All IT Supported LLC

Client Service Catalog

Onsite support and projects for your locations

United States and Canada | Version 2.7 | November 16, 2026

All I.T. coordinates technicians for branch support, equipment changes, site surveys, infrastructure work, and multi-site projects. We perform the agreed onsite work, communicate progress and blockers, and return completion evidence to your team.



For MSPs extending their coverage

Serve customers outside your local footprint through agreed white-label delivery. You retain the customer relationship and technical direction. We confirm branding, onsite communication, escalation, and reporting arrangements with your team.

For IT teams supporting branch offices

Give central IT an onsite resource for faults, planned changes, and location projects. Your IT team directs technical decisions; branch contacts provide access and local validation. We coordinate field delivery and document the outcome.

Coverage includes the continental U.S. and major Canadian metropolitan markets. Rural and special locations are reviewed individually. Arrival commitments and resolution targets are agreed separately.

Request service through your All I.T. contact or ConnectWise client portal. New clients: www.allitsupported.com

Find the service you need

Select a service name to jump to its details. Services can be combined in one visit or project.

Your need	Services
Resolve a site issue or add onsite coverage	Onsite incident support Smart hands and remote hands Scheduled and temporary onsite support
Deploy or change devices and connections	End user equipment deployment and MACD Voice and telecom field support Network equipment installation and change
Survey a site or improve wireless	Wireless installation and site surveys Site and rack surveys and asset inventories
Install cabling or organize racks	Structured copper cabling Rack installation and fiber services
Install cameras or room technology	IP cameras and physical security infrastructure Meeting room AV Building technology low voltage support
Open a site or move equipment	Office moves and new site deployment Data center relocation and lab infrastructure IT equipment logistics and relocation
Coordinate changes across locations	Multi site rollouts and hardware refresh Project management and delivery coordination
Retire and route old equipment	Decommissioning and IT asset disposition

Service options and pricing | Requesting service

Service options and pricing

Choose the delivery arrangement and timing that suit your locations. We confirm scope, qualified resources, coverage, and commercial terms before accepting the work.

Service arrangement	Scheduling expectation	Pricing basis
Ad hoc onsite support	Agreed arrival window.	Hourly under the applicable rate schedule.
Scheduled coverage	Reserved visits or coverage hours.	Quoted hours or coverage arrangement.
Rollouts and projects	Agreed dates and milestones.	Project quotation with an agreed pricing basis.
Urgent or after-hours work	Subject to confirmed availability.	Quoted for the requested timing and scope.

Response options

Next business day: Next-business-day onsite response can be agreed for eligible locations. Coverage, request cutoffs, service hours, and required skills are confirmed for each site.

Urgent response: Same-day and four-hour requests depend on confirmed coverage and a suitable available technician.

Planned and after-hours work: Visits and change windows are scheduled in local site time.

Onsite response refers to technician arrival. Restoration and resolution are separate targets and depend on the agreed scope, parts, access, and any remote-team or vendor dependencies.

Pricing for your work

Your rate card or quotation confirms actual rates, minimum hours, dispatch charges, travel, materials, taxes, and any after-hours or expedited premiums. Project quotations identify the pricing basis and any separately charged items. Additional time, materials, or scope require approval before proceeding.

How to use the descriptions

Routine work is subject to local resource confirmation. Scoped coverage or projects need agreed skills, dependencies, and pricing. Specialist services require qualified-provider confirmation.

Each service lists typical work, what we need from you, and possible completion records. Your accepted work order defines the actual deliverables and tests. MACD means Moves, Adds, Changes, and Deletes of approved equipment or connections.

Requesting service | Service commitments and responsibilities

Onsite incident support

SVC-01 | Routine field service

Restore a branch or customer site affected by a device or connectivity fault.

Typical work: Desktops, laptops, printers, peripherals, cable and power checks, approved component swaps, and escalation. POS and specialist devices require confirmed skills and vendor support.

What we need from you

- Affected devices, symptoms, business impact, and previous troubleshooting or ticket notes.
- Replacement parts and a user who can reproduce the fault and validate the result.
- Available remote support or vendor, approved changes, and the function to test before departure.

Typical deliverables

- Attendance, device and connection findings, actions taken, and agreed photos.
- Functional test results and a clear status: restored, workaround, or unresolved.
- Remaining issues, next actions, and the responsible support team or vendor.

Scope note: Attendance does not guarantee resolution. Parts, carrier faults, software defects, and recovery outside the accepted scope need separate action.

