Managed Services – the basics

Managed Services is a comprehensive IT support model where your organisation's processes, infrastructure and applications are taken care of.

Our Managed Services is built on **industry-standard ITIL practices** and **based on SLAs** to ensure you benefit from a consistent and reliable delivery of IT services.

In our Managed Sevices model we focus on:

AWS   Azure   Cloud   Hybrid environment   Infrastructure   Applications   Processes

Managed Services – key benefits

Meet your SLAs and business outcomes

we work with you hand in hand to support your goals based on agreed metrics
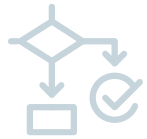
Support your transformation

empower your digital transformation initiatives with our experience of what works and what doesn't

Get your needed service securely and cost-effectively

this frees you up to focus on key priorities without worrying about the day-to-day run

Managed Services – key benefits

Improve your processes

our expertise supports not only process improvement but also process automation, thus creating further efficiencies

Scale your support

recruiting, retaining, and upskilling professionals in specialised areas, which can be time and resource-consuming, is all on us

Stay up to date with technological advances

we constantly identify and test emerging technologies that can bring incremental and transformational changes to your organisation, so that you don't have to

Gain resilience

we help you react to change and evolve as an organisation, and not only survive

Why Future Processing?

We are your technology consultancy, software delivery and managed services partner. We build partnerships with you since day one with a belief in a win-win scenario.

- Proven, over 20 years, track record of performance, quality and ROI.

- Global operations 24/7/365 backed up by delivery centres in EMEA and LATAM.

- Custom-tailored Managed Service Model.

- You own the Knowledge Base, we build it.

End-to-end coverage across the enterprise
landscape with expertise in multiple domains like:

Architecture · CloudOps · DevSecOps · SOC · Data

AI · SRE · PM · FinOps · Microsoft Licences

ML · Digital Transformation · Service Management

BI · BPA · Cloud Subscription Reselling · and more...

Certified Professionals

Backend

Frontend

Cloud

Mobile

...and many more

Our services

Consulting

Product Strategy

Engineering

Audits

IT Service Management

Digital Product Services

Digital Product Discovery

Experience Design

Cloud

Cloud Consulting

Cloud Migration & Modernisation

Cloud Disaster Recovery

Cloud Cost Optimisation (FinOps)

Data Solutions

Data Solutions Consulting

Data Migration & Modernisation

Data Engineering

Blockchain

AI & ML

AI & ML Consulting

AI & ML PoC Development

AI & ML Solution Delivery

Cybersecurity

Cybersecurity Consulting

Security Development Lifecycle

Pentesting

Software Development Services

Software Development

Solution Architecture Design

Software Maintenance

Our **collaboration models**

We deliver value in **3 collaboration models** tailored to your business:

Augumented

You get a dedicated service for a specialised element of your IT while retaining full responsibility.

(e.g. maintaining a database or ensuring security of an app)

Co-managed

We share responsibility and take care of functions outside the capabilities of your in-house staff.

(e.g. shared responsibility for the monitoring of a system)

Fully Managed

We take full end-to-end responsibilty for the entire IT service lifecycle.

(e.g. complete responsibility for the development and maintenance of a system)

