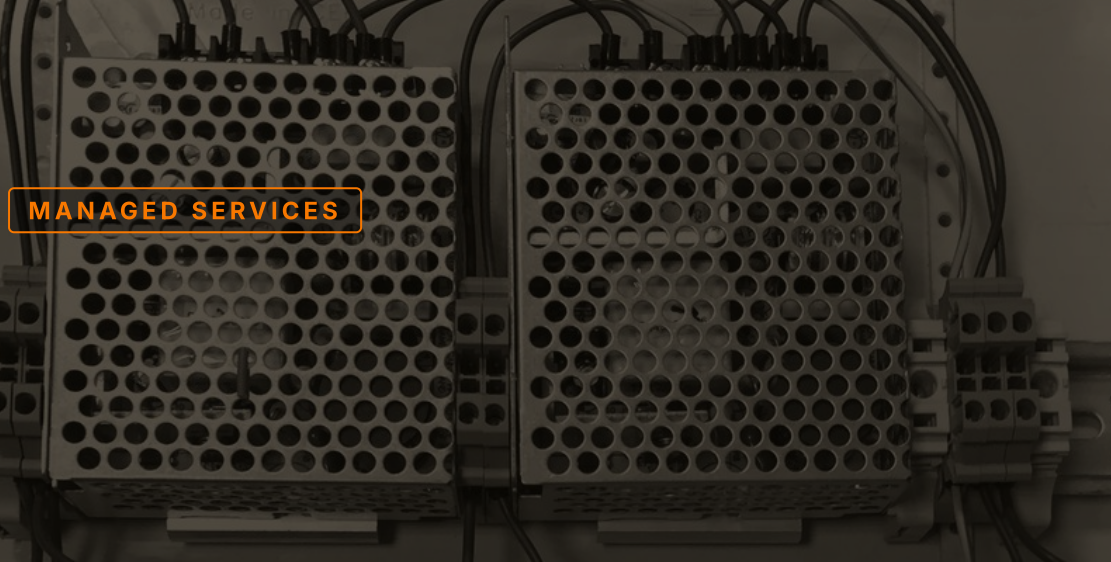


MANAGED SERVICES

The integration is delivered running, not just installed.

Our own NOC, preventive maintenance, L1-L3 support, incident management, and continuous reporting. A measurable, signed SLA—to respond, not to file away.

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- 02** What's inside the managed service.
- 03** How we start a managed service.
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At SATIC we integrate the layers that critical projects rarely deliver together. Twenty years deploying technology in sectors where availability and security leave no room to improvise. No shortcuts, no subcontracting what's critical, and a single point of contact.

This catalog lays out how we approach this solution: what gets deployed, how we deliver it, and where it adds real value. If something doesn't fit your case, we adapt it.

What's inside the managed service.

01

Our own NOC with 24/7 coverage

Our own NOC with 24/7 coverage. Operators with knowledge of the sector and the environment. Not a generalist call center.

02

Tiered L1-L3 support

Tiered L1-L3 support. Fast first-contact resolution, controlled escalation, engineering available for complex incidents.

03

Proactive monitoring

Proactive monitoring. Alerts before the incident, degradation detection, preventive intervention.

04

Preventive maintenance

Preventive maintenance. Signed schedules, planned interventions, tracked replenishment of consumables.

05

Measurable, reported SLA

Measurable, reported SLA. Signed agreements with real metrics: availability, response time, resolution. Periodic auditable reports.

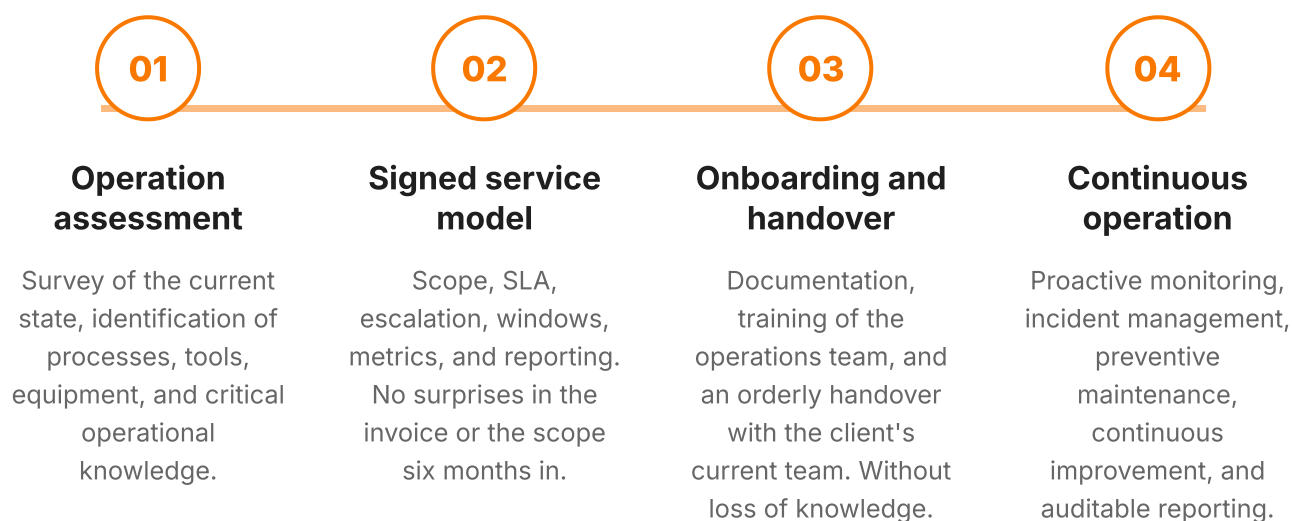
06

Change management and continuous improvement

Change management and continuous improvement. ITIL-style processes adapted to the sector. Controlled changes, evolution without surprises.

How we start a managed service.

Assessment, signed model, orderly handover, and continuous operation.



Typical managed-service models.

Four ways to outsource your operation, depending on what you need to let go of.

01**Full 24/7 service**

Continuous operation over the entire deployed infrastructure. SATIC operates, monitors, escalates, and reports.

02**24/7 plant support**

Coverage of the plant's critical infrastructure with response times signed by shift and by severity.

03**Maintenance of our own deployment**

All the infrastructure delivered by SATIC, maintained by SATIC. A single point of contact for any incident.

04**L2-L3 for the client's team**

Your team handles L1, SATIC steps in on the complex stuff. Without hiring in-house for what comes up rarely but is critical.

05 · NEXT STEP

Is your operation on autopilot or
with a qualified human at the
controls?

Tell us what you operate today and what you'd like to stop stealing your
time. We design a managed service tailored to you.

Let's talk.

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gestionados-sol**

Solution details online

Where the catalog falls short, we build it.