Smart hands and remote hands

SVC-02 | Routine field service

Give your remote IT team hands onsite for a defined task or live support session.

Typical work: Console connections, authorized reboots, cable changes, equipment swaps, visual inspections, indicator readings, and rack photographs under your engineer’s direction.

What we need from you

- Asset IDs, room or rack locations, task sequence, and port or cable references.
- A remote engineer on the agreed bridge, with access permissions and technical instructions.
- Required console cables or adapters, downtime approval, and authority to stop or reverse work.

Typical deliverables

- A record of directed actions, affected assets and connections, and observed readings.
- Agreed before and after evidence and the directing engineer’s validation.
- Failed or deferred steps, further tests, and the team responsible for follow-up.

Scope note: Your team owns technical and configuration decisions. Independent engineering requires a separate scope; a completed physical task does not establish application recovery.

Scheduled and temporary onsite support

SVC-03 | Scoped coverage

Cover recurring site needs, a temporary staffing gap, or a workplace launch.

Typical work: Planned troubleshooting, equipment checks, installations, replacements, and follow-up. Temporary user assistance can include workstation, printer, and authorized account or software tasks with your service desk.

What we need from you

- Sites, local coverage hours, dates, skills, and any technician-continuity requirement.
- Prioritized tasks, user appointments, ticket access, support permissions, and available spares.
- Remote escalation owner, reporting cadence, launch-support period, and approval for extra hours or days.

Typical deliverables

- Visit or daily summaries of attendance, tickets addressed, and user or device references.
- Validation results and clear completed, blocked, and outstanding task status.
- A handover of parts or vendor dependencies and next-action owners.

Scope note: Coverage extensions need agreement. Continuous monitoring, a fully outsourced service desk, unlimited labor, and dedicated staffing are not included by default.

End user equipment deployment and MACD

SVC-04 | Routine work with scoped specialties

Install, move, change, or remove workplace equipment as users and locations change.

Typical work: Workstations, laptops, tablets, monitors, printers, peripherals, approved imaging or configuration, refreshes, and returns. POS and kiosks are scoped to their hardware and vendor requirements.

What we need from you

- Device and user list, models and serials where available, destination desks, peripherals, and staged equipment.
- Approved images or setup instructions, licenses, user access, remote support, and acceptance tests.
- Vendor participation for POS or kiosks, plus the destination of removed assets.

Typical deliverables

- A record of devices installed, moved, changed, or removed, with agreed asset and location updates.
- Connection, peripheral, print, or scoped transaction tests and user or remote-team verification.
- Outstanding application or vendor issues and the handoff of old equipment, returns, and unused parts.

Scope note: Application ownership, licensing, payment-system certification, and business data migration remain with your team or vendor unless expressly included.

Voice and telecom field support

SVC-05 | Scoped service

Complete the onsite work for a voice deployment, fault, or carrier handoff.

Typical work: Handsets, gateways, voice equipment, phone and data lines, demarcation extensions, patching, and onsite assistance during circuit or voice cutovers.

What we need from you

- Affected phones or circuits, carrier reference, demarcation location, and handset or port assignments.
- Equipment, approved configuration, building access, and an available carrier or telecom engineer.
- Cutover window, permitted downtime, rollback authority, and agreed call or connection tests.

Typical deliverables

- Installation and patching records with the agreed equipment, endpoints, labels, and photos.
- Results of the call or connectivity tests performed with your team or carrier.
- Provider handoff, unresolved activation issues, and the next responsible party.

Scope note: Circuit delivery, carrier repair, number porting, subscriptions, platform administration, and new electrical circuits are separate responsibilities.

Network equipment installation and change

SVC-06 | Routine field work with scoped engineering

Replace or install branch network hardware within an approved change window.

Typical work: Switches, routers, firewalls, rack mounting, patching, component replacement, and loading client-approved configuration. Advanced engineering is matched and quoted separately.

What we need from you

- Old and new models, asset and port maps, rack and power details, and compatible optics or cables.
- Approved configuration, VLAN and IP requirements, confirmed hardware receipt, and a remote engineer.
- Change window, validation tests, rollback equipment, and the destination of replaced hardware.

Typical deliverables

- Installation or replacement records, agreed asset and port updates, and connection photos.
- Link or connectivity test results with your engineer and cutover or rollback status.
- Configuration or carrier dependencies and removed-equipment location or return status.

Scope note: Architecture, change authorization, firewall management, and security monitoring are not included in a routine installation. Configuration changes require explicit approval.

