

# NORTH

A man with a beard and glasses, wearing a light blue button-down shirt and dark trousers, is standing in a server room. He is holding a laptop and looking at the screen. The server racks are visible in the background, and the lighting is dim with a blue tint. The overall scene is a professional IT environment.

North Care

Industry leading support services  
for the management and security  
of your networks and operations

Stronger networks, smarter places

# We make your world a smarter, safer place.

North design, deliver and manage secure, intelligent technology systems and robust network infrastructures that transform the way people, places and organisations work.

We collaborate closely with our clients to understand their unique needs and challenges. And we take pride in delivering impactful solutions that make their environments better connected, simpler to manage, safer to be in, and more efficient to run.

Our managed support services are an extension of this, as we offer our specialist expertise to help you optimise, protect and secure your networks and systems on an ongoing basis, over a longer term.

# Market challenges

For most businesses, the modern digital landscape is changing at pace and at scale.

This is driven by the adoption of, and reliance on, interconnected systems, automation, IoT devices, and IT/Operational Technology (OT) integration. With networks becoming increasingly complex, there is also the increased risk of cyber threats.

Building and maintaining a reliable, flexible, secure network and IT/OT network infrastructure is more critical and more complex than ever. And this is exposing significant challenges for the in-house management of ongoing support services:

## No standardised process

Introducing new technologies can lead to inconsistent service delivery, as staff members handle issues differently based on their own knowledge and competencies – affecting quality and performance.

## Cost considerations

Managing a dedicated in-house team is expensive in terms of salaries and overheads. Outsourcing support services, by contrast, can reduce the total cost of ownership by up to 50%.



### Regulatory compliance

As industry standards and safety regulations evolve, ensuring alignment becomes complex. In-house teams often lack the necessary expertise to keep up with compliance and cyber resilience obligations.

### No operational metrics

Without visibility and understanding of performance metrics across IT/OT operations, organisations are unable to identify inefficiencies, optimise workflows, demonstrate value, or make informed decisions.

### Staffing challenges

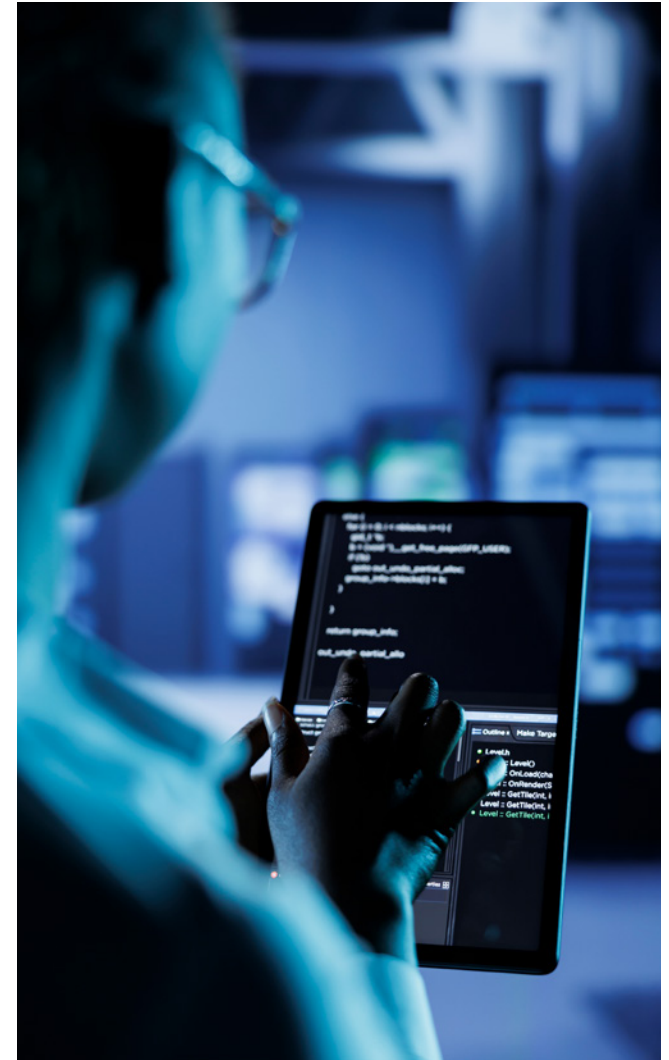
Rapidly evolving technologies create a significant skills and training gap, making it difficult to recruit, train, and retain professionals with the right mix of expertise.

