

G-Cloud Lot 3: Cloud Support

Service Definition – Tekwurx Cloud BAU Support Service

Introduction

Tekwurx is a leader in IT Asset, Service, and Operations Management solutions, dedicated to empowering IT leaders with cutting-edge tools and expertise. Specialising in IT Asset Management (ITAM), IT Service Management (ITSM), and Operations Management, we help organisations maximise their return on investment (ROI) and ensure compliance with industry standards.

With a proven track record, Tekwurx delivers innovative solutions such as:

- **Complex migrations**, such as transitions from ServiceNow ITSM to EasyVista Service Manager and BMC to ServiceNow Discovery.
- **Critical integrations**, like bridging BMC Discovery with ServiceNow CMDB for seamless data flow.
- **Automated application modelling**, enabling rapid and efficient management of large-scale IT environments—such as modelling 633 micro-service applications in just five days using Tekwurx uControl automation.
- **Market-leading solutions** from EasyVista, BMC Helix and Lansweeper to a wide range of public and private organisations.

Tekwurx offers security-cleared (SC) resources, combined with industry-best practices from all major segments, including financial services, telecommunications, and retail.

Service Overview – Tekwurx Cloud BAU Support Service

With Tekwurx Cloud BAU Support, your team can focus on high-value business activities while we handle the day-to-day operational tasks. Our experienced consultants specialise in delivering efficient, cost-effective BAU support, ensuring seamless operations and allowing you to concentrate on what matters most - driving your business forward.

Service Features

- Highly skilled resources to augment internal teams
- Wide range of skills & experience
- Flexible — proactive BAU activities and pre-purchased project time
- Remote working
- Broad and deep market sector knowledge
- Security-cleared resources
- Leverages >20 years of subject matter expertise

Service Benefits

- Faster project delivery
- Faster ROI from investment in software tools
- Improved flexibility
- Reduced recruitment costs

Pricing

Please get in touch with us if you would like any further information about how we might support your organisation.

About Tekwurx

Tekwurx is a leader in IT Asset, Service, and Operations Management solutions, dedicated to empowering IT leaders with cutting-edge tools and expertise. Specialising in IT Asset Management (ITAM), IT Service Management (ITSM), and Operations Management, we help organisations maximise their return on investment (ROI) and ensure compliance with industry standards.

Tekwurx covers all major vertical markets, including public sector, banking and financial services, telecommunications, retail, and business services.

Tekwurx uControl provides IT leaders with visibility, accuracy, and control across complex, hybrid, and cloud environments by combining automated service mapping with automated data reconciliation. uControl builds confidence in the completeness and correctness of your CMDB, enabling you to reduce the time and complexity of working with your asset data, data sources, and automated discovery tools to create a complete and correct service-based view of your IT landscape.

Our Services

Tekwurx offers the following services to our customers:

- Implementation, architecture design, upgrade, and technical services for all partner cloud/SaaS products.
- Project Management using PRINCE 2 certified resources.
- Managed cloud-based IT Service Management service.
- Cloud migration readiness service
- Cloud BAU support service

Our Partners

EasyVista (www.easyvista.com) helps organisations harness the power of AI and data to transform IT into a strategic advantage. Their unified ITSM platform integrates service management, monitoring, automation, and remote support, empowering IT teams to simplify complexity, enhance security, and drive innovation.

BMC Helix (www.helixops.ai) boasts decades of leadership in IT service and operations management. Through relentless R&D, organic growth, and strategic acquisitions, we deliver forward-looking solutions that maximise IT.

Tekwurx specialise in:

- BMC Helix Discovery
- BMC Atrium CMDB

- BMC Discovery Synchronisation for ServiceNow CMDB

Lansweeper (Lansweeper.com) is an IT Asset Management platform that helps businesses better understand, manage, and protect their IT devices and networks. Lansweeper helps customers minimise risks and optimise their IT assets by providing actionable insights into their technology, offering trustworthy, valuable, and accurate information on the state of users, devices, and software.

Tekwurx is a **ServiceNow** (servicenow.com) development partner, specialising in:

- ServiceNow Discovery
- Asset management
- CMDB integration

Contact

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