Wireless installation and site surveys

SVC-07 | Routine installation with scoped surveys

Install access points or gather evidence for a wireless deployment decision.

Typical work: AP mounting, replacement, relocation, cabling and PoE checks. Surveys distinguish visual discovery, active or passive RF measurement, and post-installation validation.

What we need from you

- Floor plans or a scoped drawing, AP models and locations, mounting details, access restrictions, and controller support.
- Survey purpose: visual discovery, RF measurement, or validation, with defined test areas and representative devices.
- Agreed coverage criteria, measurement method, required tools, and report format.

Typical deliverables

- For installations: AP identifiers and locations, port or PoE checks, photos, and agreed connection tests.
- For surveys: the ordered AP inventory, annotated plan, measurements, or coverage results.
- Observed gaps, untested areas, and findings within the agreed survey method.

Scope note: Visual discovery provides no RF certification. Predictive design, controller programming, formal certification, and performance guarantees need specialist scope.

Structured copper cabling

SVC-08 | Routine field service

Add or restore physical data connections for users and site technology.

Typical work: Cat5e, Cat6 and Cat6A runs; outlet and patch-panel terminations or repair; cable dressing, labeling, and fault isolation. Certification uses agreed qualified resources and test equipment.

What we need from you

- Marked endpoints, run counts, cable category, labels, test requirements, and available plans or photos.
- Ceiling heights, pathways, access limits, and connected-device power or PoE requirements.
- Ownership of materials, lifts, and pathway work; a survey where route length or feasibility is unknown.

Typical deliverables

- Installed and labeled runs and terminations, with an agreed outlet or port schedule.
- Specified test results tied to each tested cable; route or length records and photos where ordered.
- Failed or inaccessible runs, remedial work, and remaining completion items.

Scope note: Continuity checks and certification are different deliverables. Penetrations, firestopping, permits, lifts, and pathway work must be scoped; mains electrical work is excluded.

Rack installation and fiber services

SVC-09 | Rack work with scoped fiber specialties

Mount equipment, remediate a rack, or complete a defined fiber connection.

Typical work: Rack-and-stack, approved rack layouts, identified power and network reconnection, and cable organization. Fiber patching is distinct from specialist installation, termination, splicing, OTDR, and loss testing.

What we need from you

- Rack elevation and positions, asset and port map, power feeds, target layout, and equipment weights.
- Matched rails and mounting hardware, lifting arrangements, access, and approved downtime.
- For fiber: media, connectors, strands, endpoints, compatible optics, test method, and report format.

Typical deliverables

- Agreed equipment placement or rack remediation, labels, updated records, and before and after photos.
- Results for the tested links, with remaining tracing, recabling, or missing hardware identified.
- Ordered specialist fiber test reports, where qualified resources and testing are included.

Scope note: Configuration, production cutover decisions, electrical or structural work, and power or cooling engineering need separate scope. Additional tracing or recabling requires approval.

Site and rack surveys and asset inventories

SVC-10 | Discovery with scoped technical assessment

Understand a site before an installation, move, refresh, or remediation quote.

Typical work: Assets and serials, rack positions, visible connections and power, photos, measurements, access, and readiness. Cable tracing and technical tests are separately defined; RF surveys use SVC-07.

What we need from you

- The decision to support, rooms and assets to inspect, and discovery, measurement, or testing requirements.
- Available plans, an agreed checklist and report format, measurement methods, and photo permissions.
- Site and remote contacts, access to inspection areas, and any inputs needed for an installation quote.

Typical deliverables

- The agreed inventory, annotated plans or rack records, photos, and specified measurements or tests.
- Readiness gaps, inaccessible areas, and unknowns, distinguishing observations, estimates, and verified results.
- Where ordered, route estimates and inputs to material or labor planning.

Scope note: Visual discovery is not an engineering, code, or cybersecurity audit. Design, destructive inspection, installation pricing, and specialist testing are separate outputs.



IP cameras and physical security infrastructure

SVC-11 | Routine cameras with scoped security systems

Install or service the physical connections for approved security equipment.

Typical work: IP-camera mounting, replacement, relocation, aiming, PoE cabling, basic CCTV troubleshooting, and NVR or VMS connection checks. Door-system cabling and specialist security work require defined scope.

What we need from you

- System models, quantities, locations and required views, fault details, mounting heights, and network or PoE requirements.
- Vendor access and a person who can verify the agreed camera image or system function.
- For doors: the qualified provider responsible for hardware, programming, interfaces, and required approvals.

