



HIGHPOINT

G-Cloud 15

HPSUK Manage Engine
Managed Services

The HighPoint **Value Formula**

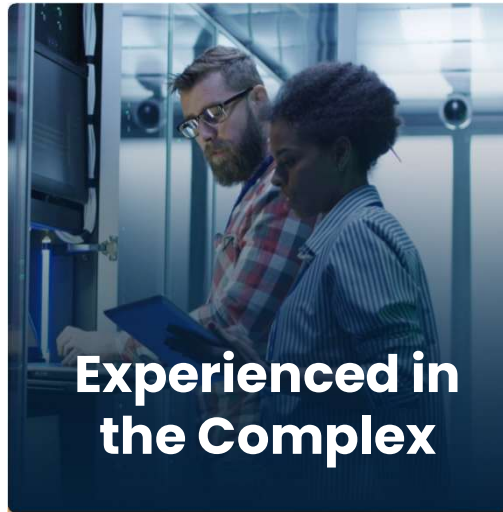
The Four Pillars of Our Partnership

Helping clients embrace their digital future by turning technology investments into measurable business outcomes through:



People-First

Culture of honesty,
integrity & trust



Experienced in the Complex

Deep knowledge of
regulated industries and
global enterprise



Time to Value

Measurable outcomes,
delivered fast



An Eye on the Future

Strategic insight into
innovation to help you stay
ahead

HighPoint Mangle Engine – Managed Service

HighPoint replaces the fragmented vendor model with a unified workstream:

Strategy & Design: We align your ManageEngine modules with business goals, designing workflows for ITSM, Asset Management, and Security (SIEM/IAM).

Global Integration & Deployment: Staging & Configuration: Pre-configuring agents and probes in HighPoint facilities before global rollout.

Deployment: Managing the "Rack and Stack" and software deployment across multi-vendor environments (Super Micro, Dell, HPE).

24/7 Managed Operations:

Health Monitoring: Round-the-clock monitoring of tool uptime and performance.

Incident & Problem Management: Rapid troubleshooting and root-cause analysis.

Compliance & Patching: Automated security patching and SOC2/ISO-aligned auditing.

Optimization & Decommissioning: Regular health checks and secure data destruction/recycling for retired assets.

Assessed Incident Impact				
Urgency	Widespread	Large	Individualized	
Critical	P1	P2	P2	
High	P1	P2	P3	
Medium	P2	P3	P3	
Low	P4	P4	P4	
Priority	Description	Response Time	Updates	Time to Resolve
P1	Critical	15 Min	1 Hour	4 Hours
P2	High	15 Min	4 Hours	12 Hours
P3	Medium	1 Hour	24 Hours	24 Hours
P4	Low	4 Hour	48 Hours	48 Hours

HighPoint Managed Service Offerings

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HighTouch Managed Services

HighPoint MS offers a comprehensive suite of IT solutions designed to handle your in-house IT operations management, allowing you to focus on your core business.

We provide a variety of service packages to fit your specific needs, categorised into three key areas:

HIGHTECH

Ensure the smooth operation and optimal performance of your IT infrastructure with services designed for reliability and efficiency

Server Mgmt. & Admin.

Monitoring, administration, and management of server infrastructure.

Infrastructure Monitoring & Mgmt.

Full monitoring and management of infrastructure for peak performance.

EoL Maintenance & Support

Extend your legacy equipment's life.

SD-WAN Mgmt.

Optimisation of network for performance and access.

Wireless Managed Services

Full monitoring and management of your multi-vendor Wi-Fi performance.

Certificate Mgmt. as a Service

Automate and simplify the lifecycle of digital certificates across your entire organisation.

Remote Hands Support

On-site IT help on demand.

HIGHGUARD

Prioritise the security of your systems with our comprehensive suite of offerings that safeguard your data and defend against threats.

Managed Patching

Secure your network with automated patching for servers, endpoints, and devices.

Vulnerability Mgmt.

Identify and address vulnerabilities before attackers can exploit them.

Managed Firewall

Shield your network with expert security and 24/7 threat monitoring.

SIEM as a Service

See everything. Stop threats. Simplify security.

PAM as a Service

PAMaaS secures privileged access and minimises cyber risk.

Managed MFA

Multi-factor authentication adds an extra layer of protection to all your accounts.

Managed Detection Response & Remediation

24/7 monitoring, detection, and response to keep your business secure.

HIGHCLOUD

Harness the power of the cloud with our expert solutions that help you manage and optimise your cloud infrastructure

Cloud Backup & DR Services

Secure your data and ensure business continuity.

Managed Cloud Infrastructure

Full monitoring and management of cloud infrastructure.

M365 Mgmt. & Admin.

Simplify your M365 experience with expert management and support.

Managed Collaboration Services

Management of collaboration tools for seamless communication.

Enhanced User Experience & Mgmt.

Delivers visibility from the end-user device through the network to the SaaS-based application.

Oracle DB as a Service

Expert management and support for your Oracle database environment.

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HighPoint Managed Service Journey

HighTouch Managed Services

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Managed Services Journey

At HighPoint, we understand that your IT environment is crucial to your business success. That's why we go beyond just keeping the lights on - we take each and every customer on our Managed Services Journey focused on optimization and transformation.

Our journey consists of three key phases:

- **Operate:** We ensure a smooth onboarding, aligning our processes with yours, and stabilising your environment. We also conduct a thorough analysis to identify improvement opportunities.
- **Optimise:** Based on the analysis, we work with you to create a plan that may include process automation, cost reduction, security enhancements, or performance optimisation. This helps you reduce IT costs and unlock the full potential of your technology.
- **Transform:** We help you align your IT strategy with your business goals and leverage new technologies to maximise the value IT brings to your organisation. We believe in a true partnership, where our success is tied to yours.

Focus

Operate

- Smooth onboarding of your IT environment(s)
- Seamless support process and documentation alignment
- IT environment health assessment and analysis

Optimize

- Performance analysis and tuning
- Identification of cost saving opportunities
- Security analysis and strengthening
- Process automation

Transform

- Developing strategic plans for alignment of infrastructure management with current and future business needs
- Executing planned technology investments to deliver business outcomes

Outcome

Operate

- Rapid reduction of incidents and downtime
- Stabilised IT environment and increased user confidence
- Increased operational maturity
- Roadmap and support plan for optimisation

Optimize

- Reduction in operational costs
- Consolidated and simplified support model
- Improved security posture
- Increased agility and responsiveness to the business

Transform

- Skilled IT workforce intrinsically linked to business units
- Ability to respond rapidly to support business objectives
- Clear roadmap for long term success of the IT infrastructure
- Significant increase in value of IT to the business

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