

Introduction

Qnetix is a privately owned, independent Technology Solutions and Services Provider, providing technology solutions and services - including a 24/7/365 service desk.

Qnetix has a proven track record of designing, building, operating, and transitioning to next generation solutions for organisations in the UK and Europe. Our experts are certified and experienced in designing, deploying, and managing a variety of solutions from leading vendors, including our own.

Our focus with any services engagement we undertake is to bring speed, clarity, and an execution focused approach. We pride ourselves on the diverse backgrounds and experiences that our team members bring to each engagement and we are open on where and when your needs are best served by Qnetix directly or where a partnership-based approach will best achieve your desired results.

Our collective success will always start with strong relationships and a clear agreement on the outcomes. We are proud of the relationships we have with our key technology and business services partners.

Our executive team has over 25 years' experience working in large companies (technology and business) and have an established track record of holding senior relationships across a collection of industry leading technology and services companies as well as niche, rising star companies.

Existing public sector customers include Historic England, Cabinet Office, Department of Science & Innovation and Brighton and Hove City Council.

Services

Cloud Management (As-A-Service)

Running workloads in the cloud is straightforward. Managing a cloud environment properly is anything but. Between cost control, performance tuning, security configuration, network architecture, and the constant stream of platform updates, cloud management demands specialist expertise that most organisations struggle to maintain in-house.

Our Cloud Management service delivers comprehensive, end-to-end management of your cloud environment. We handle everything from initial landing zone design and region selection through to day-to-day operations, performance monitoring, and continuous optimisation. Whether you're on AWS, Azure, Google Cloud, or running a multi-cloud strategy, we provide the engineering expertise and operational rigour that keeps your environment secure, performant, and cost-effective.

This isn't just monitoring dashboards and raising tickets. Our engineers actively manage your infrastructure - configuring access controls, optimising network architecture, implementing change management processes, and ensuring your cloud estate evolves alongside your business needs. You get a dedicated team that understands your environment inside out, backed by proven processes and a commitment to continuous improvement.

Features

- ✓ Landing zone design, deployment, and ongoing governance

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Modernise

Infrastructure
Consolidate

Data
Accelerate

Security
Protect

Monitoring
Optimise

- ✓ Multi-region and multi-cloud environment management
- ✓ Network architecture design and optimisation
- ✓ Identity and access control configuration
- ✓ Performance monitoring and continuous optimisation
- ✓ Cost monitoring, analysis, and spend governance
- ✓ Change management and release coordination
- ✓ Engineering support for infrastructure changes
- ✓ Security configuration and compliance monitoring
- ✓ Defined KPIs, SLAs, and monthly review meetings

Benefits

- ✓ Lower cloud costs through continuous spend optimisation
- ✓ Free your IT team to focus on strategic priorities
- ✓ Stronger security with properly configured access controls
- ✓ Faster deployment of new cloud initiatives
- ✓ Consistent governance across all cloud environments
- ✓ On-demand access to specialist cloud engineers
- ✓ Complete visibility into performance and expenditure
- ✓ Reduced risk through proactive monitoring and management
- ✓ Simplified vendor management with single point of contact
- ✓ Predictable operational costs with managed service model

Kubernetes Management (As-A-Service)

Kubernetes has become the foundation of modern application deployment - but managing it properly requires deep expertise that's difficult to recruit and expensive to retain. Between cluster upgrades, security patching, networking configuration, and the constant troubleshooting that containerised workloads demand, Kubernetes can quickly consume your engineering team's bandwidth.

Our Kubernetes Management service takes the operational burden off your hands. We provide comprehensive management of your Kubernetes clusters across any environment - whether you're running EKS, AKS, GKE, or self-managed clusters on-premises. From day-to-day operations and performance optimisation to Helm chart management and CI/CD integration, we ensure your container platform runs reliably and efficiently.

We don't just keep the lights on. Our engineers proactively monitor cluster health, aggregate and analyse logs, optimise resource utilisation, and troubleshoot issues before they impact your applications. You get the benefits of a world-class Kubernetes platform without building the specialist team to run it.

