



# GEN3SIS SOLUTIONS

## Managed Services & 24/7 Support

## ServiceG360

### What is ServiceG360?

**ServiceG360** is Gen3sis' solution for operating and supporting an organization's technology through managed services, ensuring operational continuity, SLA compliance, and a consistent service experience.

**It allows you to delegate daily IT operations to an expert team that monitors, maintains, and optimizes technological environments 24/7**, under an Industry 5.0 approach, where automation and artificial intelligence strengthen operations without losing human control.

### The problem it solves

**Interruptions to critical IT services generate economic losses**, affect productivity, and undermine business confidence.

Maintaining a specialized internal team **24/7** is costly and complex, and the lack of visibility into IT performance makes it difficult to meet SLAs, make decisions, and ensure operational continuity.

### What does the solution include?

- Managed IT services with 24/7 coverage
- Proactive monitoring of infrastructure, applications, and platforms
- N1-N3 incident response and resolution
- Management of requests, changes, and problems according to ITIL best practices
- Regular executive reports and service committees
- Field services for critical on-site support
- Continuous improvement and automation of operations

### Key benefits

- Operational continuity assured with immediate response
- Reduction in downtime and recurring incidents
- Optimization of IT operating costs
- Greater visibility and control of technological performance
- Consistent compliance with SLAs and KPIs
- Freeing up internal team to focus on strategic initiatives



### Next step

Is your organization prepared to delegate IT operations without losing control, visibility, or service quality?

Start an Operations Assessment Workshop and let's design your managed services model together with **ServiceG360**.