



DYOSPHERE is a comprehensive managed service solution designed to streamline IT operations while enhancing business performance. It provides IT operational support, end-user support, infrastructure management, and client management services, allowing organizations to focus on their core business while maintaining a secure, efficient, and scalable IT environment.

KEY FEATURES & BENEFITS

ALL-INCLUSIVE OR CUSTOMIZABLE SERVICES

Clients can choose a full-service package or select individual services to fit their specific needs.

EXPERT IT SUPPORT

Highly skilled professionals manage IT operations, ensuring system reliability and business continuity.

STRATEGIC IT ALIGNMENT

Services are tailored to align IT resources with business goals, driving operational efficiency.

SCALABILITY & FLEXIBILITY

DYOSPHERE adapts to businesses of various sizes, from 100 to 5,000 users.

COST EFFECTIVE IT MANAGEMENT

Reduces IT-related costs through optimized service delivery, proactive management, and automation.

SERVICE CATEGORIES

END-USER SERVICES

- **Service Desk:** Centralized IT support for troubleshooting, incident management, and problem resolution.
- **Patch Management:** Automated updates to ensure system security and compliance.
- **Depot Services:** Hardware provisioning, maintenance, and lifecycle management.

INFRASTRUCTURE SERVICES

- **Performance & Capacity Management:** Monitoring and optimizing IT resources to meet business demands.
- **Network Management:** Ensuring network availability, performance, and security.
- **Server & Data Protection:** Comprehensive backup solutions for servers and Microsoft 365 environments.

CLIENT MANAGEMENT SERVICES

- **Technical Alignment Services:** Ensuring IT strategy aligns with business objectives.
- **Program Management:** Managing multiple IT projects with structured governance and execution.