Features

- ✓ Full cluster lifecycle management and upgrades
- ✓ Performance monitoring and resource optimisation
- ✓ Centralised log aggregation and analysis
- ✓ Proactive troubleshooting and incident resolution
- ✓ Helm chart management and deployment automation
- ✓ CI/CD pipeline integration and management

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Infrastructure
Consolidate

Data
Accelerate

Security
Protect

Monitoring
Optimise

- ✓ Container networking configuration and optimisation
- ✓ Security patching and vulnerability management
- ✓ Capacity planning and cluster scaling
- ✓ Multi-cluster and multi-cloud Kubernetes support

Benefits

- ✓ Production-grade Kubernetes without the operational overhead
- ✓ Faster application deployment through optimised CI/CD pipelines
- ✓ Reduced downtime with proactive monitoring and troubleshooting
- ✓ Lower infrastructure costs through resource optimisation
- ✓ Improved security with timely patching and best practices
- ✓ Free your engineers to focus on application development
- ✓ Consistent operations across all your Kubernetes environments
- ✓ Faster issue resolution with centralised logging and expertise
- ✓ Scalable container platform that grows with your needs
- ✓ Access to specialist Kubernetes engineers on demand

Security Operations (As-A-Service)

Cyber threats don't sleep, and neither does your security when you partner with Qnetix. Every minute between a breach and its detection costs your organisation money, reputation, and customer trust. Building an in-house Security Operations Centre requires significant investment in specialist talent, advanced tooling, and round-the-clock staffing - resources that many organisations simply can't justify.

Our UK-based Security Operations service delivers enterprise-grade protection without the enterprise-grade price tag. Our team of security analysts, threat intelligence officers, and incident responders work around the clock to monitor your environment, hunt for emerging threats, and respond swiftly when incidents occur. We don't just react - we proactively tune our detection systems to eliminate false alerts and identify genuine risks before they become breaches.

With managed SIEM, continuous monitoring, and bespoke security services tailored to your environment, you get a fully managed SOC solution that serves as your first line of defence against an ever-evolving threat landscape.

Features

- ✓ 24/7 security monitoring and incident response
- ✓ Managed SIEM deployment and management
- ✓ Threat detection and intelligence analysis
- ✓ Proactive threat hunting across your environment
- ✓ Security event triage and escalation
- ✓ Incident investigation and remediation support
- ✓ Alert tuning to reduce false positives
- ✓ Regular security reporting and reviews
- ✓ Integration with existing security tools
- ✓ UK-based security operations team

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Data
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Security
Protect

Monitoring
Optimise

Benefits

- ✓ Enterprise-grade security without building an in-house SOC
- ✓ Faster threat detection reduces breach impact and cost
- ✓ Round-the-clock protection from UK-based security experts
- ✓ Lower security operations costs than in-house alternatives
- ✓ Reduced alert fatigue through intelligent tuning
- ✓ Improved compliance posture with continuous monitoring
- ✓ Faster incident response minimises business disruption
- ✓ Access specialist security skills on demand
- ✓ Clear visibility into your security posture
- ✓ Peace of mind with proactive threat hunting

Patch Management (As-A-Service)

Unpatched systems are the open doors that attackers walk through. Yet patching remains one of the most tedious, time-consuming tasks facing IT teams - a never-ending cycle of testing, scheduling, deploying, and reporting that drains resources and still leaves gaps in coverage.

Our Patch Management service takes this burden off your shoulders completely. We monitor patch sources continuously, analyse each release against your environment, and deliver tailored recommendations aligned to your business needs. Whether you're running Windows, Linux, or third-party applications across on-premises servers, public cloud instances, or distributed endpoints, we manage the entire process from testing through deployment.

You get an accredited, scalable patching platform backed by robust processes and expert oversight. Your staff can focus on higher-value work while your security posture improves and compliance requirements are met. We'll even represent you on your Change Advisory Board if needed - because effective patch management isn't just about applying updates, it's about doing so in a way that fits your organisation.

Features

- ✓ Continuous monitoring of patch sources and vendor notifications
- ✓ Tailored patch recommendations aligned to business requirements
- ✓ Testing and deployment of Windows and Linux OS patches
- ✓ Third-party application patching support
- ✓ Agreed release schedules with test phase options
- ✓ On-premises and public cloud patching coverage
- ✓ End-of-cycle reporting and compliance documentation
- ✓ Change Advisory Board representation if required
- ✓ Emergency patching for critical vulnerabilities
- ✓ Rollback support and failed patch remediation

Benefits

- ✓ Reduced security risk through timely patch deployment
- ✓ Free your IT staff to focus on higher-value work
- ✓ Lower security management and operational costs
- ✓ Improved compliance with regulatory requirements

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Infrastructure
Consolidate

Data
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Security
Protect

Monitoring
Optimise

- ✓ Minimised system downtime through tested deployments
- ✓ Flexible scheduling that fits your business operations
- ✓ Complete coverage across hybrid and multi-cloud environments
- ✓ Audit-ready reporting for governance requirements
- ✓ Faster response to critical security vulnerabilities
- ✓ Predictable patching outcomes with expert oversight

Digital Transformation (As-A-Service)

Digital transformation isn't a technology project - it's a business imperative. Yet too many organisations find themselves stuck between legacy systems that can't keep pace and transformation initiatives that stall before delivering value. The gap between strategy and execution is where good intentions go to die.

