

# TEKenable



## TEKignite

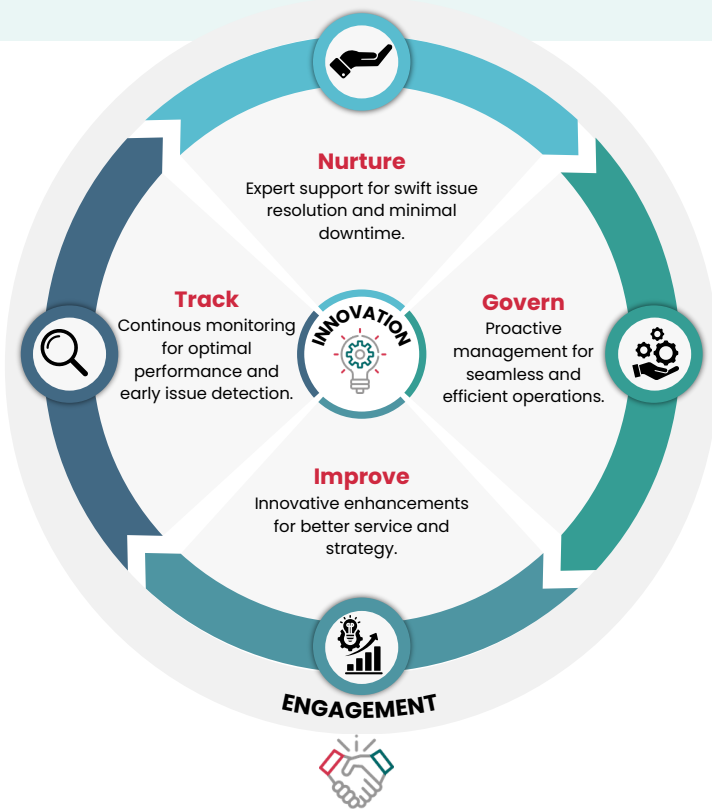
A product of TEKenable.

Businesses face a multitude of pressures and have universal objectives such as growing revenue and profit, improving business efficiency, innovating and enhancing customer efficiency.

Our managed service offering, TEKignite, is a critical component, ensuring that the solutions in which you have made significant investment remain operational and at the forefront of technology.



We are ITIL aligned.



TEKignite is built to deliver exceptional value, guided by **ITIL best practices** for an efficient, structured service. We operate around four pillars – **Nurture, Govern, Improve** and **Track**.

Supported by our core principles of **Innovation** which is at the heart of what we do and has our team actively seeking opportunities to implement strategies that drive your operational efficiency, enhance your user experiences, and meet future challenges; as well as **Engagement** fostered by open communication and active collaboration to ensure our services are fully aligned with your business goals and expectations.



## What we deliver

**Our support isn't just technical – it's operationally intelligent.** We resolve issues with business processes, application logic, and service dependencies top of mind. Ensuring faster resolution, reduced business impact, and smarter escalation.

## How we monitor

Our approach to KPI tracking is rooted in transparency, accountability, and continuous improvement. Using Freshservice Analytics, we transform raw operational data into actionable insights that drive performance and strategic alignment.

## How we serve

### **I** INNOVATE

*Design, onboard, and evolve enterprise-ready services.*

Application Architecture Review, Service Onboarding & Transition, Cloud Platform Enablement (Azure, D365, Fabric), Automation & Orchestration Design, Workflow Optimisation, Custom Dashboard Development, Forecast usage, Escalation Logic Structuring and DevOps and automation.

### **G** GOVERN

*Ensure compliance, control, and strategic alignment.*

Policy & Compliance Management, Risk & Impact Assessment, Licensing & Asset Inventory, Configuration Compliance Audits, Change Advisory Board (CAB) Support, SLA Definition & Governance, Vendor Management & Coordination and Service Level Agreement (SLA) Modeling.

### **N** NURTURE

*Deliver reliable, scalable, and responsive support.*

Application Maintenance, Trend Analysis & Recurrence Tracking, continuous Improvement Planning, Customer Survey Integration, Workflow Refinement, Ticket Routing Optimisation, Performance Tuning, Service Review & Retrospectives and Cost Optimisation.

### **I** IMPROVE

*Drive continuous service enhancement and maturity.*

Root Cause Analysis (RCA), Trend Analysis & Recurrence Tracking, Continuous Improvement Planning, Customer survey Integration, Workflow Refinement, Ticket Routing Optimization, Performance Tuning, Service Review & Retrospectives and Cost Optimisation.

### **T** TRACK

*Enable visibility, analytics, and proactive operations.*

Monitoring Service Setup, Health Checks & Platform Assessments, Capacity Planning, SLA Tracking & Breach Alerts, Agent Productivity Dashboards, Ticket Volume & Aging Analysis, Freshservice Analytics Integration, KPI Reporting, Alert Threshold Configuration, and Platform Telemetry & Observability.

### **E** ENGAGE

*Collaborate, communicate, and align with stakeholders.*

Executive Reporting & Service Reviews, Stakeholder Engagement Sessions, Regular KPI Reviews, Onboarding Workshops, Service Orientation & Training, Communication Planning, Escalation Path Transparency, Strategic Roadmapping, Client Success Enablement and Quarterly Business Reviews.

We combine expertise, innovative solutions, and reliable service to deliver tailored, cost-effective support. Helping our clients benefit from proactive security, end-to-end assistance, and sustainable technologies - making us a trusted partner for enhancing operational efficiency and customer satisfaction.

**Free up your team to focus on what they do best, while we manage your IT operations.**