

# Your Managed Services Partner



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## MANAGED SERVICES & SUPPORT

### Grow Your Capabilities, Not Your Team

InflexionPoint offers unparalleled managed services and support tailored to ensure the flawless operation of your infrastructure, the backbone of your business.

With a suite of services designed to meet the unique challenges of operating in a converged IT-OT environment, we are not just a support provider; we are a strategic partner committed to propelling your operations to new heights.

As your partner, we augment your team and extend your capabilities. Our managed services and support transcend traditional IT boundaries, embracing the complex network of systems and devices pivotal to your infrastructure's success.

From SCADA software and industrial hardware to advanced networking and custom-developed applications, we blend IT and OT support seamlessly, augmenting your team to help you manage your converged operation and drive your business forward.



**Disaster Recovery and  
Business Continuity**



**Designed for Converged  
IT-OT Environments**



**Remote Monitoring and  
Management**



**Secure Operational  
Control from Anywhere**



### Empowered with Data

Unlock the power of data-driven decision-making with our comprehensive reports and analytics — all delivered through a secure web portal, for maximum confidentiality and convenience. Monthly analyses provide snapshots of service performance, including incident metrics and Service Level Targets (SLT) adherence, while our yearly summaries offer a broader view of long-term trends, areas for improvement, and strategic guidance to optimize service delivery.

## CHOOSE YOUR MANAGED SERVICES & SUPPORT SOLUTION

### Standard Care

- Availability: Monday to Friday, 8AM - 5PM
- Hours of Support: 40 Hours
- Includes: Standard help desk, software updates, routine maintenance
- Special: Initial comprehensive health check/audit

### Extended Care

- Availability: Monday to Saturday, 8AM - 5PM
- Hours of Support: 80 Hours
- Includes: Prioritized response, extended support hours
- Special: Mid-contract system efficiency check

### 24/7 Critical Care

- Availability: 24/7
- Hours of Support: 120 Hours
- Includes: Rapid response, dedicated support team
- Special: Quarterly health checks for peak system performance

### Signature Care

- Availability: Bespoke, as required
- Hours of Support: Customizable
- Includes: Tailored support experience, dedicated account management
- Special: Custom solutions and exclusive resources

## CREATE A CUSTOM SOLUTION

### Additional Support Hours

- Flexible Support: Access extra engineering hours as needed.
- Preferential Rates: Purchase additional hours upfront at a reduced cost.
- Operational Assurance: Guarantee continuous support throughout your contract.

### Refresh Engineering Hours

- System Enhancement: Allocate hours for significant system upgrades and new technologies.
- CapEx Billing: Charge these specialized hours to capital expenditures for budget efficiency.
- Infrastructure Growth: Stay current with tech advancements and expand operational capacity.

### CASE STUDY

#### Remote Site Management for Renewable Energy Provider



- SJI collects natural gas across dozens of farms; no full-time staff on site
- We delivered 'single pane of glass' to remotely manage all OEM equipment: controls; MES; cybersecurity
- See and manage all OT equipment in real time from secure web portal
- 24/7 support; we handle 90-100 tickets per site per month
- Savings \$40K/month; pays for itself