation and coordinated response into your service strategy.

Connected through Cinch
Follow support tickets, projects, service coverage and shared documentation in one place, based on your service plan and access permissions.

Flexible engagement
Fully managed or co-managed support with agreed coverage, escalation paths and service objectives.

AI-powered. Expert-led.
Catch issues earlier. Resolve them more efficiently. Reduce repetitive work.

One team for your IT priorities
Connect user support, infrastructure operations, senior engineering and security through a service plan built around your environment. Experienced people guide decisions and oversee critical actions.

Talk to an Expert ↗

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Coverage, supported systems, response objectives and responsibilities are agreed in your service plan.