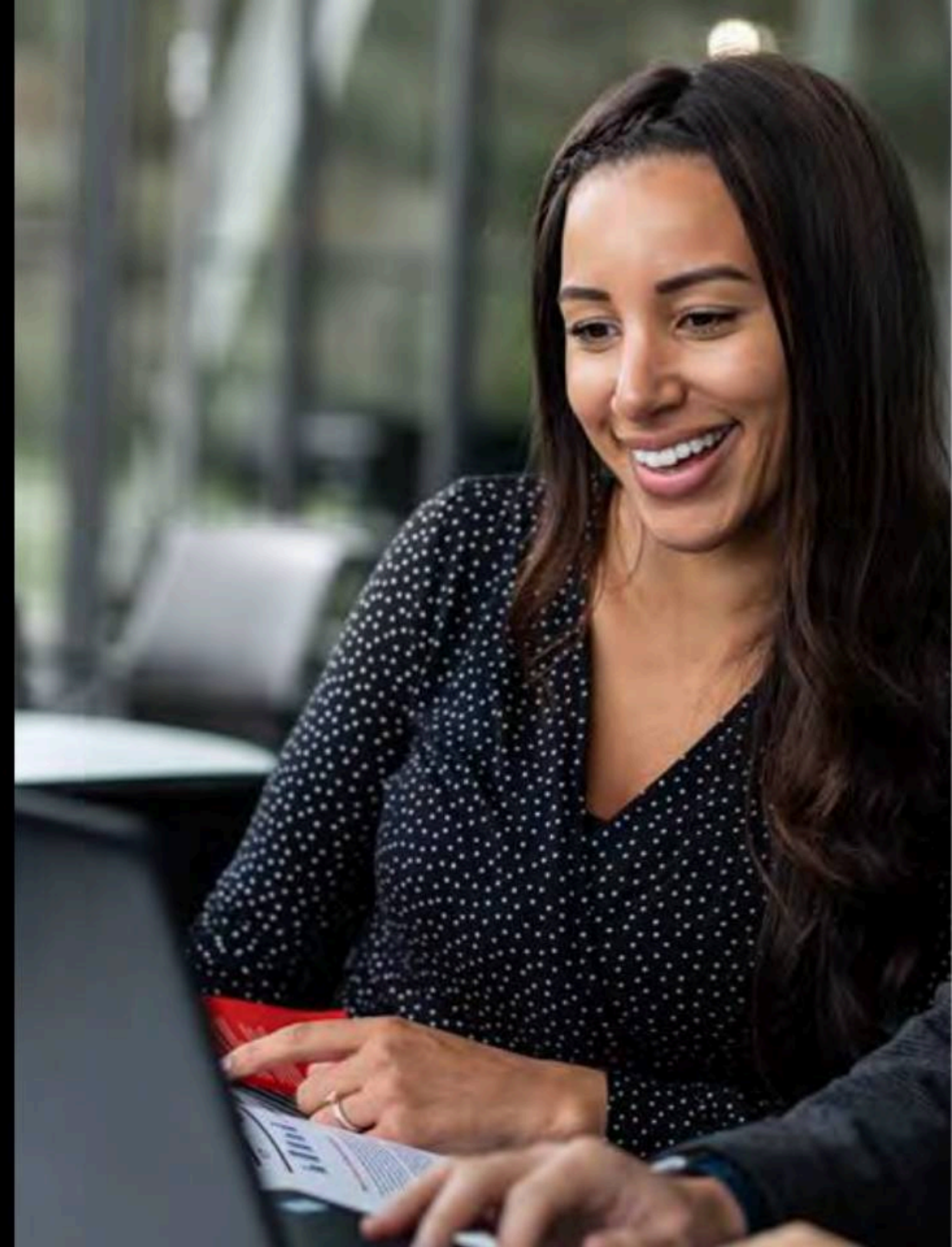




Service Desk

Managed Services

[Service guide](#)



About ROCK

ROCK is a technology services group delivering cloud, cybersecurity and managed IT services to public sector, healthcare, education, housing and regulated organisations.

Headquartered in the UK, the ROCK Group supports clients globally across and beyond Europe and North America.

The group is structured for scale and resilience, combining disciplined delivery with deep regulatory understanding. This enables ROCK to operate as a trusted partner in complex, high-assurance environments where reliability and security are critical.

