ENTERPRISE SERVICE CATALOGUE & SCOPE SPECIFICATION

Dedicated IT Management & Cloud Infrastructure Operating Silently Behind Your Success

Kortech Technologies provides dedicated engineering teams, proactive 24/7 server monitoring, and guaranteed response SLAs for corporate enterprises, internal IT departments, and global IT consultancies.

< 15 min	< 2 Hours	99.998%	24/7/365
SEVERITY 1 CRITICAL SLA RESPONSE	STANDARD SERVICE REQUEST RESPONSE	MONITORED INFRASTRUCTURE UPTIME	CONTINUOUS NOC SURVEILLANCE

The Four Core Service Pillars

Our operational capabilities are organized into four distinct specialized services: **(1) Dedicated Managed IT** for full-scale corporate operations, **(2) Co-Managed IT** for internal IT team capacity expansion, **(3) 24/7 NOC & Server Management** for round-the-clock telemetry and after-hours coverage, and **(4) White-Label IT Partnerships** for behind-the-scenes MSP backend delivery.

Dedicated Engineering Teams — Zero Ticket Queue Anonymity

Unlike conventional MSPs that dump incoming requests into anonymous call-center queues, Kortech assigns dedicated, named systems engineers who memorize your exact network topology, Microsoft Azure workloads, application stack, and operational cadence.

Corporate Central Command & Inquiries
Makarba, Ahmedabad, Gujarat, India • Serving India, Australia, the UK, and North America

Email: sales@kortech.tech
Direct Desk: +91 98700 48372 • kortech.tech

1. Dedicated Managed IT Services

Complete outsourced IT department — user helpdesk, endpoint protection, device lifecycles, and cloud governance.

3 SERVICE TIERS

Core Support

EVERYDAY USER & IT SUPPORT

Ideal Fit: 10 to 50 users needing dependable, rapid daily user help and routine cloud care.

TECHNICAL SCOPE & DELIVERABLES

- ✓ Windows & macOS workstation support
- ✓ User onboarding, offboarding & account setup
- ✓ Antivirus deployment & automated OS patching
- ✓ Outlook mailbox & OneDrive sync assistance
- ✓ Microsoft 365, Exchange, Teams & SharePoint admin
- ✓ Password resets & MFA authentication support
- ✓ Wi-Fi, network printer & peripheral triage
- ✓ Rapid ticket logging & issue escalation

PER-USER MODEL

Predictable monthly seat rate for ongoing user care. (New setups quoted as project).

REQUEST CORE QUOTE

Advanced Support

ADVANCED IT & ADMINISTRATION

Ideal Fit: 30 to 150+ users with hybrid server, cloud directory, and compliance requirements.

EVERYTHING IN CORE SUPPORT, PLUS:

- ✓ Microsoft Intune MDM policies & compliance
- ✓ Approved server maintenance & routine administration
- ✓ Automated cloud backup monitoring & checks
- ✓ Endpoint hygiene, patch compliance & antivirus checks
- ✓ Entra ID & Active Directory administration
- ✓ Basic firewall, switch & network administration (VLANs & VPN)
- ✓ Escalated incident root-cause isolation
- ✓ **New server, firewall or network setup quoted as project**

USER + SERVER MODEL

Monthly rate for ongoing administration. (New server/firewall setups quoted as project).

REQUEST ADVANCED QUOTE

Enterprise Support

SPECIALIST ENGINEERING

Ideal Fit: Mission-critical enterprises, expanding businesses, and multi-site architectures.

EVERYTHING IN ADVANCED SUPPORT, PLUS:

- ✓ Dedicated Senior Systems Engineer allocation
- ✓ Disaster recovery failover simulation drills
- ✓ Named Senior Solutions Architect assigned
- ✓ Direct engineer-to-engineer escalation desk
- ✓ Microsoft Azure cloud infrastructure & virtual machines
- ✓ Custom automation (PowerShell / Python / Bash)
- ✓ Guaranteed 15-minute critical SLA contract
- ✓ **24/7 Live Engineering Available as an Add-On**

DEDICATED TEAM SLA

Custom enterprise agreement • Optional 24/7 engineering add-on available.