We bridge that gap. Our strategic consultants combine deep technology expertise with genuine business acumen, helping you build actionable roadmaps that connect IT investment directly to business objectives. We work alongside your teams and third-party providers to ensure everyone is aligned, executing with purpose, and moving toward clearly defined outcomes. Whether you're turning around a struggling initiative or launching your next major project, we bring impartial, vendor-agnostic advice that puts your interests first.

From Target Operating Model design to legacy system migration, from organisational change management to cost optimisation, we deliver the clarity and practical guidance that boards need to make confident decisions. The result is a holistic transformation approach that promotes agility, realises measurable value, and positions your organisation for sustained success.

Features

- ✓ User needs analysis and situational assessment
- ✓ Digital transformation roadmap creation
- ✓ Target Operating Model design and recommendations
- ✓ Board-level advisory for CTO, CDO, and CIO
- ✓ Legacy to cloud-native architecture transition planning
- ✓ Commercial sourcing and multi-vendor model guidance
- ✓ Business case development and assurance
- ✓ Organisational design and change management
- ✓ Cost optimisation analysis and tracking
- ✓ Third-party provider alignment and coordination

Benefits

- ✓ Clear strategic alignment of IT with business goals
- ✓ Actionable roadmaps that deliver measurable value
- ✓ Impartial, vendor-agnostic advice you can trust
- ✓ Faster realisation of transformation benefits
- ✓ Reduced risk through proven transformation methodology
- ✓ Board-ready insights for confident decision making
- ✓ Improved business agility through modern technology
- ✓ Lower costs through optimised technology investments

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Data
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Security
Protect

Monitoring
Optimise

- ✓ Successful change adoption across your organisation
- ✓ Access to experienced transformation specialists

Programme and Project Office (As-A-Service)

Projects fail for predictable reasons: unclear objectives, poor governance, inadequate stakeholder engagement, and teams that lack the methods and tools to execute effectively. These failures aren't just disappointing - they're expensive, disruptive, and damaging to organisational confidence in future initiatives.

Our Programme and Project Office service exists to ensure your projects succeed. We bring proven methodologies (both agile and waterfall), experienced leadership, and the governance frameworks that keep complex initiatives on track. From investment appraisal and business case development through to benefits realisation and stakeholder engagement, we manage every aspect of project delivery with precision and purpose.

What sets us apart is our ability to embed quickly and drive results from day one. We don't just manage projects - we develop your internal capabilities, integrate seamlessly with your teams, and adapt our approach to fit your specific context. The outcome is projects delivered on time, within budget, with fully realised benefits that you can quantify and report with confidence.

Features

- ✓ Agile and waterfall project management methodologies
- ✓ Investment appraisals and business case development
- ✓ Project planning, scheduling, and progress reporting
- ✓ Risk management and project health checks
- ✓ Benefits realisation tracking and management
- ✓ Programme governance and outcome management
- ✓ Stakeholder engagement and communications
- ✓ Resource planning and team coordination
- ✓ Project controls and quality assurance
- ✓ Knowledge transfer and capability building

Benefits

- ✓ Projects delivered on time and within budget
- ✓ Quantifiable benefits you can track and report
- ✓ Reduced project risk through proven governance
- ✓ Faster project initiation with rapid team embedding
- ✓ Improved stakeholder confidence through clear reporting
- ✓ Enhanced internal capabilities through knowledge transfer
- ✓ Flexible methodology tailored to your context
- ✓ Single accountable partner for project success
- ✓ Better decision making with accurate project visibility
- ✓ Consistent delivery standards across your portfolio

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Security
Protect

Monitoring
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Service Delivery

The sections below describe the typical onboarding and support journey for Qnetix services. Each service is tailored to your scope, change windows, and operational priorities.

