

CONTINUITY & MANAGED SERVICES

Recovery solutions with operational support

Beyond advisory and design, iThink delivers complete, end-to-end solutions through active specialist partners.

Through active specialist partners, iThink delivers continuity and managed service solutions for critical technology operations. We implement backup and recovery, integrate monitoring and service processes, validate recovery arrangements and train teams, with maintenance and ongoing support within the agreed service scope.



CONNECTED CAPABILITIES / WHAT CONTINUITY & MANAGED SERVICES COVERS

01

Backup and recovery

Configure and implement backup and recovery, then validate agreed restore procedures for critical information and services.

02

Disaster recovery

Implement technical recovery arrangements, document dependencies and run agreed recovery checks to assess readiness.

03

Business continuity

Put agreed technology continuity measures and recovery procedures in place around critical operations and owners.

04

Monitoring and service desk

Set up monitoring, service desk workflows and reporting, then provide covered support services as agreed.

05

Preventive maintenance

Carry out agreed maintenance and lifecycle activities to address infrastructure health, operating risks and improvement needs.

06

Service governance

Deliver service reviews, vendor coordination and improvement follow-through against agreed responsibilities and service levels.

BUILT AROUND YOUR OPERATIONS

For organizations seeking a partner to implement recovery solutions, operate agreed support services and strengthen day-to-day service ownership.

Delivering recovery and support

Through active specialist partners, iThink implements recovery arrangements and delivers the agreed operating service, connecting technical validation with training, maintenance and support.

A TYPICAL ENGAGEMENT JOURNEY

01

PRIORITIZE

Agree critical services and recovery requirements.

02

IMPLEMENT

Configure backup, recovery and service processes.

03

VALIDATE

Test recovery, document and train teams.

04

OPERATE

Deliver agreed monitoring, maintenance and support.

Illustrative engagement. Final sequence follows the agreed scope.

BUSINESS BENEFITS

Recovery readiness

Put recovery arrangements in place and validate them against agreed objectives.

Supported operations

Connect delivered monitoring and support services with clear ownership and escalation.

Continual improvement

Use maintenance findings and service reviews to deliver agreed improvements.

Integration and deployment

Through active specialist partners, iThink implements backup, recovery and monitoring around existing infrastructure, applications, data and vendors, including agreed service workflows and reporting.

We run recovery checks, document procedures and train teams. Maintenance, support and service reviews continue under defined service arrangements.

Scope to confirm

Agree recovery objectives, validation, covered services, support hours, response targets and escalation ownership. No fixed SLA or availability commitment is implied.

The iThink approach

ASSESS AND DESIGN

Agree critical services, recovery objectives and support responsibilities.

IMPLEMENT THE SOLUTION

Configure recovery, monitoring and agreed service processes.

VALIDATE AND HAND OVER

Run recovery checks, document procedures and train accountable teams.

OPERATE AND IMPROVE

Deliver monitoring, maintenance, support and service reviews as agreed.

Discuss your continuity solution

Let us deliver the recovery arrangements and managed support your critical operations need.

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