### Lack of organisation and workflow

Without external oversight, all issues – regardless of urgency or complexity – are often treated similarly. Poor prioritisation and process clarity leads to inefficiencies, impacting service quality over time.

### Increased cyber threat

As networks grow larger and more complex, they become increasingly vulnerable to attacks. The need for continuous monitoring and rapid response puts a strain on in-house teams, increasing the risk that threats go undetected or unresolved.



# Introducing North Care

Our core portfolio of support and managed services, covering your IT networks, OT systems and cybersecurity.

Our teams are an extension of your own and deliver tailored support solutions on an ongoing basis. We're here to help you stay competitive and resilient, offering specialist expertise and standardised processes so you can meet modern demands with agility and efficiency.

We remove your day-to-day IT and system management overheads and provide industry-leading remote and local engineering support, as well as effective security mitigation services. This allows you to focus on your business, knowing that your network, physical security, building access, safety systems and end points are secure, efficient and delivering results.

**Our core North Care portfolio spans three key service categories:**

- **Planned Preventative Maintenance (PPM)**
- **Network Management**
- **Managed Detection & Response**



# North Care

## Planned Preventative Maintenance (PPM)



Proactive, scalable, cost-effective IT management and support. Provides seamless IT network operations and addresses key operational, cost, process and cybersecurity challenges.

- Maintain Care
- Complete Care

## Network Management



Scheduled maintenance of equipment and systems to prevent unexpected failures or downtime. Ensures compliance and safeguards the optimal performance of critical systems.

- Essential Care
- Enhanced Care
- Total Care

## Managed Detection & Response



Comprehensive security service designed to proactively protect your IT/OT environment. Ensures compliance and delivers 24/7 protection of networks, endpoints and sensitive data.

- Standard Cyber Care
- Advanced Cyber Care

# Planned Preventative Maintenance (PPM)

North's PPM support and maintenance services help maintain optimal performance and extend the lifespan of your assets by servicing them at regular intervals.



Our team deliver seamless, reactive and proactive operations and planned maintenance interventions, suitable for Safety and Security, Public Address and Audio-Visual, Fire and OT systems.

We support what matters most, allowing you to focus on your business, knowing your operational infrastructure is secure and efficient.

## We offer two tiers of PPM support:

### Maintain Care

Our 'standard' PPM service, providing a comprehensive 12-month schedule detailing assets, maintenance frequency, and key maintain service health, performance, activities. Maintain Care PPM includes:

- A software assurance service for all compatible equipment, ensuring systems are upgraded to the latest version with security patches applied
- An asset register of all supported and maintained hardware and software, updated to reflect changes

- Centralised backup of running configurations for compatible systems
- Reactive maintenance service providing break-fix, on-site support for system faults, failures, or other interventions

### Complete Care

Our 'fully comprehensive' PPM service, delivering the highest level of service assurance for complex and critical systems. Complete Care PPM includes all Maintain Care features, plus:

- Unlimited engineer call-outs to site, helping manage faults and recover from system failures
- Reactive event management to help maintain service health, performance, and reliability
- Spares stock holding to reduce the time to recover following device failure
- Remote system access, which reduces the time to diagnose and address faults
- Optional 24/7 support cover is available, providing the highest level of service assurance

# Network Management

North's Network Management services help address your key challenges, be those operational, cost or process driven, and keep pace with cyber threats and technological advancements.



Effective network management is essential for organisational success. We provide industry leading support delivered by our experienced Network Management Centre Service Desk team and national, multi-disciplined field-based engineers. Our IT Service Management (ITSM) approach is based on IT Infrastructure Library (ITIL) methodology, ensuring systems remain up to date, optimised and secure.

Outsourcing your network management to us doesn't just remove your day-to-day overheads, it gives you a strategic advantage, the ability to enhance operational efficiency and cybersecurity resilience.