Onboarding and Setup

Onboarding is designed to be fast, low risk, and fully managed by Qnetix. You provide authorised contacts and access requirements, and we handle provisioning, configuration, validation, and documentation handover. Training is included where required. Standard onboarding and offboarding are included at no cost, with additional onboarding support available at a pre agreed rate.

Typical onboarding phases include:

- ✓ Discovery and requirements validation
- ✓ Access provisioning and security alignment
- ✓ Service configuration and integration
- ✓ Testing, validation, and acceptance
- ✓ Go live and handover into steady state

The timeline is agreed with each customer and aligned to change windows and delivery priorities.

Ongoing Delivery and Support

Support is provided through email and online ticketing with clear priority-based response times:

- ✓ P1 (Critical - Service down or severely impacted): Within 4 hours
- ✓ P2 (High - Significant functionality impaired): Within 8 hours
- ✓ P3 (Medium - Minor functionality issue): Within 2 business days
- ✓ P4 (Low - General inquiry or enhancement request): Within 3 business days

Customers can set and adjust ticket priority and track status through the full lifecycle.

Proactive service management includes monitoring, patching, planned maintenance, and continuous improvement. We operate ITIL aligned practices for incident, problem, request, change, and capacity management to keep services secure, stable, and optimised.

Reporting and Reviews

Quarterly reporting and service reviews provide visibility and accountability. Reports cover:

- ✓ SLA performance and uptime
- ✓ Incident and change summaries
- ✓ Usage and capacity trends
- ✓ Risk, compliance, and improvement actions

Reviews focus on performance, planned improvements, and roadmap alignment with agreed action tracking and follow ups.

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Data
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Security
Protect

Monitoring
Optimise

Account Management

Each customer is assigned:

- ✓ A Technical Account Manager for service oversight, escalation, and governance
- ✓ A Principal Engineer for technical assurance, troubleshooting, and optimisation

Formal service reviews are quarterly, with ad-hoc check ins available as required. Governance aligns to ITIL principles, including service level management, change enablement, and capacity planning.

Security and Compliance

Security and compliance are delivered through a structured governance model with a dedicated security team responsible for operations, certifications, and internal audit. The Qnetix security team report directly to the Qnetix Managing Director. Documented policies include Access Control, Audit and Accountability, Configuration Management, Contingency Planning, Identification and Authentication, Information Security, Information Technology, Personnel Security, Physical and Environmental Security, Risk Assessment, System and Information Integrity, Vendor Management, and Business Continuity.

Services are designed for resilience using a multi data centre architecture. Customer systems can be replicated across separate data centres or cloud locations to remove single points of failure, enabling automatic failover and continued availability in the event of hardware, network, or site incidents. Additional architectural and resilience details are available on request.

Security and compliance activities are agreed on a case-by-case basis to align with customer requirements and sector obligations.

Case Studies

The following case studies include the products referenced in this service description.

UK Public Sector Customer Case Study

Qnetix Backup Service: Backup and Cyber Recovery Management for 4,000 Users

Overview

A UK public sector organisation required a modern, resilient backup and cyber recovery service for 4,000 users across core business lines. The customer needed to strengthen cyber resilience, reduce operational overhead, and ensure predictable governance without disrupting critical services. Qnetix delivered the Qnetix Backup Service using our backup and cyber recovery managed platform, providing secure, scalable protection with clear service accountability.

Customer Context

The customer operates essential public services, supporting front line operations and internal teams with a mix of cloud and on premises systems. Existing backup arrangements were fragmented and required significant manual effort to manage. The organisation wanted improved recovery confidence, a consistent operating model, and assurance that security and compliance could be maintained at public sector standards.

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Infrastructure
Consolidate

Data
Accelerate

Security
Protect

Monitoring
Optimise

Objectives

- ✓ Establish consistent backup and cyber recovery coverage across 4,000 users and core business services
- ✓ Improve recovery confidence and reduce the risk of data loss following cyber incidents
- ✓ Reduce day to day administration burden through managed service operations
- ✓ Provide transparent reporting, governance, and predictable costs
- ✓ Align with public sector requirements for resilience and assurance

Solution

Qnetix implemented the Qnetix Backup Service, a fully managed backup and cyber recovery solution delivered through our platform. This approach provided an enterprise grade solution while keeping service operations centralised and consistent. The customer benefited from a single, managed service model with Qnetix accountable for implementation, ongoing operations, and continuous improvement.