Need something in between? **We'll adapt to your needs.**

Our **pricing packages**

We offer the following packages **in all three collaboration models:**

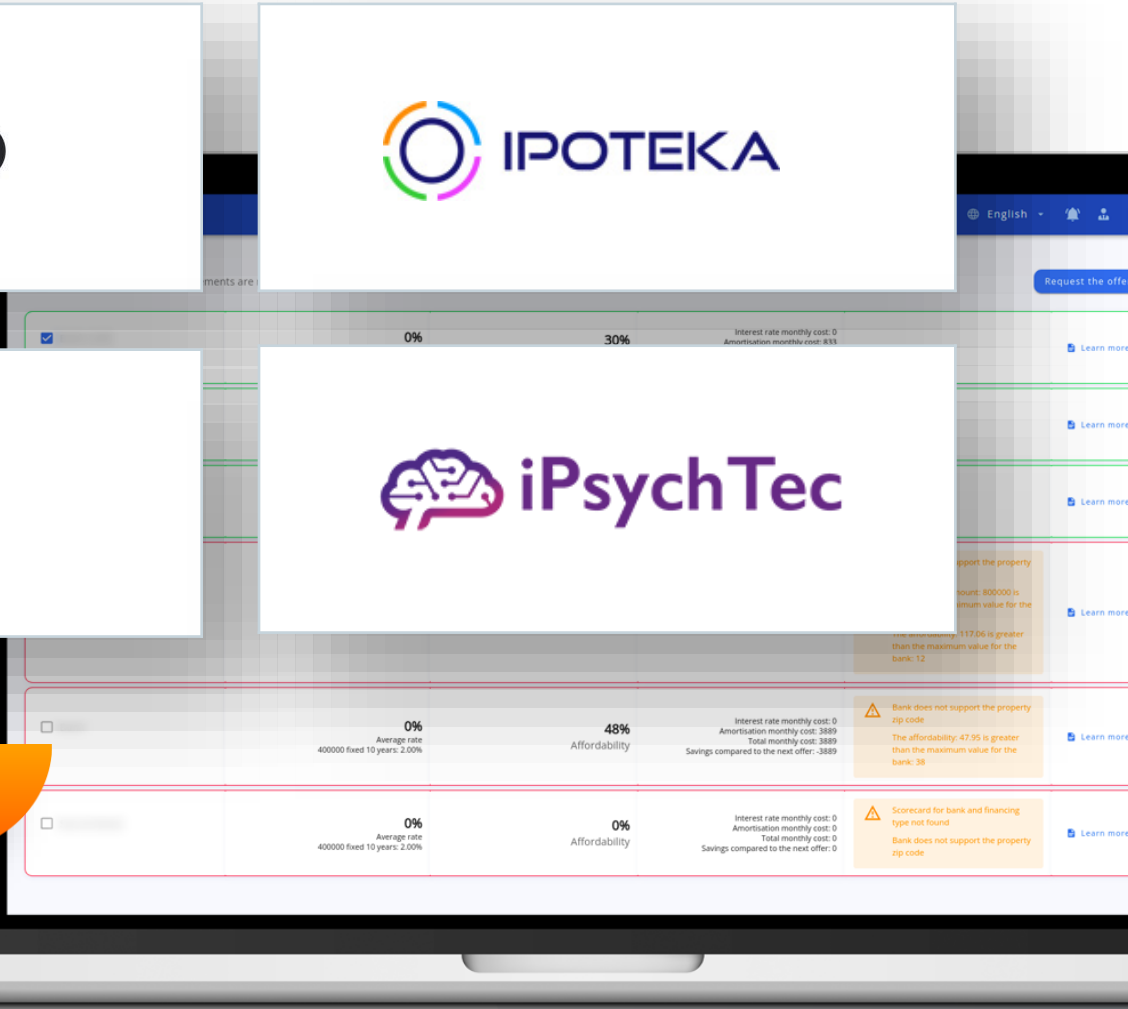|	Essential	Standard	Premium
Type of support	**Reactive**, up to 24/7, SLA-based	**Proactive**, up to 24/7, SLA-based	**Proactive**, 24/7, SLA & KPI-Based
Scope	Infrastructure & Application	Infrastructure & Application	Infrastructure & Application
ITSM Tooling	Yes, ours	Yes, ours	Yes, to be decided
ITIL based processes	Yes, ours	Yes, ours	Yes, to be decided
Continual Service Improvement	No	Yes, partial	Yes, full
Business Continuity tests	No	Yes, yearly	Yes, quarterly
Security check-ups	No	Yes, yearly	Yes, quarterly
Cost optimisation	No	Yes, yearly	Yes, quarterly
SecOps	No	No	Yes
FinOps	No	No	Yes
DevOps	No	Yes	Yes
DataOps	No	No	Yes
Dedicated team	No	No	Yes
Price (starting from, per month):	**€5,000**	**€20,000**	**€50,000**

Managed Services – our clients

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