



Managed IT Services

For organizations that need experienced, reliable technology operations support on an ongoing basis – Flagship Strategic Services provides managed services that reflect the same operational discipline and accountability we bring to every transformation engagement.

Our managed services practice is a natural complement to our transformation work. We manage what we scope. We scope what we can deliver. Service levels, response times, and deliverables are defined clearly before any engagement begins.

24/7 Security Operations and Cybersecurity Assurance

Continuous monitoring, threat detection, and response for organizations where security cannot wait for business hours. Services include vulnerability scanning and patch management, endpoint detection and response, email security and spam filtering, and backup and disaster recovery testing.

For organizations operating in regulated environments – Flagship configures and maintains IT environments to support HIPAA, SOC2, and PCI-DSS compliance requirements. Formal certification and compliance auditing is performed by qualified independent third-party vendors. Flagship implements and applies any remediation items identified through the certification process to the supported environment.

24/7 Network Operations and Server Management

Around-the-clock monitoring and management of your network infrastructure, servers, and data center environment. Services include cloud infrastructure management across Azure and AWS environments, virtualization and storage management, business continuity planning, proactive maintenance, and rapid response to alerts. Disaster recovery support ensures continuity when it matters most.

24/7 Help Desk and Workstation Management

End-user support and workstation management for organizations that need reliable, responsive technical assistance at any hour. Services include mobile device management, software licensing management, and onboarding and offboarding support. We resolve issues quickly, manage devices proactively, and keep your workforce productive.

Service Level Agreements

All Flagship Strategic Services managed services engagements are governed by clearly defined Service Level Agreements established and documented before services begin.

SLAs define response and resolution time commitments by issue severity – critical, high, medium, and low priority. Staffing and resources are allocated based on contracted SLA levels. Clients receive the response capability they have contracted and budgeted for.

Escalation to a higher service level is available through contract amendment. Flagship does not commit to response capabilities beyond what has been contracted and staffed for each specific engagement.

Monthly performance reporting against defined SLA metrics is provided as standard.

All managed services engagements are scoped carefully at the outset with clearly defined service levels, response times, and deliverables. New requirements are handled as separate nested engagements protecting the original scope and fee structure.