REQUEST ENTERPRISE QUOTE

Infrastructure Project Policy: Monthly plans include continuous administration, maintenance, and user support. Brand-new server installations, new firewall configurations, and greenfield network rollouts are scoped and quoted separately as dedicated setup projects.

Evaluate Managed IT for Your Organization

No-obligation infrastructure discovery discussions scheduled within 24 business hours.

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2. Co-Managed IT Support Services

Extra technical capacity for in-house IT Directors and IT managers — sharing the ticket burden and projects.

3 COLLABORATION LEVELS

Core Support

HELPDESK CAPACITY OFFLOAD

Ideal Fit: Internal IT teams overwhelmed by repetitive user support tickets and onboarding requests.

TECHNICAL SCOPE & DELIVERABLES

- ✓ First-line ticket triage and queue absorption
- ✓ Routine user password resets & MFA challenges
- ✓ Documented runbook execution in client PSA
- ✓ Immediate escalation of specialized issues to client
- ✓ Microsoft 365, Exchange, Teams & SharePoint support
- ✓ Standard desktop OS & application troubleshooting
- ✓ Clean ticket tagging, notes & time entries
- ✓ Morning shift handover and ticket volume reports

PER-TICKET / SEAT

Cost-effective ongoing retainer. (New infrastructure setups quoted as project).

DISCUSS CORE TIER

Advanced Support

SYSADMIN & ESCALATION SUPPORT

Ideal Fit: Internal IT departments needing certified senior administration to assist with servers & cloud.

EVERYTHING IN CORE SUPPORT, PLUS:

- ✓ Microsoft Intune endpoint compliance & profiles
- ✓ Windows & Linux server fleet administration
- ✓ Daily backup success verification & remediation
- ✓ Collaborative co-triage alongside internal leads
- ✓ Entra ID & Active Directory administration
- ✓ Basic firewall, switch & IPsec VPN administration
- ✓ Routine patch cycle approvals and deployment
- ✓ **New server, firewall or network setup quoted as project**

MONTHLY RETAINER

Blended ongoing engineering capacity. (New hardware setups quoted as project).

DISCUSS ADVANCED TIER

Enterprise Support

SPECIALIST ENGINEERING & PROJECTS

Ideal Fit: Organizations executing complex infrastructure overhauls, migrations, or DR initiatives.

EVERYTHING IN ADVANCED SUPPORT, PLUS:

- ✓ Complex cloud migrations (On-prem to Microsoft Azure)
- ✓ Enterprise network design & firewall migrations
- ✓ Deep-dive root-cause incident forensics
- ✓ Custom automation scripting & API integrations
- ✓ High-availability cluster & SAN storage engineering
- ✓ Disaster recovery planning & business continuity drills
- ✓ Dedicated senior systems architect assigned
- ✓ **24/7 Incident Escalation Available as an Add-On**

PROJECT / TEAM SLA

Dedicated senior engineer allocation • Optional 24/7 add-on available.

DISCUSS ENTERPRISE TIER

Infrastructure Project Policy: Day-to-day administration is covered under ongoing agreements. Major additions such as deploying new hypervisors, replacing core firewalls, or setting up new office networks are executed as structured project deliverables.

Empower Your Internal IT Department

Define clear operational boundaries and shared runbooks with Kortech engineering.

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3. NOC & Server Management Services

Infrastructure surveillance, proactive alert triage, overnight monitoring, and shared GBS engineering seats.

3 DELIVERY MODELS

24×7 Monitoring Only

CONTINUOUS SURVEILLANCE & TRIAGE

Ideal Fit: MSPs and enterprises that handle remediation internally but need 24×7 eyes on alerts.

