

# Serverless Solutions

SERVICE OVERVIEW · 2026

## Managed IT Services for Complex Environments

Proactive, security-aligned IT operations for Texas businesses that need enterprise-grade infrastructure management, endpoint control, cloud ops, and user support — under a single accountable service model.

**30min**

Critical response SLA

**24/7**

Infrastructure monitoring

**6**

Core service pillars

**4**

Texas metro markets

### WHAT MANAGED IT MEANS

Managed IT is ongoing operational ownership — not reactive support. Serverless Solutions takes responsibility for the stability, security, and performance of your environment under defined SLAs, with security discipline built into every layer of delivery.

- ✓ Incidents resolved before they become outages
- ✓ Patch cycles that don't slip through the cracks
- ✓ A team that knows your environment from day one
- ✓ Compliance posture maintained continuously

### WHO THIS IS FOR

Mid-market companies, PE-backed portfolio companies, energy operators, healthcare organizations, and professional services firms across Texas that need enterprise-grade IT operations without the overhead of building it internally.

- ✓ Organizations with 25–500 employees
- ✓ Companies without a dedicated IT department
- ✓ Teams with existing IT staff who need augmentation
- ✓ Post-acquisition environments requiring rapid stabilization

### Six core service pillars

#### 01 · MONITORING

##### Proactive monitoring & alerting

24/7 infrastructure, network, and application monitoring. RMM tooling, alert triage, escalation workflows, and monthly performance reporting.

→ </managed-services/monitoring>

#### 02 · HELP DESK

##### Help desk & end-user support

Tier-1 and Tier-2 support across devices, M365, and Google Workspace. Ticketing SLAs, onboarding/offboarding, password and access management.

→ </managed-services/help-desk>

#### 03 · CLOUD

##### Cloud infrastructure management

Ongoing management of Azure, GCP, and hybrid environments. Cost optimization, patching, uptime SLAs, and IaC-driven configuration.

→ </managed-services/cloud-infrastructure>

#### 04 · ENDPOINT

##### Endpoint & device management

MDM, patch management, AV/EDR deployment, and lifecycle management for desktops, laptops, and mobile devices across distributed teams.

→ </managed-services/endpoint-management>

#### 05 · SECURITY OPS

##### Security-aligned IT operations

IT operations aligned to NIST and CIS controls. Vulnerability management, access reviews, MFA enforcement, and compliance reporting.

→ </managed-services/security-operations>

#### 06 · VENDOR

##### Vendor & license management

Single-pane management of SaaS licenses, renewals, and vendor relationships. Paired with cloud billing reconciliation.

→ </managed-services/vendor-management>

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## Delivery models, SLAs & engagement approach

ServerlessSolutions · Managed IT

### Three delivery models

#### MOST COMMON

##### Fully managed IT

We take full operational responsibility for your IT environment under a single fixed-fee contract.

- Best for 25–500 person organizations
- No internal IT staff required
- Fixed monthly fee with defined SLAs

#### GROWING SEGMENT

##### Co-managed IT

We work alongside your internal IT team — handling operational load while you retain strategic oversight.

- Best for companies with 1–3 IT staff
- Augments, does not replace your team
- Common post-acquisition

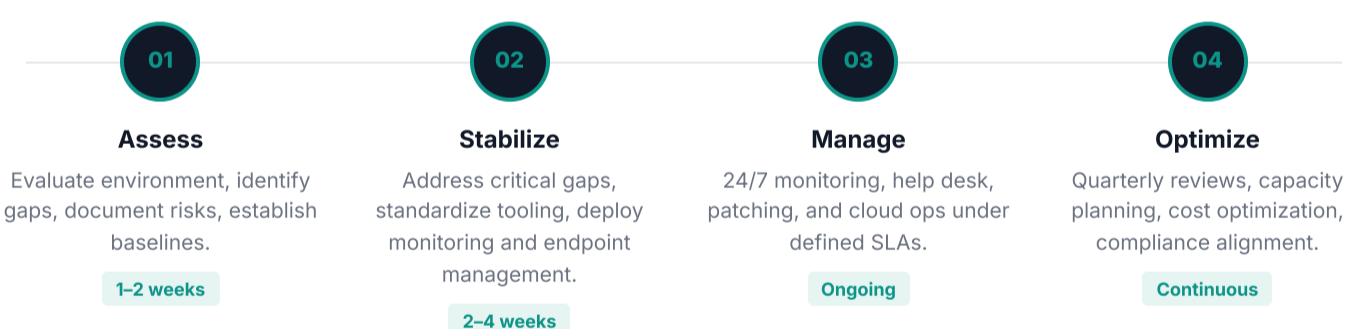
#### PROJECT-BASED

##### Project-to-managed

We execute a defined project, then transition into ongoing managed services with full environment knowledge.

- Best for PE portfolio companies
- No handoff friction at transition
- Fixed scope, defined deliverables

### Engagement model



### Standard SLA tiers

Priority level	Example incidents	Initial response	Resolution target	Coverage
● Critical	System down, security event, data loss risk	30 minutes	4 hours	24/7/365
● High	Significant degradation, team-wide impact	2 hours	8 hours	24/7/365
● Standard	Individual user issues, software requests	Next business day	3 business days	Business hours

### Industries served

#### ⚡ Energy & utilities

IT management for upstream, midstream, and distributed energy organizations. Practices aligned to NERC CIP and NIST CSF.

NERC CIP · OT/IT · NIST CSF

#### 🏥 Healthcare

HIPAA-aligned operations and high-availability IT for clinical and administrative environments with mixed device fleets.

HIPAA · High availability · MDM

#### ⚖️ Legal & financial services

Access controls, audit logging, and vendor due diligence for firms handling sensitive client data under strict obligations.

Access controls · Audit logging

#### 🏢 PE-backed companies

Rapid IT assessment and stabilization for portfolio companies. Managed services aligned to holding period and exit timeline.

Rapid assessment · Exit-ready

### Certifications & partnerships

- Microsoft Partner
- Google Cloud Partner
- NIST CSF Aligned
- SOC 2 Operations
- CMMC Ready

### Ready to start with an assessment?

We evaluate your current environment, identify gaps, and deliver a prioritized recommendation report — before we discuss a contract. No obligation.

Schedule a Consultation

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