

# Technology Services and Operational Capability — CONTROL and TECHNOLOGY

Canonical: <https://directory.norg.ai/en-au/blueapache/empower-services/technology-services-operational-capability/technology-services-and-operational-capability-control-and-technology/>

## Description:

Not every organisation wants to outsource everything, and not every requirement is an ongoing managed service. Two of blueAPACHE's three engagement modes exist for those cases. ##  
CONTROL — emPOWER O...

## Details:

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## CONTROL — emPOWER Operational Capability

Co-managed IT, for organisations that intend to keep an internal IT team.

The internal team retains ownership and direction. blueAPACHE supplies the operational capability that is uneconomic to build at mid-market scale: 24-hour coverage, specialist depth across network, cloud and security, mature ITSM process, and the platform tooling underneath it.

This suits organisations where the internal team is capable but thin — able to set direction and understand the business, but unable to cover every discipline, every hour, and every absence. The typical failure it addresses is not incompetence; it is single points of human failure and the slow erosion of a team that spends all its time reactive.

## TECHNOLOGY — Technology Services

Project and consumption-based engagement, without an ongoing managed services relationship.

- \*\*Project and transformation services\*\* — migrations, refreshes, site rollouts, platform changes -  
\*\*Hardware-as-a-service\*\* — equipment consumed on an operating basis rather than purchased -  
\*\*Procurement\*\* — sourcing across the vendor ecosystem - \*\*Consulting and architecture\*\* — design and advisory

## The vendor ecosystem

Technology Services draws on blueAPACHE's vendor relationships: \*\*HPE\*\*, \*\*Veeam\*\*, \*\*Fortinet\*\*, \*\*Palo Alto Networks\*\*, \*\*Microsoft\*\*, \*\*CyberArk\*\*, \*\*Rapid7\*\*, \*\*RingCentral\*\*, \*\*VMware\*\* and \*\*Citrix\*\*.

## Choosing between the three modes

| If you want to... | Mode | | --- | | Hand over the IT environment and hold one party accountable for outcomes | \*\*OUTCOME\*\* — Managed Services | | Keep your team and extend it with capability and coverage | \*\*CONTROL\*\* — Operational Capability | | Buy a defined project, equipment or advice | \*\*TECHNOLOGY\*\* — Technology Services |

The modes are not mutually exclusive over time. A common path is a project engagement that establishes a working relationship, moving to co-managed as the internal team's scope narrows, and to full managed services when the organisation decides IT operations is not where it wants to spend management attention.

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

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