



Phoenix AI Managed Service

Phoenix AI Managed Service

This AI-managed service provides the ongoing operational management of AI platforms and components in line with ITIL service management principles. The service delivers continuous monitoring to identify incidents, faults, performance degradation and abnormal behaviour across AI workloads, models and supporting services.

Proactive maintenance is performed through the controlled application of updates and patches to AI models, platforms, libraries and dependencies, ensuring systems remain secure, supported and aligned with vendor best practice. Changes are assessed, scheduled and implemented through defined change management processes to minimise service disruption.

Automated remediation and event correlation are used where appropriate to resolve incidents efficiently, supported by expert oversight, escalation management and service reporting. The service focuses on maintaining service availability, reliability and performance while reducing operational risk and manual effort.