

Crown
Commercial
Service
Supplier



The High Assurance MSP

IBM Maximo ALM Services and Support

SERVICE DEFINITION

nine23.co.uk

Service Definition

Expert consultancy for IBM-ALM for Maximo & TRIRIGA(MREF) platforms in secure cloud environments. We deliver enhanced design, migration, optimisation, and operational support above Official standards for Defence, Government, and critical infrastructure.

Services include incident management, performance tuning, security hardening, and capability training, delivered by SC+ cleared consultants with flexible pricing.

Service Features

- **End-to-End Implementation** – Full-lifecycle delivery including project management and governance frameworks.
- **Capability Development** – Training, documentation, and knowledge transfer building sustainable internal expertise.
- **Intelligent Support Services** – Layered support (Levels 0-3) with predictive analytics and resolution.
- **Strategic Advisory** – Business consultancy encompassing requirements, process optimisation, and ISO alignment.
- **Application Configuration** – Expert consultancy aligning IBM ALM to workflows and outcomes.
- **Intelligent Reporting & Analytics** – AI-enhanced dashboards delivering real-time insights and predictive intelligence.
- **Analytics Strategy** – Roadmap transforming asset data into strategic operational advantage continuously.
- **Secure Cloud Services** – IBM-hosted SaaS with Level 3 support Above Official standards.
- **Data & Infrastructure Services** – Secure migration, hosting, and installation ensuring compliance and resilience.
- **Enterprise Integration** – System integration connecting IBM ALM through secure APIs seamlessly.

Service Benefits

- **End-to-End Implementation** – Single accountability reduces risk, fragmentation, and costly project overruns.
- **Capability Development** – Internal expertise reduces dependency, lowering long-term support costs significantly.
- **Intelligent Support Services** – Predictive monitoring prevents downtime, resolving issues faster with context.

- **Strategic Advisory** – Technology investment aligns with outcomes, delivering measurable ISO-compliant ROI.
- **Application Configuration** – Systems match workflows, improving adoption, data quality, and efficiency.
- **Intelligent Reporting & Analytics** – Real-time intelligence enables faster decisions and optimised asset performance.
- **Analytics Strategy** – Data transforms from compliance burden into competitive strategic advantage.
- **Secure Cloud Services** – Enterprise-grade security without infrastructure overhead for regulated Defence environments.
- **Data & Infrastructure Services** – Seamless migration protects asset data integrity, avoiding costly failures.
- **Enterprise Integration** – Breaking data silos eliminates manual reconciliation, accelerating cross-functional decisions.

Problems Solved

- Employees experiencing disruptions can be supported quickly and effectively
- Reduce downtime and boost productivity
- Reduce overall lifecycle costs

Outcomes

- Effectively manage all the operational assets keeping your business up and running
- Insights into planned and unplanned maintenance activities
- One central and integrated platform for handling questions and issues, both internally and externally
- High level of visibility of assets usage

What Nine23 Do & Why

Nine23 is a veteran-owned **UK Sovereign, High-Assurance Managed Service Provider (MSP)** delivering cyber secure, resilient digital services for mission-critical operations.

Our service offerings include:

- InfoSec Advisory and Assurance
- Private/Hybrid Cloud
- Secure Collaboration
- Interoperability

Our solutions are built to meet the most stringent regulatory compliance requirements and are fully aligned with NCSC/DSIT guidance and Secure by Design principles. We enable individuals and organisations to operate with confidence, security and compliance.

Who Nine23 Work With

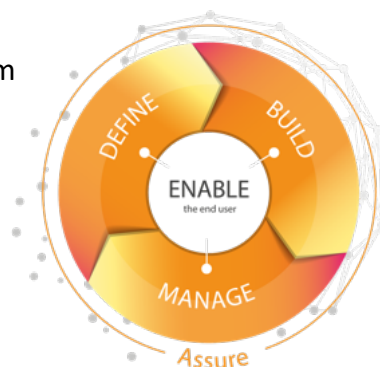
Nine23 delivers exceptional services to Discerning Clients in **UK Regulated Sectors who handle protectively marked data at above OFFICIAL**. We enable the HM Government, National Security and Public Safety, Defence Industry and their supply chains to collaborate and interoperate with simplicity, without ever compromising on security.

We have demonstrated significant achievements in difficult to break into sectors and have a stellar list of clients which demonstrates our credibility.

How Nine23 Work

Our Model

Our operating model builds security, usability, and compliance in from day one, so your technology, people, and processes work seamlessly together. As cyber threats evolve, so do we – keeping your users secure, empowered, and productive through continuous improvement, user-focused design, and UK sovereign solutions that meet national security standards.



Define - Your Problem

We understand information security and assurance as a business enabler, not a constraint. Our experts will conduct a comprehensive discovery phase to assess current capabilities and risks, define key security objectives, compliance standards, and end-user requirements, and develop a clear roadmap that enables digital transformation with high assurance at its core.

Build - Your Solution

We combine the best technology from the best vendors to create an environment that enables individuals to work together effectively and securely. Leveraging trust, innovation, and a depth of sector experience to provide collaboration and interoperability.

Manage - Your Service

We deliver high assurance and resilient managed services that enable seamless interoperability for teams to access the data and applications they need to work collaboratively. Our managed services include:

- 24/7 monitoring, proactive risk management, and compliance assurance
- Threat detection, response, and continuous security improvements
- A transparent Service Level Agreement (SLA) ensuring clear accountability

Why Choose Nine23?

Enabling the end user is the heart of everything we do, empowering them to work with the same simplicity and usability they expect at home, without ever compromising on security. We are **trusted, proven experts with a strong track record** of delivering nationally accredited, user-focused solutions in complex and highly regulated environments.

We deliver high assurance solutions **accredited for use at OFFICIAL (including SENSITIVE and other caveats) through to SECRET**, meeting the most stringent cyber security requirements. As a fully UK-owned and operated company, with all staff, infrastructure, and data located in the UK, we provide genuine **100% UK data sovereignty**.

Above all, we are **refreshingly honest**. Building long-term relationships through transparency and integrity, with no jargon or hidden risks, just secure solutions that deliver real operational value.



Crown
Commercial
Service
Supplier



Digital Outcomes
& Specialists