

G-Cloud 14 Service Definition Document

# Managed Services

# 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.



The Tech Business of the Year Award 2023



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



Guaranteed SLA's as low as 1 hour



'Evergreen' application maintenance




'Break-fix' – issue and incident resolution




Proactive security monitoring


Service benefits



Peace of mind for critical services



Reduce business risk for application outages



Keep application frameworks and languages within support

Contact us

Phone  
+44 2392 001 990

Email  
sales@dootrix.com

Web  
www.dootrix.com