

# Infrastructure OS Management

Proactive monitoring, patching and support to keep critical systems secure and stable

Infrastructure OS Management provides structured, proactive management of your server environments, helping you maintain stability, security and performance across business-critical systems. The service covers Windows, macOS and Linux servers under a single, consistent approach, with 24x7 monitoring as standard.






## Who is this service for?

OS Management is designed for organisations that rely on business-critical servers and want confidence those systems are consistently managed and maintained. It's well suited to:

- Organisations running line-of-business or customer-facing applications
- Businesses with limited internal IT capacity for ongoing server management
- Environments with mixed or ageing server estates needing consistency and oversight
- Organisations with varying levels of server criticality that need flexible support
- Risk-aware or regulated organisations where uptime and patching are essential






## What you get

Proactive, ongoing oversight of your server estate, including:

-  24x7 monitoring of server health, availability and performance.
-  Managed operating system and supported application patching.
-  Automated handling of common issues to prevent escalation.
-  Remote support for incidents, requests and performance concerns.
-  Clear visibility into server health through service reporting.

*Monitoring runs 24x7. Support response is delivered 7x7 (7am to 7pm, Monday to Friday) as standard, with optional extended support available for mission-critical systems.*

## Business benefits

-  Greater confidence in the stability of critical systems: servers remain consistently maintained, reducing uncertainty and unplanned disruption.
-  Improved business continuity and availability: 24x7 monitoring supports early issue identification before services are impacted.
-  Clear alignment between support and business criticality: support levels can be matched to the importance of each system.
-  Lower operational risk without increasing internal workload: a managed approach helps avoid gaps caused by manual processes or resource constraints.
-  Reduced effort and cost of server operations: routine management is handled as a service, freeing internal teams for higher-value work.

*Supported applications only. 7x7 support response covers 7am to 7pm, Monday to Friday; 24x7 monitoring runs continuously. Site visits chargeable on request. Onboarding is scoped separately and dependent on your environment.*

## Why BCN?

Founded as a managed service provider, BCN is grounded in day-to-day delivery, keeping organisations secure, productive and supported. We're a leading Microsoft partner, and one of the first 35 globally to achieve Microsoft's Partner Designation for Support Services, recognising the strength of our service operations and our ability to support clients end to end.