

OPERATE & SUPPORT

Managed IT Operations

Bring people, devices and everyday IT responsibilities into one clear service plan.

Give your team a dependable route for help and a practical plan for maintenance, changes and improvement.

A useful starting point for

Businesses seeking an outsourced IT team, or an internal team that needs additional operational capacity.

What we can scope

- User support, troubleshooting and escalation for agreed systems.
- Approved joiner, role-change and leaver processes.
- Device inventory, maintenance and patch-management planning.
- Monitoring, supplier coordination and operational documentation.
- Service reviews and a prioritised improvement plan.

Your written quote confirms the selected inclusions.

Understand the proposal

Managed service

An agreed recurring scope for named users, devices, sites and responsibilities.

Licences & tools

Software, protection and backup subscriptions are identified separately in your proposal.

Projects & additional work

Migrations, major changes and work outside the agreement are scoped and approved separately.

Clear expectations

- Your agreement defines service hours, response arrangements, remote and onsite coverage, and exclusions.
- A support plan does not automatically include every device, licence, project or after-hours request.
- The written scope confirms which activities are included and when additional approval is required.

For your first conversation

- Approximate user and device counts
- Sites, key applications and existing IT responsibilities
- Recurring problems and upcoming business changes

A summary is enough to start. Do not send passwords, recovery codes or access credentials.

Talk to COMPUREP

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PLAN YOUR ENQUIRY

compurep.co.za/request-quote

Service overview only. Prices, inclusions, exclusions and commitments are subject to your individual written quote and agreement. This guide does not change an existing contract.