

Intelligent iT

What "Fully Managed" Actually Means: The Unified Core Difference

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The False "Fully Managed" Trap

Many vendors claim "full management" while leaving you responsible for critical functions. Some define it as monitoring only (you resolve issues). Others provide tools and call it management (you operate them). Still others respond only when you report problems. All leave responsibility ambiguous and accountability unclear.

Authentic Full Management

Genuine "fully managed" means: comprehensive responsibility (we own service outcomes), performance accountability (we guarantee specific metrics), proactive optimization (we improve continuously), single point of accountability (one provider, one escalation path), and transparent metrics (you see exactly how we perform).

Clear Scope and Accountability

Unified Core defines explicitly what's included (24x7 monitoring, backup, endpoint protection, support) and what isn't (custom development, specialized consulting). More importantly, we accept accountability for what's included—with specific performance targets, service credits for shortfalls, and transparent monthly reporting.

How Unified Core Differs

We don't offer optional services; we accept responsibility for integrated services. We publish performance metrics and accept service credits for shortfalls. We provide monthly reporting and quarterly business reviews. We maintain escalation paths with specific response times. This is what genuine management looks like.

Key Statistics

Metric	Impact
99.9%	Committed uptime with defined service credits
95%	First-time backup restore success guarantee
15 min	Critical incident response time
1	Single point of accountability (no vendor finger-pointing)
Monthly	Transparent performance reporting

Ready to Transform Your IT?

The Unified Core platform is designed to help organizations eliminate fragmentation, reduce costs, and improve security. Contact Intelligent iT today to discuss how Unified Core can transform your IT operations.

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