The group operates through two focused service disciplines:

- As a Managed Service Provider (MSP), ROCK runs and optimises cloud platforms, infrastructure and modern workplace environments.
- As a Managed Security Service Provider (MSSP), ROCK delivers continuous cyber defence, risk management and compliance-led security operations.

These services can be consumed independently or combined into a unified operating model.

Clients partner with ROCK for clarity and confidence. From a client standpoint, every partnership is shaped by three principles.

Commitment – Through clear ownership and long-term partnership.

Proof – Through measurable outcomes, service metrics and transparent reporting.

Certainty – Through predictable delivery, resilient design and controlled change.

ROCK supports organisations to modernise securely and operate more effectively. We pair technical depth with practical guidance to support informed decisions and keep technology aligned to business priorities.

The group operates within a mature governance framework aligned to ISO 27001:2022, ISO 9001:2015 and Cyber Essentials Plus.

Engineering and service practices are consistent, repeatable and auditable, enabling scale while managing risk.

Ongoing investment in people, platforms and innovation strengthens capability and keeps services responsive to evolving needs. As a strategic partner, ROCK helps clients improve today while building the foundations for long-term change.

Responsible & Sustainable Delivery

ROCK is committed to delivering Social Value alongside high-quality technology services. Our approach is aligned to the UK Government Social Value Model and focuses on creating good jobs, developing skills, supporting inclusive employment, strengthening supply chains, protecting the environment, and promoting workforce wellbeing.

Social Value is embedded into how we operate as an organisation and how we deliver services, including through fair working practices, skills development and training, responsible supply chain management, environmental sustainability, and community engagement.

For each contract, commitments are tailored to customer needs and local context, and agreed during mobilisation and contract governance.



Our Services

ROCK's Service Desk - Managed Services provides public-sector organisations with a structured, reliable and user-focused IT support service delivered through an ITIL-aligned service management framework.

The service acts as a single point of contact for incidents, service requests and user queries, ensuring issues are handled consistently, transparently and in line with agreed service levels.

The Service Desk is designed to improve user experience, reduce disruption and provide clear operational visibility. It is underpinned by a modern service management platform that supports workflow automation, knowledge management and detailed reporting across the full support lifecycle.

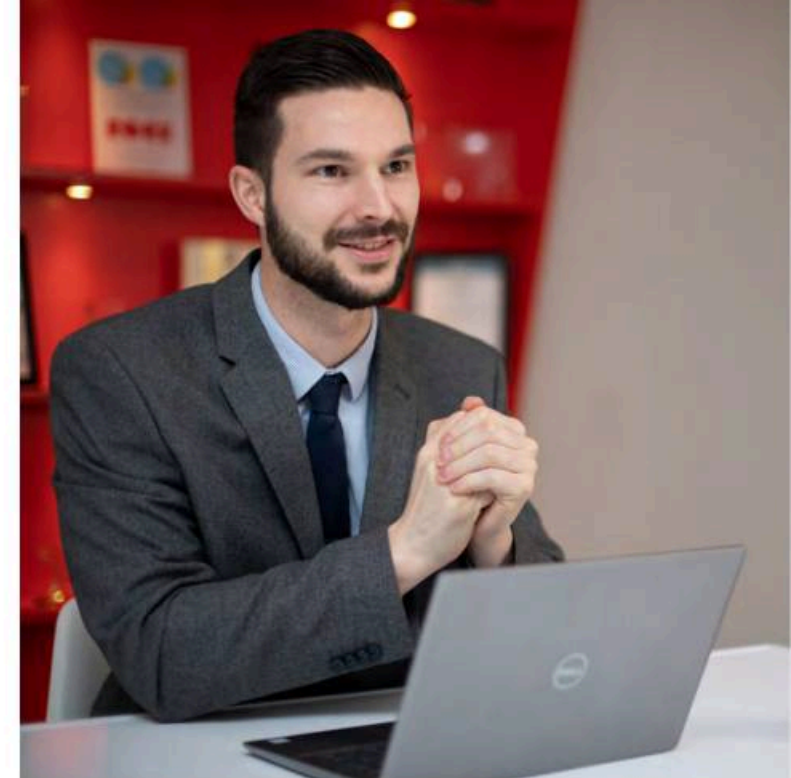
The service can be delivered as a fully outsourced Service Desk or as a co-managed model that integrates with internal IT teams and wider managed services.

Our Approach

ROCK's approach to Service Desk delivery focuses on clarity, consistency and responsiveness. We begin by understanding the organisation's user base, operating hours, support requirements and escalation pathways. This ensures the Service Desk is configured to reflect how the organisation actually operates.