Typical deliverables

- Device and location records, agreed photos, and labeled connections.
- Power, network, and agreed camera-view or authorized function test results.
- Untested functions, vendor-dependent issues, and the agreed provider handoff.

Scope note: Monitoring, retention policy, system design, access-control programming, integrations, and regulated security or life-safety work are not implied. Qualified resources and local requirements govern specialist acceptance.



Meeting room AV

SVC-12 | Routine installation with scoped specialties

Install displays and conferencing equipment for an agreed user function.

Typical work: Displays and mounts, HDMI and network cabling, Teams Rooms equipment, cameras, microphones, speaker bars, room PCs, and consoles. Extenders, distribution, and commercial audio are scoped.

What we need from you

- Models, display sizes and weights, mounting surfaces and hardware, room photos or plans, and cable routes.
- Power and network readiness, licenses, remote platform support, materials ownership, and any client-provided helper.
- A user or remote participant for the agreed presentation, meeting, or audio test.

Typical deliverables

- Room and equipment completion records, with agreed mounting and connection photos.
- Results for the ordered display, audio, camera, presentation, or meeting tests.
- Missing parts, platform or licensing issues, untested functions, and follow-up owners.

Scope note: New mains power, structural modification, AV design, content creation, and ongoing platform administration need separate scope or the relevant trade.

Building technology low voltage support

SVC-13 | Case-by-case specialist scope

Arrange limited physical installation work for approved building devices.

Typical work: Scoped sensor cabling and mounting, paging or notification speaker cabling and connections. Smart or PoE lighting and other specialties depend on the exact system and qualified-provider availability.

What we need from you

- Device list, approved system design, locations, cable and interface specifications, and site access.
- Materials ownership and a building-system provider responsible for programming and commissioning.
- Confirmed qualifications, exact physical scope, and acceptance checks before the visit is accepted.

Typical deliverables

- For accepted work: installation and label records, agreed photos, and specified connection or continuity results.
- Incomplete connections and the building provider's remaining commissioning actions.
- Specialist reports or certificates only where expressly included through a qualified provider.

Scope note: Control programming, HVAC service, energy engineering, electrical trade work, and regulated life-safety commissioning are outside this limited offering unless separately arranged with qualified providers.

Office moves and new site deployment

SVC-14 | Scoped project

Open, move, expand, or close a location with coordinated onsite IT support.

Typical work: Inventory and labels, destination readiness, disconnect and packing, equipment reconnection, site testing, day-one support, and agreed old-site teardown. Carrier transport is separately scoped.

What we need from you

- Origin and destination plans, desk and asset assignments, dates, priority users, and equipment arrival schedule.
- Circuit and power readiness, building or mover contacts, and packing and transport responsibilities.
- Remote IT coverage, acceptance tests, day-one support hours, and separate old-site teardown requirements.

Typical deliverables

- Desk or area completion records, equipment placement, connection checks, and agreed photos.
- A launch issue list separating tested work from user, carrier, or application blockers, with owners.
- Separate records for old-site teardown, returned equipment, and any agreed launch support.

Scope note: Furniture, construction, circuit delivery, application or data migration, and transport are separate scopes. Launch dates depend on site and equipment readiness.



Multi site rollouts and hardware refresh

SVC-15 | Scoped project

Deliver the same technology change across an agreed group of locations.

Typical work: Pilot visits, work instructions, deployment waves, technician coordination, network or endpoint installations, replacements, site documentation, issue tracking, and closeout reporting.

What we need from you

- Confirmed sites, local contacts, per-site tasks and quantities, access windows, and blackout dates.
- Hardware shipping status, remote-team responsibilities, skills and crew sizes, and readiness checks.
- Pilot acceptance, deployment waves, reporting format, and any post-installation support period.

Typical deliverables

- An agreed wave schedule and site status report, with installation or swap records and agreed photos or asset updates.
- Validation and site acceptance records, with pilot findings applied to later work.
- Blocked sites, shortages, changes, and return visits reconciled against the approved site list.

Scope note: Additional sites, changed hardware, cutover changes, or repeat visits due to unmet dependencies require change approval and may affect cost or schedule.



Data center relocation and lab infrastructure

SVC-16 | Scoped project with partner logistics

Move and reconnect physical server, lab, or network infrastructure.

Typical work: Inventory and rack mapping, readiness checks, labeled disconnect, de-rack, packing, carrier coordination, receiving, re-racking, power and network reconnection, optics, local troubleshooting, and physical decommissioning.

