

## **G-Cloud 14 Service Definition Document**

## **Managed Services**

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## **Dootrix Overview**

# We're a different kind of cloud success partner

We believe that every organisation has the ambition to create a culture, and environment where technology empowers your people to deliver the best experiences, products and processes to enable the ongoing success of the business.

There is no greater evolution in technology in the last 5 years than the cloud. The cloud enables innovation by reducing the cost and risk of failure and friction to change. By providing a suite of cloud transformation services and capabilities, we are able to drive tangible change for our clients.

So whether your goals are focused on digital transformation, improving customer experience or increasing operational efficiency, we're always looking to leading edge technology and the latest innovation to bring our clients ambitions to life.

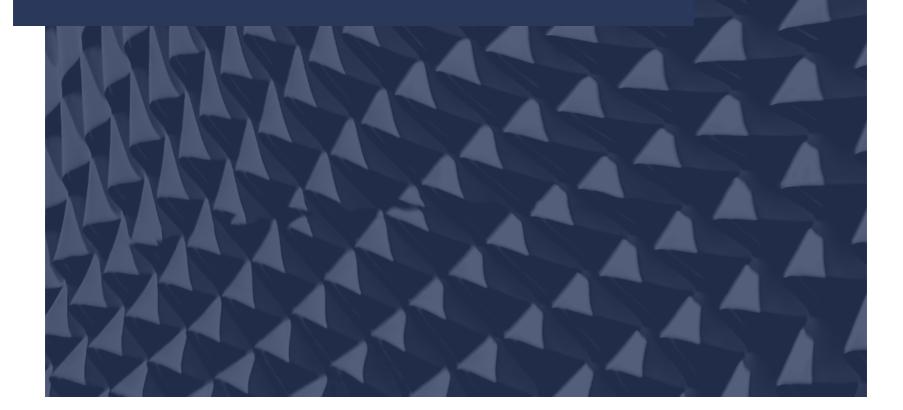






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Finalist 2023



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## Service description

**Our Application Support & Management Service** provides a flexible and cost-effective support service to support custom applications. Delivered using the Microsoft 365 and Azure suite of products, that have either been delivered by or Dootrix or a third-party.

#### **Service features**



Unlimited, all-inclusive telephone, email, and remote support



'Break-fix' - issue and incident resolution



**Guaranteed SLA's** as low as 1 hour



**Proactive security monitoring** 



'Evergreen' application maintenance

## Service benefits



Peace of mind for critical services



Reduce business risk for application outages



**Keep application frameworks** and languages within support

### Contact us

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