We place strong emphasis on first-time resolution, clear communication and predictable handling of issues. Service Desk analysts triage requests efficiently, provide guided resolution where possible and escalate seamlessly to specialist teams when required.

Once operational, we continuously refine workflows, knowledge articles and reporting. Regular service reviews ensure the Service Desk remains aligned to organisational needs and delivers a consistently high-quality user experience.



“End-user support becomes predictable and accountable, improving experience while reducing operational friction.”

Ryan Clay,
Director of Service Operations at ROCK

Key Features

ROCK's Service Desk delivers a robust, scalable and auditable support capability designed specifically for public-sector environments, with clear alignment to ITIL best practice and GCloud service expectations.

ITIL service management

ITIL-aligned Service Desk delivered using a mature service management platform, supporting Incident, Request, Problem and Change Management with defined controls and governance.

Single point of contact

Single point of contact for all user-facing IT interactions, ensuring consistent handling, accountability and clear ownership across the full support lifecycle.

Multi-channel access

Multi-channel user access, including email and secure self-service portal, with telephone support available where operationally required or contractually agreed.

Triage and escalation

Structured triage, prioritisation and escalation, applying agreed impact and urgency models to ensure timely resolution in line with contracted Service Level Agreements (SLAs).

Integrated tooling

Integrated tooling ecosystem, enabling seamless interaction with monitoring, endpoint management and wider managed services to reduce manual intervention and improve resolution speed.

Knowledge management

Knowledge management capability, including curated knowledge articles and known error records to support first-contact resolution and reduce repeat incidents.

Workflow automation

Workflow automation, covering common service requests, approvals and user notifications to improve efficiency, consistency and user experience.

Asset configuration data

Asset and configuration data integration, where in scope, to support informed decision-making, root cause analysis and effective change control.

End-to-end coverage

End-to-end service management coverage, including Incident, Service Request and Change processes aligned to agreed service levels and operational policies.

Reporting & audit trails

Comprehensive reporting and audit trails, providing full visibility of service performance, user demand, SLA compliance and continuous service improvement opportunities.

Key Benefits

ROCK's Service Desk managed service delivers demonstrable improvements across service quality, operational resilience and management visibility, supporting both day-to-day service delivery and longer-term service improvement.

Improved user experience

Improved user experience, driven by consistent processes, clear communication and predictable outcomes for incidents and service requests.

Faster issue resolution

Faster and more reliable issue resolution, enabled by structured triage, prioritisation and escalation aligned to agreed impact and urgency models.

Reduced disruption

Reduced disruption to users and critical services, helping maintain productivity and service continuity across the organisation.

Enhanced operational visibility

Enhanced operational visibility, providing clear insight into support demand, service trends, recurring issues and performance against Service Level Agreements (SLAs).

Lower operational overhead

Lower operational overhead, achieved through workflow automation, standardised processes and reduced manual handling of routine requests.

Improved accountability control

Improved accountability and control, with clear ownership of tickets, defined escalation paths and auditable actions throughout the support lifecycle.

Continuous improvement

Continuous improvement through knowledge capture, reducing repeat incidents and supporting higher first-contact resolution over time.

Stronger service governance

Stronger service governance, with processes aligned to ITIL best practice and supported by consistent reporting and review mechanisms.

Predictable service outcomes

Predictable and measurable service outcomes, underpinned by clearly defined service levels, performance metrics and regular service reporting.

Scalable service model

Scalable and flexible service model, allowing the Service Desk to adapt to changes in user volumes, service scope or organisational priorities without disruption.

Management & Governance

Our Service Desk Managed Support service is delivered using an ITIL 4 aligned service management framework. The operating model is designed to reduce unnecessary handoffs, improve resolution times and provide clear accountability, while meeting public sector requirements for assurance, transparency and audit readiness.

Service Desk & Support Framework

The Service Desk provides a single point of contact and delivers support through two roles: First Response Technicians (FRT) and Advanced Support Technicians (AST)

FRT provide combined Level 1 and Level 2 support, handling initial contact, triage and resolution for the majority of incidents and service requests.

AST provide Level 3 support for complex, high risk issues, delivering technical investigation, supporting major incidents and coordinating complex changes. This ensures specialist effort is focused where it adds most value while maintaining continuity.

All interactions are logged within a central service management tool, providing a complete and auditable record of categorisation, prioritisation, ownership, timestamps and resolution detail.

