

# Bytes Managed Runbook Solutions

Your Bottleneck-busting Virtual IT Team.

Innovation can arrive at any time. The game-changer your company needs to break through is at your fingertips. But so are all those day-to-day tasks, too. **Which is it to be?**

Digital disruption, like inspiration, doesn't 'do' timetables or respect workloads, capabilities, or resources. Suddenly, it's just there. Now, you want it but what comes next?

If you surrender your best devs or IT people to build out, test, deploy and run the new solution, or fix a customer challenge, who does their job?

Now, there's a bottleneck where delivery, customer service, or just business as usual should be. Hiring people, even on a project-specific basis, may not work either – unless they know the solution or service inside out, everyone is at the foot of a steep learning curve.

## When opportunity knocks, be home.

The one thing more frustrating than a missed opportunity is watching avoidable logjams building and SLAs missed. Whether it's too much complexity or not enough capacity, some challenges seem to defy planning.

## Every day help for extraordinary issues

Planning only goes so far and things sometimes happen. What's needed is a calm head and expert intervention. Bytes' Managed Services is whatever you want it to be, and there whenever you need it. It's the backup and support team you need, without the hassle and overheads you don't.

## What do you need?



A new runbook process to support swifter AWS Cloud onboarding?



Building out new, deployment-ready environments?



Setting up an AWS Cloud-based service desk with ticket-based resolution?



Troubleshooting teething problems for new AWS Cloud customers?

# Burst the bottleneck. Call the Bytes Managed Services Team.

Our extended Managed Services Team is there when you need it, 24/7, but needs no monitoring, management, or resources when you don't.

## How we help

**Maximise every opportunity** the AWS Cloud offers

**Delegate your challenges** to experts.

**Improve what you do** and do more of it.

**Maximise upsell**, offer innovation.

**Minimise downtime**, faults fixed, and fast.

**Extend your team**, use ours, on demand.

**Reduce overheads**, a flexible fee to suit your needs.

# Services. Delivered.

Every runbook process will map to your specific requirements. Options can include:

### Deployment services for repeatable workloads

Log a ticket; to spin up and down, customer tests/demo environments, and live production environments securely and fast, using agreed Runbook templates.

### Clean up and optimise admin-heavy and repeatable tasks

To keep AWS Cloud environments up-to-date and working at maximum effectiveness, we use powerful tools to highlight problem areas and carry out remedial work without disrupting your team or workloads.

### Keep code compatible with Android/iOS updates

We'll keep you up to date with the latest releases and ensure your AWS Cloud-based workloads/apps remain compatible by researching your options, testing, feeding back our findings, and advising you of required changes.

### Value added. Free.

Our senior architects and operational engineers will recommend best practices based on the AWS Well-Architected Framework to ensure your environments are secure, optimised, and efficient.

## What do our customer say



Bytes Runbook services have enabled my team to focus on critical business issues, accelerated how customers trial our services, and ultimately made us more agile. Bytes documented and automated our processes to spin up the 'gold build' environments that help our sales team get customers onboarded faster.

Ian Hepworth - CTO



Advanced  
Consulting  
Partner

Digital Workplace  
Competency

Microsoft Workloads  
Competency

Well Architected

Public Sector Partner

Solution Provider

Want to know more about our AWS Managed Services?

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