Key elements of the solution included:

- ✓ Managed backup and recovery platform, owned and operated by Qnetix on behalf of the customer
- ✓ Comprehensive backup coverage for user data and core business systems
- ✓ Cyber recovery workflows designed to improve resilience and restoration confidence
- ✓ Centralised monitoring and management to reduce administrative burden
- ✓ Security and compliance controls aligned to public sector expectations

Implementation and Transition

Transition was delivered using our ITIL standards based delivery model. Qnetix worked directly with authorised customer contacts to gather requirements, confirm access, and align service configuration with existing policies. Backup configurations and policies were established as part of onboarding, with no additional cost.

The transition plan focused on continuity of service and minimal disruption. Key steps included: 1. Discovery and validation of systems, data priorities, and recovery objectives 2. Access provisioning and security alignment 3. Service configuration and policy setup 4. Initial protection, testing, and validation 5. Steady state operations and reporting handover

Service Management

Qnetix provided an end-to-end service management as part of the delivery model. The customer received a fully managed service with clear governance and a structured operational rhythm, aligned to ITIL practices for incident, problem, change, and capacity management.

Service management included:

- ✓ Quarterly governance and roadmap reviews
- ✓ Monthly reporting on service status, changes, and improvements
- ✓ Proactive monitoring and management of backups
- ✓ Proactive issue identification and resolution
- ✓ Collaborative change and deployment support
- ✓ Continuous optimisation based on service data and customer priorities

Outcomes and Benefits

The customer achieved a more robust backup and cyber recovery capability, with improved operational control and governance. The managed service model reduced internal effort, and reporting created clear visibility for leadership and assurance teams.

Key outcomes included:

- ✓ Achieved 99.9 percent backup success rate with 100 percent recovery confidence
- ✓ Reduced administration burden by 34 percent through fully managed service
- ✓ Recovery time objectives improved from 24 hours to under 4 hours for critical systems
- ✓ Greater compliance confidence via consistent policies and reporting
- ✓ Clearer accountability with a single managed service provider
- ✓ Cost savings of approximately 40 percent compared to previous fragmented solutions

Operational Impact

The Qnetix Backup Service allowed the organisation to focus on core public services while maintaining a strong security posture and recovery readiness. Proactive service management reduced risk, and the transition delivered fast time to value without disruption.

Why Qnetix

Qnetix brought proven delivery across backup, cloud, security, and managed services, supported by direct partnerships and a mature operating model. Our approach ensured the customer received the benefits of an enterprise grade platform with completed vendor service accountability, structured governance, and continuous improvement. Customer is still supported by Qnetix today.

UK Manufacturer Customer Case Study

Full Back Office IT Outsource

Overview

A UK manufacturer required a fully managed backoffice IT service to stabilise operations, improve security, and reduce the burden on internal teams. The customer wanted a single partner to manage cloud and on premises infrastructure, development platforms, security controls, and user support, while keeping services available across multiple regions and business units. Qnetix delivered a full outsource model combining Cloud Management, Kubernetes Management, and Patch Management services with clear governance, proactive management, and measurable service outcomes.

Customer Context

The customer operated mixed environments across multiple regions, with separate non-production, production, and shared service zones. The estate included multi-cloud infrastructure spanning AWS, private cloud, firewalls, monitoring tools, developer platforms, and production Kubernetes clusters running containerised workloads, alongside core operating systems and storage services. Previous support arrangements were fragmented, with limited operational visibility, inconsistent patching processes, and no centralised cloud governance.

Cloud
Modernise

Infrastructure
Consolidate

Data
Accelerate

Security
Protect

Monitoring
Optimise

Objectives

- ✓ Consolidate backoffice IT operations under a single managed service
- ✓ Implement comprehensive cloud management across multi-region environments
- ✓ Establish production-grade Kubernetes operations without the operational overhead
- ✓ Reduce security risk through timely and consistent patch deployment
- ✓ Establish clear governance, reporting, and escalation routes
- ✓ Provide reliable support for infrastructure, platforms, and end users
- ✓ Enable predictable service delivery across regions and environments

Solution

Qnetix delivered a full backoffice IT outsource service built on our Cloud Management, Kubernetes Management, and Patch Management offerings. The service provided end-to-end management of the customer's cloud environment, including landing zone governance, network architecture optimisation, and continuous cost monitoring. For container workloads, we provided full cluster lifecycle management, centralised log aggregation, and proactive troubleshooting. A structured patch management process ensured timely deployment of Windows and Linux OS patches alongside third-party application updates.

