

ENGAGEMENT MODEL BRIEF

Managed *Services.*

Buy a service run cleanly, not a team to manage. End-to-end operation of service towers on KPI-driven SLAs, with executive governance, AI-augmented operations, and the SOC 2 Type I attestation enterprise procurement requires. Onshore (US) and offshore (India), with the exit plan written in from day one.

Application Support

Data Engineering

Cyber Operations

GRC

RPA

AI Operations

Service towers *we run.*

Application Support

L1–L3 support, incident & problem management on ServiceNow / Jira Service Management, PagerDuty / Opsgenie.

Cyber Operations

SOC monitoring, detection & response, vulnerability & identity management.

RPA & Automation

Bot development, run & maintain, process automation and exception handling.

Data Engineering

Pipeline, warehouse & platform operations; data quality, observability & cost governance.

GRC Operations

Governance, risk & compliance run-state, controls testing, audit & evidence support.

AI Operations

MLOps, model monitoring & drift, AI-augmented run-book automation.

How it *works.*

The operating model: KPI-driven SLAs · executive governance · AI-augmented operations · MSP & VMS programs · exit plan written in from day one.

Built for enterprise *procurement.*

SOC 2 Type I attested (security, availability & confidentiality; available under NDA) · segregated environments, encryption in transit & at rest, data-residency options · IP & work-product separation. The controls procurement asks for before signature, not after.

Delivery: US onshore for data-residency, US Citizen / Green Card, and regulated work · offshore India Global Delivery Center (Hyderabad · New Delhi · Lucknow) for 24/7 follow-the-sun economics.

Platforms & tooling: VMS & MSP: Beeline · SAP Fieldglass · Workday VNDLY · IQNavigator · Magnit · Coupa CCW. ITSM & Ops: ServiceNow · Jira Service Management · PagerDuty · Opsgenie.

Managed Services *insights.*

MSP & VMS

Inside an MSP program: what procurement leaders look for in a Tier 1 partner.

[Read the insight →](#)

AI & SOURCING

AI-augmented sourcing: separating real productivity from buzzword theater.

[Read the insight →](#)

WORKFORCE STRATEGY

Time-to-fill in a tight market: what 30 days actually requires.

[Read the insight →](#)