



G-Cloud 15 Service Definitions

IT Operations Management



Introduction to Squarcle

Squarcle is a digitally native supply chain consultancy, dedicated to driving transformative results for our clients. As a leader in the field, we leverage cutting-edge data science and digital solutions to optimise supply chain operations and propel businesses towards success. At Squarcle, we believe that every challenge holds an opportunity for transformation.

With a strong focus on digital innovation, data science, and collaborative problem-solving, we drive success by designing and executing tailored strategies that optimise supply chain efficiency, enhance operational performance, and fuel sustainable growth.

Supported by data science and a suite of agentic AI tools, we bring a differentiated approach, harnessing innovation and insights to enhance operational performance and outcomes. Underpinned by deep supply chain experience, our unique blend of military, industrial, and consulting expertise enables us to work in partnership to understand our clients' unique needs, navigate complexities, and co-create innovative solutions to drive tangible and lasting results.



Why Squarcle?

Deep Specialist Insight

With decades of military and industry knowledge; our approach is based on firsthand delivery experience



Supply Chain DNA

We possess deep procurement and supply chain expertise, aligned to SCOR and tailored to complex environments



Data & AI at our core

We have focused on leveraging the power of data since day one, driving insight to deliver sustainable impact



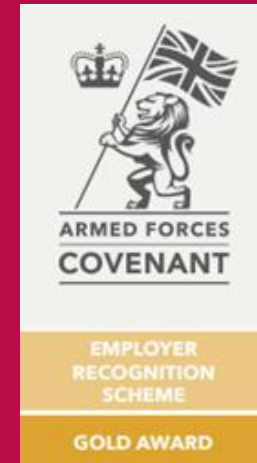
Independence

We are founder led, unencumbered by external constraints, enabling us to work without restriction



Delivery Focused

We are collaborative implementation partners, delivering impact and sustainability for clients



IT Operations Management

Service description

Squarcle Consultancy Ltd provides IT Operations Management services to ensure reliable, secure operation of IT services. We manage monitoring, incidents, changes, and service requests to maintain availability and support business needs across on-premises, cloud, and hybrid environments.

Service Features and Benefits

Service features

- Infrastructure operations management across cloud and on-premises environments
- Application operations support for live production services
- Continuous monitoring and event detection
- Incident and problem management services
- Change and release coordination
- Service request handling and fulfilment
- Capacity and performance monitoring
- Configuration and asset management
- Operational reporting and metrics
- Continuous service improvement activities

Service benefits

- Improved service availability and stability
- Faster incident resolution times
- Reduced operational risk
- Improved visibility of service performance
- Better end-user experience
- Consistent operational processes
- Improved change success rates
- Optimised resource utilisation
- Clear operational accountability
- Supports business continuity objectives

Contact

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