What we need from you

- Reconciled assets and connections, live-equipment exclusions, matched rails and accessories, and destination rack plans.
- Power readiness, compatible optics and cables, facility access, carrier responsibilities, handling requirements, and move waves.
- Backups, shutdown and startup authority, remote engineers, validation gates, and recovery decisions.

Typical deliverables

- Reconciled movement and receiving records, agreed condition photos, and rack or connection updates.
- Physical reconnection and link test results, separated from system-owner startup and application validation.
- An owned punch list for missing rails, damage, cable changes, and unresolved items.

Scope note: Physical relocation excludes cloud, virtual-workload, and application migration. Cross-border transport and customs require agreement with the carrier, broker, and client.

Decommissioning and IT asset disposition

SVC-17 | Scoped with disposition partners

Remove and route retired equipment through an authorized disposition plan.

Typical work: Identification, labeling, disconnect, de-rack, inventory reconciliation, packing, collection, and return, redeployment, resale, or recycling coordination. Sanitization and destruction are separately specified.

What we need from you

- Asset identifiers, retirement list, ownership and removal approval, live-equipment exclusions, and retention requirements.
- Approved destinations, pickup access, handling, and required custody records.
- Any sanitization or destruction method, performing provider, and required receipt or certificate.

Typical deliverables

- Removed-asset inventory reconciled to authorization, with retained assets and discrepancies recorded.
- Agreed collection or custody handoffs and destination or disposition receipts where ordered.
- Asset- or media-specific sanitization or destruction certificates only where expressly included.

Scope note: Collection or scrapping does not prove data destruction. Resale value, destruction methods, certification, environmental obligations, and reporting are agreed for each engagement.

Project management and delivery coordination

SVC-18 | Scoped project

Coordinate field delivery across sites, technicians, suppliers, and your IT team.

Typical work: Scope development, planning, technician briefings, work instructions, dependency tracking, milestone reporting, escalation, change control, and completion-document coordination.

What we need from you

- Sites and assets, objectives, dates, dependencies, suppliers, and technical and commercial decision makers.
- Reporting cadence, readiness gates, change approval limits, acceptance owners, and closeout requirements.
- Ticket or purchase-order references and ownership of shipping, access, remote support, and business validation.

Typical deliverables

- An agreed delivery plan and milestone or site reports.
- Documented decisions, dependencies, issues, and authorized scope changes.
- Consolidated completion evidence, acceptance status, open-action owners, and remaining supplier obligations.

Scope note: Project coordination does not transfer your technical approval, application ownership, site readiness, or business acceptance. Independent design and specialist engineering require explicit scope.

IT equipment logistics and relocation

SVC-19 | Scoped project with partner transport

Move servers, network equipment, workstations, and associated parts between facilities with agreed preparation, packing, collection, receipt, and handover.

Typical work

- Inventory and label equipment; confirm move waves and live-equipment exclusions.
- Authorized disconnect and de-rack; match rails and accessories to assets; organize small parts and pack to agreed handling requirements.
- Coordinate carrier pickup, loading, delivery, and custody handoffs; reconcile receipt and visible condition, then unpack and stage by destination.

What we need from you

- Origin and destination addresses, collection and receiving contacts, move dates, asset IDs, counts, dimensions and weights, and loading or access restrictions.
- Reconciled move waves and live-equipment exclusions; matched rails and accessories; packaging, pallet, lifting, and handling requirements; shutdown authority.
- Agreed carrier, load-restraint, insurance, storage, and custody responsibilities. Cross-border moves also require a customs and broker plan.

Typical deliverables

- Move inventory and package list identifying assets, matched rails and accessories, small-parts packages, and destinations.
- Collection and receiving records reconciling quantities and handoffs, with condition or packing photos where ordered.
- An exception log for missing, damaged, retained, or deferred items, with next-action owners and recorded destination handoff.

Completion and related work

Acceptance follows reconciliation of the authorized move and agreed destination handoff. Re-racking, reconnection, and operational tests are recorded separately when included. Combine this service with data center relocation or remote hands when needed.

Scope note

Pickup and delivery windows, updates, and completion targets are agreed per move. Freight, insurance, storage, specialist lifting or crating, customs brokerage, and packaging materials are identified in the quotation. Your system owners retain backups, shutdown and startup approval, and application validation. Packing or delivery alone does not include data migration or destruction.

