

ITogether Service Definition Document – BlinkOps

Detailed Description
BlinkOps is a cloud-native security and IT automation platform that enables organisations to design, orchestrate, and execute automated workflows across security operations (SOC), SecOps, and IT operations. It removes manual, repetitive tasks by integrating security and IT tools into event-driven workflows, improving operational efficiency, consistency, and response speed across complex environments.

Business Benefits
• Reduces operational overhead for security and IT teams • Accelerates incident response and remediation timelines • Improves consistency and repeatability of security processes • Reduces human error in high-pressure operational tasks • Enables scale without proportional headcount growth • Improves SOC efficiency and alert handling • Supports Zero Trust and automated security operations • Enhances visibility and governance of operational workflows • Improves alignment between security and IT teams • Provides measurable operational efficiency gains

Standard Service Components
• Cloud-hosted automation and orchestration engine • No-code and low-code workflow builder • Pre-built integrations with security and IT platforms • Event ingestion and trigger framework • Execution engine for automated actions • Role-based access control and multi-tenant management • Audit logging and workflow execution reporting • REST APIs for custom integrations and extensibility

Optional Service Components
To be discussed during scoping exercise.

Service Exclusions
Anything not specifically included in either the above or when the project is formally scoped.

Standard Support Services



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8x5 support, Monday to Friday 9am to 5pm

Assumptions

Any and all information will be provided by the customer to enable the full onboarding of the product without hinderance

Contact

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