Incident & Major Incident Management

Incidents are managed with the primary objective of restoring normal service as quickly and safely as possible. Incidents are prioritised based on impact and urgency criteria, ensuring that resources are focused on issues with the greatest organisational impact.

Major Incidents are managed through a defined process aligned to ITIL 4. This includes:

- Rapid identification and formal declaration.
- Clear technical and service leadership.
- Structured communication to stakeholders.
- Post incident review to identify lessons learned and improvement actions.

Problem Management

Recurring or significant incidents are reviewed to identify underlying causes. Problems are investigated where appropriate to reduce the likelihood of reoccurrence and improve long term service stability. Improvement actions are recorded and tracked through governance, supporting continuous improvement.

Change & Release Management

All changes are logged, assessed and managed in line with agreed governance. Assessment considers risk, impact, security, dependencies and approval requirements. This ensures that changes are introduced in a controlled and auditable manner while supporting timely delivery.

Releases are coordinated to minimise risk and service disruption. This includes validation, scheduling and communication to users and stakeholders where required. Release activity is aligned to governance and assurance needs.

Escalation & Specialist Support

Clear escalation pathways ensure that issues are progressed without unnecessary delay. Escalation typically occurs from FRT to AST, or to third party suppliers. The Service Desk retains ownership of all tickets, providing a consistent user experience and clear accountability.

Governance & Service Reviews

A dedicated Service Delivery Manager leads regular service reviews, providing visibility into:

- Service demand and ticket volumes.
- Performance against agreed service levels.
- Major incidents and trends.
- Recurring issues and root causes.
- Risks, dependencies and improvement priorities.

Reporting & Insight

Regular reporting provides clear insight for operational and senior stakeholders including:

- Incident and service request volumes.
- Response and resolution performance.
- Service level attainment.
- Major incident summaries.
- Recurring issues and improvement actions.

Management & Governance

Service Level Agreements (SLAs)

ROCK delivers managed services in line with defined service levels agreed at Call-Off stage. Service levels are designed to support reliable service delivery, effective incident management and transparent performance reporting, while allowing flexibility to align with buyer requirements and service scope.

Support services operate to agreed service hours and prioritisation models, with incidents categorised by impact and urgency. Response and resolution targets are defined for each priority level and are aligned to ROCK's standard operating procedures and ITIL-aligned service management practices.

Service performance is monitored and reviewed regularly, with reporting provided to buyers to support service oversight and continuous improvement. Where applicable, service reviews are used to assess performance trends, capacity, risks and improvement actions. Where service level commitments are not met, service credits or remedial actions may be applied in accordance with the Call-Off contract.

Specific service levels, availability targets, response times, service credits and escalation arrangements are agreed with the buyer and documented as part of the Call-Off agreement.

Security & Data Protection

Security is embedded throughout our Microsoft 365 services. We apply Microsoft security best practice, cloud-native controls and ISO-aligned governance to protect environments and data.

Security Framework & Best Practice Alignment

Service Desk operations are delivered in line with ISO 27001:2022 and ITIL best practice, ensuring consistent information security and service management controls.

Data Handling & Privacy

ROCK processes only the information required to deliver support services, such as ticket data and contact details. No customer production data is copied or retained unnecessarily.

All handling complies with UK GDPR and Cyber Essentials Plus requirements.

Identity & Access Controls

Access to Service Desk platforms and data is restricted to named individuals using least-privilege permissions protected by MFA. Access is logged and reviewed regularly.

Secure Storage & Transmission

Service Desk data is stored securely and transmitted using encrypted channels.

Data Retention & Secure Disposal

Operational data is retained only for as long as required to deliver the service and is securely deleted at contract end in line with ISO-aligned sanitisation practices.



Values & Outcomes

ROCK's Service Desk managed service delivers measurable value across operational, financial, security and strategic dimensions, supporting both immediate service delivery requirements and longer-term organisational objectives.

Operational Value

Reliable single point of contact for all IT support interactions, ensuring consistent intake, prioritisation and resolution of incidents and service requests.

Improved service consistency and quality, achieved through standardised processes, defined workflows and ITIL-aligned service management practices.

Reduced pressure on internal IT teams, enabling them to focus on higher-value activities rather than routine support and ticket management.

Improved service resilience, with structured escalation and clear ownership reducing the risk of unresolved or recurring issues.

Financial Value

Lower cost of support delivery, driven by efficient triage, first-contact resolution and automation of common requests.