**We offer three tiers of Network Management support, outlined on the next page. All of these include the option to add additional services, including:**

## **Spares Management**

North will manage a pre-agreed spares holding, helping to reduce the time to restore service in the event of a hardware failure

## **Repair and Return**

North will manage hardware warranty replacement and repair on your behalf, expediting the replacement of failed hardware

## **24/7 Support Cover**

Extending the availability of our support services to meet the demands of your business and operations

## Essential Care

Secure, remotely delivered support for limited complexity IT/OT network environments, or as part of a comprehensive service when combined with existing in-house IT support. This service includes:

- Reactive event management and remote incident response
- An asset register of all supported and maintained hardware, updated to reflect any changes
- Software lifecycle management for all compatible equipment, ensuring systems are upgraded to the latest version with security and zero-day vulnerability patches applied
- A centralised backup of running configurations for compatible systems
- Self-service reporting

## Enhanced Care

Pro-active, remote and on-site support for IT/OT network environments that are more complex, critical, multifaceted and interconnected. Enhanced Care includes all Essential Care features, plus:

- Real-time, proactive event management from our Network Operations Centre which automatically alerts engineers when system performance drops, reducing the time to fix and restore operations
- Unlimited engineer call outs to site, helping manage faults and recover from system failures
- A named Service Manager, monthly remote review meetings and access to a self-service portal

## Total Care

Our comprehensive IT management support service with remote and onsite support for highly complex IT/OT network environments, providing the highest level of service assurance, fully optimised performance and availability of critical business systems. Total Care includes all Essential and Enhanced Care features, plus:

- Installs, Moves, Adds and Changes (IMACs) to support network optimisation and in-life change management
- Logging and protective monitoring to help detect and investigate incidents
- Monthly onsite review meetings with your named Service Manager

Total Care is also available as part of an IT/OT outsource support agreement, where North provide an agreed number of engineering and service management heads onsite.

# Managed Detection & Response

North's Managed Detection & Response services deliver real-time security monitoring on a continuous basis, rapid threat detection, and playbook responses to detected cyber incidents.



This fully managed, cloud-based service integrates fully with North's Network Operations Centre and Service Desk. All incident activity, alerts and reporting are visible through our reporting portal, allowing North's team to ensure a consistent, cyber security aware service delivery.

The platform is operated by a trusted UK-based cyber security partner, whose Security Operations Centre (SOC) provides round-the-clock expertise and system optimisation. This integrated approach ensures a seamless and co-ordinated response to threats.

Managed Detection & Response services are ideal for organisations who require a 24/7 cyber security incident response service, who operate in compliance-driven sectors or deliver Critical National Infrastructure, or who need to support alignment against Cyber Resilience Frameworks.

