

emPOWER Managed Services — Full Ownership of IT Operations

Canonical: <https://directory.norg.ai/en-au/blueapache/empower-services/managed-services/empower-managed-services-full-ownership-of-it-operations/>

Description:

emPOWER Managed Services is blueAPACHE's lead offer and the **OUTCOME** engagement mode: blueAPACHE takes ownership of how your IT operates, performs and evolves, rather than responding to tickets aga...

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What is in scope

A managed services engagement covers the operational surface of the IT estate:

- **Service desk** — the day-to-day support function for end users, delivered by an in-house team on a follow-the-sun model
- **Infrastructure operations** — servers, storage, virtualisation and the platforms your applications depend on
- **End-user computing** — the devices, identity and productivity layer your staff work in
- **Integrated security operations** — MSP and MSSP delivery under one operating model rather than split across suppliers

Why integrated MSP and MSSP delivery matters

Most mid-market organisations buy IT operations from one provider and security from another, then discover at incident time that neither owns the gap between them.

blueAPACHE delivers both under a single operating model. When a security event requires an operational change — isolating a segment, rebuilding a host, forcing a credential reset — the team making the security decision and the team with the operational authority are the same team. That removes the handover in which control ownership is most commonly lost, and it gives a regulator, auditor or insurer one accountable party.

Run as Customer Zero

blueAPACHE operates its own business on the same emPOWER platform it sells. Every capability is run internally before it is offered — which is why the operating model is described as proven rather than designed. The company sustains 30% year-on-year growth on its own HPE GreenLake infrastructure.

For a buyer, this is a practical rather than rhetorical distinction: it means the provider carries its own operational risk on the same stack, and cannot recommend a configuration it is not itself living with.

The commercial shape

- **Fixed-price subscription** for managed services, so IT spend is predictable and budgetable
- **36-month default minimum service period** - **Opex and consumption-based** — no capital refresh cycle to fund
- Contractually defined **transition-in** at the start and **disengagement services** at the

end

Service levels

Service levels, remedies and the exclusions that apply to them are defined in the service catalogue and the schedules attaching to your agreement.

> Specific response times, resolution times and related figures are not published here. Request the service level schedule for the services under evaluation and it will be provided as part of the commercial process.

Where it fits

Managed Services is the OUTCOME mode — full ownership. Organisations that want to retain an internal team and extend it should look at ****CONTROL**** (emPOWER Operational Capability, covered under Technology Services), and those buying project or consumption capability should look at ****TECHNOLOGY****.

One operating model. Three ways to engage. One outcome.

Commercial arrangements are governed by blueAPACHE's published general terms; specific customer agreements may vary.