Avoidance of indirect costs, including productivity loss and service disruption caused by unmanaged or prolonged incidents.

Predictable and transparent operating costs, aligned to agreed service levels and contract scope, supporting effective budget planning.

Improved value for money, through measurable performance reporting and continuous service improvement.

Security & Compliance Value

Improved audit readiness, supported by complete, time-stamped records of all support activity and decisions.

Stronger access control and information governance, ensuring support data is only accessible to authorised personnel.

Reduced risk of data mishandling, through standardised, governed support processes aligned to organisational security policies.

Support for compliance obligations, including clear evidence of process adherence and operational controls.

Strategic & Organisational Value

Enhanced leadership visibility, providing management with clear insight into service performance, demand patterns and improvement opportunities.

Scalable and adaptable service model, capable of evolving as user numbers, services or organisational priorities change.

Foundation for broader managed services, enabling seamless integration with cloud, security and infrastructure services where required.

Support for digital transformation objectives, by improving service reliability, user confidence and operational maturity.

Accreditations & Certifications

ROCK maintains a proven, independently assessed way of working that underpins every service, helping us provide the best IT solutions to our clients. Our certifications and partnerships show that we take security, governance and quality seriously, strengthening our credibility through best-practice services, recognised standards, and ongoing accreditation.

Security Clearances

BS7858:2019 Screening

All staff undergo background screening aligned to BS7858:2019 for roles with access to client systems or sensitive information.

Security Check

Staff can hold UK Government Security Check clearance where required by the service scope, buyer requirements or contractual obligations.

Enhanced DBS Checks

Enhanced DBS checks are performed for staff supporting regulated or sensitive environments where required by client contracts or service scope.

Strategic Partnerships

ROCK works with a range of leading cloud and technology providers to deliver secure, resilient and well-governed services.



Microsoft Partner

Cloud, identity, security and productivity services across Azure, Microsoft 365, Microsoft Entra ID and Microsoft Defender.



AWS Partner

Infrastructure and platform services including compute, storage, networking and security.



Cisco and Meraki

Cloud-managed networking, SD-WAN and secure connectivity solutions.



Cloud Security & SASE

Secure access, firewalling, SD-WAN and ZTNA capabilities, including cloud security.



Backup & Recovery | N-Able & Cove

Cloud-based backup, replication and disaster recovery solutions supporting cloud, hybrid and endpoint environments.



Endpoint & Device Management

Endpoint security, configuration, monitoring and lifecycle management tooling across user devices and servers.



SonicWall

Network security, firewalling, secure remote access and SD-WAN capabilities for on-premise and cloud-connected environments.

Certifications & Compliance



ISO 27001:2022

Certified information security management system demonstrating effective controls for data protection, access management and operational security.



ISO 9001:2015

Certified quality management system supporting consistent service delivery, continuous improvement and effective governance.



Cyber Essentials Plus

Independently verified assurance of strong baseline cybersecurity controls across all operational systems.



ICO registration

Fully registered with the Information Commissioner's Office for data processing compliance.

How To Buy

This service can be procured quickly and compliantly through the Crown Commercial Service (CCS) G-Cloud 15 Framework under the Cloud Support lot.

This provides a streamlined route for public-sector organisations to access high-quality managed support without needing to run a full tender.

What Buyers Can Expect

- Fast mobilisation, with service commencement scheduled quickly after award.
- No contract negotiation, as all terms follow the standard G-Cloud framework.
- Transparent pricing, published and fixed in accordance with the G-Cloud catalogue.
- Clear onboarding processes, including asset discovery, documentation intake and communication setup.

Purchasing Steps

1. Search for ROCK on the Digital Marketplace under: Managed IT Services - Cloud Support
2. Review the Service Definition, pricing document and terms.
3. Shortlist ROCK based on your technical, operational and commercial criteria.
4. Evaluate shortlisted suppliers following CCS guidance.
5. Award a Call-Off Contract directly to ROCK through G-Cloud 15.
6. Agree service scope and onboarding timelines with our mobilisation team.

Support with Procurement

ROCK can support buyers with:

- Responding to clarification questions
- Helping shape scope within the boundaries of G-Cloud
- Providing guidance on service levels, onboarding and shared responsibilities
- Supporting internal approvals or business case preparation

We remain fully compliant with CCS rules - no pre-award customisation of terms.





Your Cloud and AI provider to
accelerate business transformation.

rock.co.uk