Requesting and receiving service

Use your ConnectWise client portal or established All I.T. service contact. Send project requirements to your account contact or Project Manager. New clients can start at www.allitsupported.com.

Prepare the request

Your central IT team or MSP provides

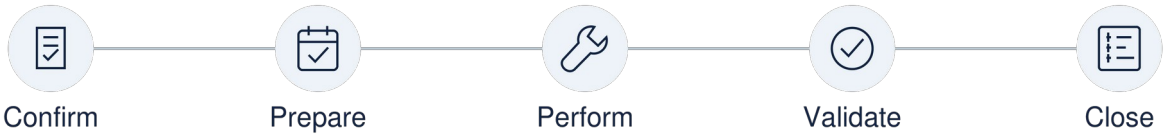
- The required outcome, business impact, service or task type, and ticket or purchase-order reference.
- Available device details, plans, previous troubleshooting, approved configurations, and equipment or material ownership.
- The remote technical or vendor contact, change permissions, tests and completion evidence, and authority for extra time or work.

Your branch or site contact confirms

- The complete address, time zone, requested dates and access window, and a current contact with a backup.
- Access to work areas, local restrictions, deliveries or parts onsite, and any required building coordination.
- Who can help locate equipment and perform agreed local user checks.

If information is unknown, identify the gap so discovery can be scoped. Share credentials through an approved secure method. Confirm any special technician tools, lifting equipment, or specialist skills before dispatch.

What happens next



Confirm: We review scope, coverage, skills, dependencies, commercial terms, and requested timing before acceptance.

Prepare: We coordinate the technician, arrival window, instructions, required tools, site contact, and escalation route.

Perform: The technician checks in, follows the authorized scope, communicates blockers, and requests approval for changes.

Validate: We record agreed tests, attendance and work notes, photos or asset records, and unresolved actions with owners.

Close: Your authorized contact reviews completion and any pending validation. Accepted work and project reporting follow the agreed arrangement.

Choose the delivery arrangement

Ad hoc: One defined incident, survey, installation, or remote-hands task.

Scheduled: Agreed visits, temporary coverage, hours, and task priorities.

Project: A move, buildout, or rollout with scope, milestones, dependencies, and pricing.

A Service Manager coordinates routine dispatch; a Project Manager coordinates accepted complex or multi-site projects. MSPs retain their customer relationship, technical direction, and end-customer access coordination.

Service commitments and responsibilities

Coverage and timing

- Coverage, travel, site access, and qualified-resource availability are confirmed for each location. Alaska, Hawaii, rural, and other special locations require review.
- Business hours, after-hours visits, and change windows use local site time. Next-business-day response may be contracted for eligible sites; same-day and four-hour requests depend on confirmed availability.
- An arrival target is separate from restoration or resolution. Your service-level agreement sets service hours, priority rules, measurement events, update cadence, escalation, numerical targets, and any remedies.

Who is responsible for what

All I.T.	Your IT team or MSP
Coordinate field delivery, suitable resources, progress updates, and escalation.	Provide scope, access, equipment, licenses, remote contacts, and timely decisions.
Follow approved instructions; seek approval for changed scope, time, or cost.	Authorize configuration, downtime, shutdown, startup, rollback, and extra work.
Record tests, completion evidence, exceptions, and agreed asset or custody records.	Validate business and application operation, confirm recovery readiness, and accept completed scope.

Completion and changes

- Agree completion before work starts: counts, labels, tests, photos, inventory reconciliation, or milestone acceptance. Typical deliverables are selected in the work order, not automatically bundled.
- Completed physical work can leave a parts, carrier, vendor, or application issue open. The handover records its status, next action, and owner; recurring faults can be escalated with evidence.
- Changes to quantities, locations, configurations, access, or deliverables require documented approval and may change price or schedule.

Commercial and specialist terms

Your quotation or agreement sets rates, minimum hours, dispatch charges, travel, materials, taxes, deposits, after-hours premiums, and any trial offer. Routine dispatch may be arranged without recurring fees; reserved capacity and projects have separate terms.

Specialist transport, security systems, building technology, and data destruction require explicit provider responsibilities, qualifications, and deliverables. Hosting, ongoing managed IT operations, cybersecurity monitoring, and cloud or application migration are not included by default.

Service management approach

ITIL-aligned descriptions define outcomes, scope, prerequisites, responsibilities, validation, and acceptance. Incident and request handling, approved changes, asset records, and project coordination support the agreed delivery. The master agreement, statement of work, and accepted work order govern each engagement.

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