KORE

PRODUCT BRIEF / 07 / OPERATIONS

Technical Support & Managed Operations

Senior infrastructure support, monitoring and management without generic helpdesk friction.

Infrastructure engineers across systems, virtualisation, storage, backup, networking and cloud platforms - delivered through a defined service model.

THE KORE SERVICE PATH

TECHNICAL FOUNDATION

TRIAGE
Context before escalation

ACTION
Engineer-led response

REVIEW
Continuous improvement

VISIBILITY
Context-rich monitoring

RESPONSE
Engineer-led action

IMPROVEMENT
Continuous review

ENTERPRISE PERFORMANCE. EXECUTIVE SIMPLICITY.

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THE BUSINESS CASE

Senior engineering support with operational context

Connect monitoring, incident response, systems management and network engineering through one named operating model.

01 Reach engineers sooner

Issues are handled by people who understand the infrastructure stack.

02 Know who owns what

Runbooks, escalation paths and boundaries reduce ambiguity during incidents.

03 Extend the internal team

Access specialist capability without recruiting every infrastructure discipline.

WHAT THE SERVICE PROVIDES

Monitoring and alerting

Infrastructure and network telemetry with tuned alerts and escalation.

Technical support

Engineer-led triage across the agreed technology scope.

Systems management

OS, virtualisation, storage, backup and platform administration.

Network management

Routing, switching, firewall, VPN and BGP assistance by scope.

Lifecycle and recovery

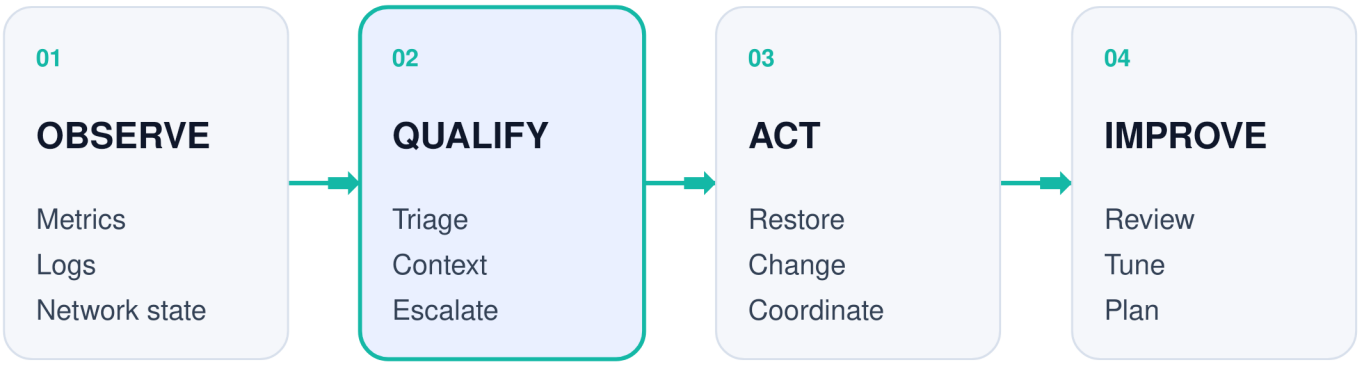
Incidents, capacity, patching, upgrades and resilience guidance.

BEST SUITED TO

- Lean infrastructure teams
- Critical environments needing escalation
- Migration and upgrade programmes
- Co-managed or managed service models

SERVICE BLUEPRINT

Observe, qualify, act and improve as one operating loop



- RUNBOOKS
- CHANGE CONTROL
- SERVICE REPORTING
- ENGINEERING CONTEXT

Establish the operating rhythm

01 Baseline

Inventory systems, risks, alerts and current practice.

02 Onboard

Agree access, runbooks, escalation and authority.

03 Operate

Monitor, respond, maintain and communicate.

04 Improve

Review incidents, capacity and lifecycle risk.

KORE HANDLES

- Monitoring, triage and agreed escalation
- Authorised engineering actions
- Runbook, incident and change activities

CUSTOMER RETAINS

- Business priority and application ownership
- Access approval and change authority
- Application testing and business acceptance

COMMERCIAL DESIGN

Operate infrastructure with one accountable team

Define the scope, authority and escalation paths first, then give the service team the context required to act effectively.

Complete the service

Monitoring + Network	One operational view across compute and connectivity.
KORE Cloud Services	OS, incident and lifecycle support for platforms.
Backup + Recovery	Coordinated protection alerts and restore actions.

BRING TO THE DESIGN WORKSHOP

01

Which services and hours need coverage?

02

What may KORE change without approval?

03

Which alerts, runbooks and owners must connect?

Why KORE

SERVICE CONTEXT

Signals linked to impact

Monitoring and triage reflect the real environment rather than a generic threshold pack.

ENGINEER LED

A shorter path to action

Incidents reach people able to reason across infrastructure, systems and networks.

IMPROVEMENT LOOP

Operations that keep learning

Reviews turn recurring issues, capacity trends and lifecycle risk into planned change.

Senior infrastructure support without helpdesk friction.

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