




Altaius SI

Managed operations should reduce risk, downtime, and handoff failure.

-  24/7 operations
-  SRE excellence
-  Continuous optimization

OPERATIONAL STANDARD 

100%

Accountability & Continuity

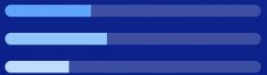


CURRENT STATE SYMPTOMS

- 01 Reliability depends on too many teams and handoffs
- 02 Observability, response, and escalation are inconsistent
- 03 Application, database, and security support are handled in silos
- 04 SLA language exists, but commercial accountability is weak
- 05 Internal teams spend too much time firefighting instead of improving

OPERATING MODEL RISK

**Operations break
when support is
fragmented and
accountability
is unclear.**



24/7 ENTERPRISE OPERATIONS

Full-Stack Managed Services

We provide enterprise managed services across the full operational stack, ensuring continuous reliability, security, and performance for regulated environments.



● ACTIVE

Site Reliability Eng.

SLOs, error budgets, incident response, and robust resilience practices.



● ACTIVE

Cloud Operations

AWS, Azure, & GCP management with monitoring, scaling, and FinOps.



● ACTIVE

Application Support

L1, L2, and L3 multi-tier support including fixes and performance tuning.



● ACTIVE

Security Operations

SIEM integration, threat monitoring, and continuous compliance checks.



● ACTIVE

Database Admin

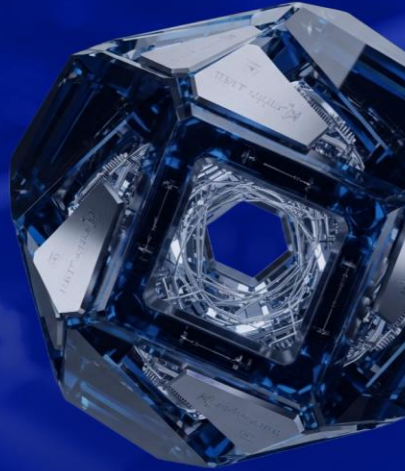
Oracle, SQL Server, and PostgreSQL maintenance, backup, and DR.



● ACTIVE

ITIL Service Desk

Multi-channel support driven by certified ITSM workflows and ServiceNow/Jira.



● OPERATING MODEL

The value is not just support coverage. It is a stronger operating model.



ALWAYS ON

24/7/365 Coverage

In-Kingdom NOC with dedicated Arabic and English support.



SLA Guarantees

Contractual SLAs enforced with financial penalties.



Continuous Improvement

Monthly reviews, quarterly roadmaps, proactive optimization.



Dedicated Teams

Named resources who intimately know your enterprise environment.

- 24/7 MANAGED OPERATIONS

Operational excellence shows up in uptime, response, and continuity.

A stronger managed-services model should deliver:



Even a strong SLA can hide
expensive downtime.


 99.9% SLA

8.7

Hours / Year


 Massive operational exposure



 99.99% SLA

52

Minutes / Year

 Minimized business impact

— NEXT STEP

Define your service scope.

Discuss your support model with our operations architects to align on accountability and requirements.

Start with a **Managed Services Assessment.**

🕒 Assessment Deliverables



Current-state support & operations review



SLA, coverage, & tooling recommendations



Tailored support model
Across cloud, apps, security, and databases.



Transition plan to accountable operations