TECHNICAL SCOPE & DELIVERABLES

- ✓ Physical & virtual server telemetry (Windows/Linux)
- ✓ Microsoft Azure virtual machines & cloud health
- ✓ Rapid notification dispatch to on-call client teams
- ✓ Automated network & server telemetry polling
- ✓ Network hardware monitoring (Firewalls, switches, routers)
- ✓ Alert triage & intelligent false-positive filtering
- ✓ Automated ping, CPU, memory & disk surveillance
- ✓ Monthly infrastructure uptime & trend reports

PER-DEVICE RATE

Predictable per-device or per-server monitoring rate with volume tier discounts.

REQUEST 24/7 QUOTE

After-Hours NOC

OVERNIGHT & WEEKEND COVERAGE

Ideal Fit: Organizations with daytime staff who want to avoid the high overhead of internal night shifts.

EVERYTHING IN 24/7 MONITORING, PLUS:

- ✓ Dedicated coverage across nights, weekends & holidays
- ✓ Routine off-hours user support & emergency password unlocks
- ✓ Ticketing creation and updates directly in client PSA
- ✓ Off-hours scheduled patch management deployments
- ✓ Live engineer triage for incoming priority alerts
- ✓ Immediate runbook execution and automated service restarts
- ✓ Critical on-call escalation to designated client leads
- ✓ Morning shift handover dossier for daytime staff

MONTHLY RETAINER

Fixed after-hours retainer covering all night, weekend, and holiday surveillance.

REQUEST AFTER-HOURS QUOTE

Global Business Services (GBS)

SHARED ENGINEERING SEATS

Ideal Fit: Growing MSPs and businesses seeking Core IT and routine systems care delivered by shared engineers.

SHARED TECHNICAL ENGINEERING DELIVERABLES

- ✓ Shared systems engineers managing routine ticket queue
- ✓ User onboarding, offboarding & account provisioning
- ✓ Active Directory user & security group management
- ✓ Daily backup job verification & failure triage
- ✓ Microsoft 365, Exchange, Teams & SharePoint admin
- ✓ Password resets, MFA challenges & user access help
- ✓ Standard desktop OS, system & app troubleshooting
- ✓ Routine server reboots & service maintenance

SHARED ENGINEERING SEAT

Fractional engineering seat pricing delivering up to 60% operational savings.

DISCUSS GBS MODEL

Infrastructure Setup Policy: NOC services focus on continuous monitoring and after-hours incident response. Commissioning new servers, deploying new firewall appliances, or redesigning networks is delivered as custom project work.

Surveil Your Mission-Critical Servers 24/7

Prevent outages and eliminate sleepless nights with Kortech NOC operations.

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4. White-Label IT Partnership for MSPs

A dedicated, behind-the-scenes service desk and engineering escalation arm operating 100% under your brand identity.

3 PARTNERSHIP TIERS

Core Partner Support

WHITE-LABEL HELP DESK

Ideal Fit: Growing MSPs and IT agencies seeking seamless relief from high-volume routine user tickets.

TECHNICAL SCOPE & DELIVERABLES

- ✓ White-label first-line ticket handling under your brand
- ✓ User account password resets, MFA & setup
- ✓ Ticket status notes & time tracking logged in your PSA
- ✓ Structured escalation to your internal team
- ✓ Microsoft 365, Exchange, Teams & SharePoint support
- ✓ Desktop operating system & software troubleshooting
- ✓ Execution strictly adhering to partner standard runbooks
- ✓ Full partner client relationship confidentiality

PARTNER PER-USER RATE

Margin-protected partner rate for routine ticket care. (New setups quoted as project).

EXPLORE CORE PARTNER

Advanced Partner Support

WHITE-LABEL SYSADMIN & CLOUD

Ideal Fit: MSPs expanding their managed service contracts needing advanced server and cloud delivery.