**We offer two Cyber Care services:**

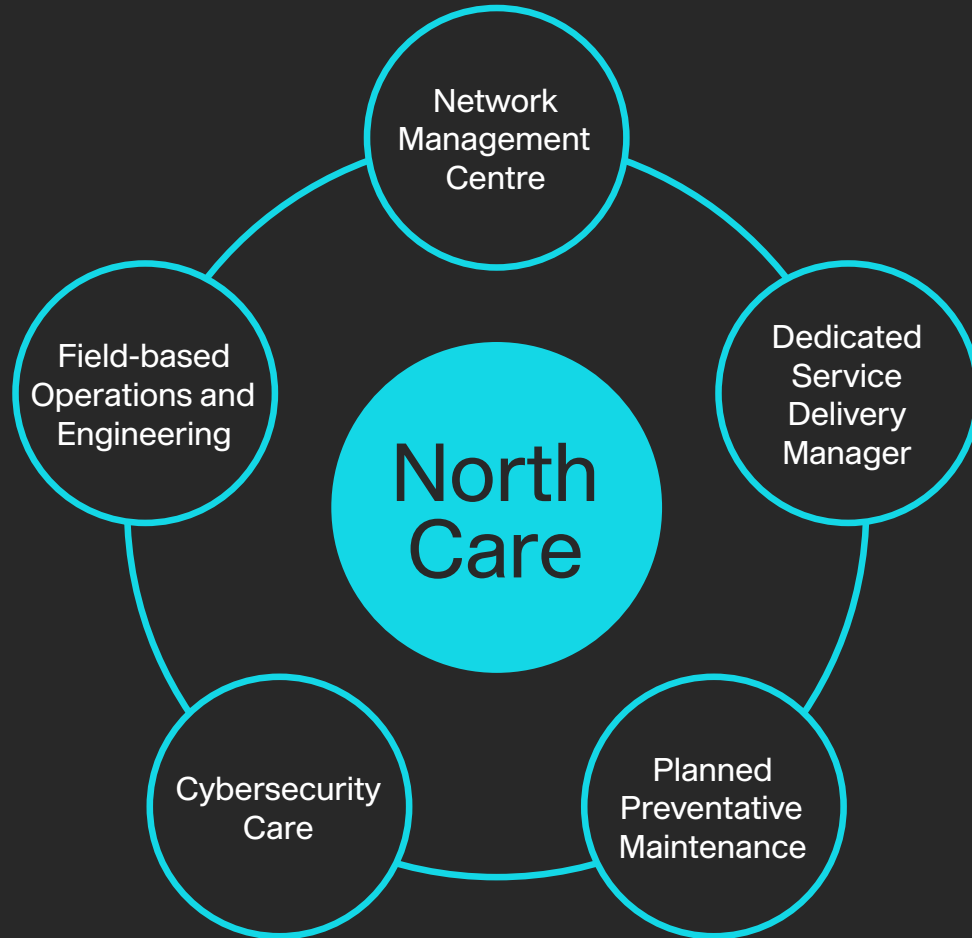
## Standard Cyber Care

Ideal for organisations who do not have an in-house security logging infrastructure. The service is quick to deploy, requiring minimal onsite IT involvement.

## Advanced Cyber Care

Ideal for organisations that already utilise platforms such as SIEM and SOAR, or Microsoft Sentinel. North Cyber integrates directly with the existing environment using a hybrid deployment model, providing greater service customisation. Advanced is suited to mature environments that require bespoke integration and direct operational oversight.

# What to expect with North Care



We adhere to standardised processes, based on the Information Technology Infrastructure Library (ITIL) framework, customised to meet the specific needs of North's Service Desk operations.

We deliver against a comprehensive suite of Service Level Agreements, Key Performance Indicators and operational metrics, leveraging our extensive, multidisciplinary experience.

We provide continuous surveillance for all monitored endpoints, detecting, analysing and responding to potential security threats in real-time.

We maintain a skilled workforce and our hiring process is rigorous, using industry connections and techniques to identify top talent to support your environment.

We facilitate a thorough client onboarding phase at the start of every service partnership, establishing the standards, expectations, and principles that will underpin our relationship and the service experience going forward.

# Outcomes & Benefits

## Planned Preventative Maintenance

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### Reduced downtime

Regular maintenance helps identify and fix issues before they lead to disruptions or failures.

### Extended equipment lifespan

Properly maintained systems experience less wear and tear, delaying the need for costly repairs or replacements.

### Enhanced system performance

Well-maintained equipment operates more efficiently and reliably, helping achieve consistent service levels.

### Compliance and reporting

PPM helps you meet regulatory, safety, and insurance requirements and ensures readiness for audits and inspections.

### Improved asset management

Ongoing maintenance includes logging asset condition, usage trends, and repairs, giving better control over asset management.



## Network Management

### Centralised monitoring and control

Real-time visibility into network and system performance, device health, connectivity, and security.

### Faster fault detection

Proactive monitoring and automated alerts helps identify faults or outages before they impact operations.

### Cybersecurity resilience

Monitoring network traffic helps you detect potential threats and take preventive action.

### Enhanced operational efficiency

Reduces manual effort and optimises performance through automation and centralised control.

### Cost savings

Remote management, downtime reduction and resource optimisation all minimise operational costs.

### Compliance and reporting

Centralised data collection and reporting helps you meet regulatory compliance and audit requirements.

### Better informed decisions

Data-driven insights into network usage, performance, and risk areas support better strategic planning.

### Standardised processes

Ensures consistent service delivery across all systems and sites by following standardised workflows.

### 24/7 support availability

Round-the-clock monitoring, expertise and support reduces the reliance on in-house teams.



## Managed Detection & Response

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### Immediate threat detection

Real-time monitoring allows for instant detection of cyber threats and rapid incident response.

### Minimises downtime and disruption

Detecting and addressing threats quickly helps prevent system outages and service interruptions.

### Enhanced visibility and trust

Comprehensive oversight of all monitored endpoints, devices and servers through a single reporting portal.

### Compliance and reporting

Real-time tools generate logs, alerts, and audit trails required for compliance with standards and regulations, as well as facilitating faster reporting in the event of a breach.

### 24/7 support availability

Round-the-clock monitoring, expertise and support gives you extra piece of mind.



# north.tech

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