Key elements of the solution included:

- ✓ Landing zone design and ongoing governance across AWS environments
- ✓ Network architecture optimisation and identity access control configuration
- ✓ Full Kubernetes cluster lifecycle management and upgrades across EKS and AKS
- ✓ Centralised log aggregation and performance monitoring for containerised workloads
- ✓ Helm chart management and CI/CD pipeline integration
- ✓ Continuous patch monitoring with tailored recommendations and agreed release schedules
- ✓ Cost monitoring, analysis, and spend governance across all cloud environments
- ✓ Security monitoring, alerting, and remediation processes across network and platform layers
- ✓ Managed storage, DNS, and connectivity services
- ✓ Structured governance, reporting, and service optimisation

Systems in Scope

The service covered an estate across shared, non-production, and production zones, including:

- ✓ Multi-cloud landing zones across AWS with region-specific configurations
- ✓ Firewalls, security monitoring appliances, and network policy controls
- ✓ Monitoring systems for infrastructure and application health
- ✓ Development platforms and toolchains for build, release, and artifact management
- ✓ Kubernetes clusters supporting core business applications
- ✓ Container networking configuration and resource optimisation
- ✓ Cloud infrastructure services including compute, networking, identity, storage, and monitoring
- ✓ Windows and Linux servers requiring regular patch cycles
- ✓ Third-party applications requiring coordinated patching
- ✓ Shared storage services and connectivity components
- ✓ DNS, load balancing, and secure connectivity services

Cloud
Modernise

Infrastructure
Consolidate

Data
Accelerate

Security
Protect

Monitoring
Optimise

Service Management

Qnetix delivered a fully managed service across UK business hours with 24x7 coverage for critical incidents. The service included proactive management, structured reporting, and continual improvement, with strong emphasis on cloud optimisation, Kubernetes operations, patch compliance, and ITIL aligned incident, problem, change, and capacity management.

Service management included:

- ✓ Proactive cloud monitoring and continuous performance optimisation
- ✓ Kubernetes cluster health monitoring with proactive troubleshooting
- ✓ Container resource utilisation tracking and capacity planning
- ✓ Continuous patch source monitoring with tailored recommendations
- ✓ Emergency patching for critical vulnerabilities with rollback support
- ✓ Change Advisory Board representation for patch deployments
- ✓ Cloud cost monitoring with monthly spend governance reviews
- ✓ Security management including vulnerability handling, access review, and policy enforcement
- ✓ CI/CD platform management to maintain reliable developer workflows
- ✓ Backup configuration, monitoring, and restore support
- ✓ Documentation management and best practice guidance

Support and Response

Support was delivered through a 24x7 helpdesk with clear escalation pathways and priority based response. The model included Level 2 support for systems in scope, with escalation to customer technical teams where required.

Outcomes and Benefits

The customer achieved consistent operational control, improved service availability, and reduced internal effort. The outsource model created predictable delivery, clear accountability, and a stable platform for ongoing growth. Cloud management delivered lower costs through continuous spend optimisation, while Kubernetes management freed engineers to focus on application development rather than cluster operations. Structured patch management reduced security risk and improved compliance confidence.

Key outcomes included:

- ✓ Achieved 99.7 percent service availability across production and non-production environments
- ✓ Mean time to resolution improved by 42 percent through proactive monitoring and clear escalation
- ✓ Full patch compliance with zero critical vulnerabilities through timely deployment
- ✓ Reduced operational load on internal teams by 41 percent
- ✓ Kubernetes cluster upgrades completed with zero unplanned downtime
- ✓ Faster application deployment through optimised CI/CD pipelines
- ✓ Lower cloud costs through continuous spend optimisation, reducing infrastructure costs by 32.7 percent
- ✓ Complete visibility into cloud performance and expenditure
- ✓ Greater compliance confidence through consistent patching and audit-ready reporting

Summary

Qnetix delivered a full backoffice IT outsource service for a UK manufacturer, combining Cloud Management, Kubernetes Management, and Patch Management to cover infrastructure, platforms, security, and support across a complex multi-cloud, multi-region estate. The customer gained production-grade Kubernetes without the operational overhead, consistent cloud governance, and reduced security risk through a structured patching programme. The result was a more resilient, well governed service with predictable outcomes and a clear operational model. Customer is still supported by Qnetix today.

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Infrastructure
Consolidate

Data
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Security
Protect

Monitoring
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