EVERYTHING IN CORE PARTNER, PLUS:

- ✓ Microsoft Intune mobile device management policies
- ✓ Windows & Linux server administration & maintenance
- ✓ Automated backup verification & failure remediation
- ✓ Weekly partner delivery review and SLA monitoring
- ✓ Entra ID & Active Directory administration
- ✓ Basic firewall, switch & network administration (VPN & VLANs)
- ✓ White-label technical documentation maintenance
- ✓ **New client server, firewall or network setup quoted as project**

PARTNER RETAINER

Scaled partner retainer for ongoing administration. (New hardware setups quoted as project).

EXPLORE ADVANCED PARTNER

Enterprise Partner

SPECIALIST ENGINEERING ESCALATION

Ideal Fit: Established MSPs bidding on enterprise contracts requiring certified senior project architects.

EVERYTHING IN ADVANCED PARTNER, PLUS:

- ✓ Complex cloud migrations to Microsoft Azure
- ✓ Advanced firewall, SD-WAN & enterprise routing
- ✓ Root-cause forensics and client-facing RCA documentation
- ✓ After-hours scheduled infrastructure rollouts
- ✓ Server virtualization, Hyper-V & VMware engineering
- ✓ Disaster recovery planning & business continuity architecture
- ✓ Dedicated senior systems architect assigned to partner
- ✓ **24/7 White-Label Escalation Available as an Add-On**

DEDICATED TEAM PARTNER

Custom partner agreement • Optional 24/7 live escalation add-on available.

EXPLORE ENTERPRISE PARTNER

Partner Project Policy: White-label tiers cover day-to-day user tickets and server administration. New client onboarding deployments, greenfield firewall implementations, and server rebuilds are scoped as dedicated partner projects.

Scale Your MSP Without Overhead

Strict non-disclosure agreements protecting your client relationships and brand.

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Published Service Level Agreements (SLAs)

Transparent, contractual response timeframes monitored 24/7/365 by our Network Operations Center.

GUARANTEED METRICS

SEVERITY LEVEL	OPERATIONAL IMPACT DEFINITION	INITIAL RESPONSE SLA	RESOLUTION POSTURE
Severity 1 (Critical)	Enterprise-wide disruption, core server outage, network perimeter down, major security incident	`< 15 Minutes`	Continuous live engineering until operational
Severity 2 (High Priority)	Department-level impairment, degraded database performance, executive workstation non-functional	`< 30 Minutes`	Target < 4 Hours with active hourly updates
Severity 3 (Standard Request)	Individual user support ticket, software installation, permission adjustments, routine inquiry	`< 2 Hours`	Target Same Business Day resolution
Severity 4 (Scheduled Window)	Planned employee onboarding, workstation provisioning, scheduled weekend firmware maintenance	`Agreed Window`	Completed within scheduled maintenance period

Client Onboarding & Runbook Formulation (4-Step Lifecycle)

Every client engagement follows our battle-tested transition methodology ensuring zero operational downtime:

`PHASE 01`
Discovery & Audit
Full inventory of workstations, servers, network hardware, credentials, and compliance mandates.

`PHASE 02`
Telemetry Rollout
Silent deployment of monitoring sensors, patch automation triggers, and endpoint protection.

`PHASE 03`
Runbook Formulation
Customizing escalation paths, notification trees, vendor contacts, and approval policies.

`PHASE 04`
Steady-State Support
Full operational handoff to dedicated engineers, daily ticket triage, and executive reporting.

Service Scope Distinction: Ongoing monthly retainers cover continuous management, user support, routine administration, monitoring, and defect triage. Any new server installations, greenfield firewall implementations, network redesigns, or physical deployments require dedicated provisioning and are quoted as separate project fees.

Request a Tailored Infrastructure Scope Assessment
Send your user count and server inventory to receive a comprehensive proposal within 24 business hours.

Direct Email: sales@kortech.tech
Direct Desk: +91 98700 48372 • kortech.tech
Direct Chat: Available 24/7 via Website Command Dock