
OUR SERVICE PORTFOLIO

Cloud operations with clarity and care.

Cloud Managed Services

Cloud Care & MSP | Plans & service-level agreements

CLOUD CARE

MANAGED SERVICES

Choose the level of cover your cloud deserves.

Invent Solutions for Information Technology

01 / SERVICE PORTFOLIO

Two ways to care for your cloud.

Cloud Care steps in when something breaks. Managed Services runs, protects and improves your environment day to day. Both models come in three tiers, matched to the criticality of each workload.

What changes	Cloud Care	MSP / Managed Services
In one line	We fix what breaks - fast, to your SLA.	We run, maintain and improve your cloud - end to end.
Service focus	Reactive incident response (break-fix).	Full-lifecycle, proactive managed operations.
Best for	Teams operating their own cloud that need expert, SLA-backed incident cover.	Customers who want to monitor, protect and enhance their cloud operations.
Ticket types	Incidents.	Incidents, service requests, changes, problems, monitoring and information requests.
Routine operations	Not included; raised only when something is broken.	Included as Small, Medium or Large service requests.
Change & problem management	Root-cause analysis for major incidents only.	Full change and problem management included by tier.
Relationship	Tiered support through the operations queue.	Shared or dedicated Technical Account Manager and service reviews by tier.
Plans	Standard / Enhanced / Premium	Standard / Professional / Enterprise

Equivalent tiers share the same incident SLA. The difference is the managed scope around the incident. Your signed agreement defines the services and commitments that apply.

02 / SERVICE PORTFOLIO

Choose your operating model.

Start with who owns daily operations, then choose the cover your workloads need.

Choose Cloud Care when

Your own team runs day-to-day operations and needs an expert safety net for incidents. Routine changes, requests and monitoring stay in-house, with predictable incident cover and SLA-backed response and restoration.

Choose Managed Services when

You want a partner for daily operations, monitoring and maintenance; routine requests, changes and problems; continuous optimization, security reviews and preventive maintenance; and an accountable contact with regular service reviews.

Workload	Cloud Care	MSP	Service level
Development, test or non-critical	Standard	Standard	Business-hours cover; 90% monthly SLO.
Important production systems	Enhanced	Professional	24x7 P1 cover; 95% SLO; faster restoration.
Mission-critical or regulated	Premium	Enterprise	24x7x365 cover; 15-minute P1 response; 98% SLO.

Recommended for most production workloads: Cloud Care Enhanced or MSP Professional. Higher tiers build on the tiers below.

Already have an on-site operations team?

Keep your team in control while extending its reach with specialist escalation, agreed visibility and an improvement cadence. Business leaders gain clearer service ownership, cost and risk reporting; technical teams gain capacity for investigation, backup reviews, security and planned remediation within scope.

03 / SERVICE PORTFOLIO

What each model includes.

From incident response to managed operations, the scope grows with your selected tier.

Capability	Cloud Care	MSP
REACTIVE SUPPORT		
Incident management (P1-P4)	Included	Included
Major Incident Management	Included	Included
Root-cause analysis: major incidents	Included	Included
SLA-backed response & restoration	Included	Included
Vendor escalation	Included	Included
Proactive health checks	Not included	By tier
Strategic / architecture guidance	Not included	By tier
MANAGED OPERATIONS		
24x7 monitoring & alert handling	Not included	Included
Service requests: access, provisioning, configuration	Not included	Included
Cost optimization (FinOps)	Not included	By tier
Standard service catalogue	Not included	By tier
Change management	Not included	By tier
Proactive problem management	Not included	By tier
Assets & CMDB	Not included	By tier
Backup restore & operational requests	Not included	Included
Technical Account Manager	Not included	By tier
Service reviews & reporting cadence	Not included	By tier
OS patch management	Not included	By tier
Preventive maintenance execution	Not included	By tier
Vulnerability assessment	Not included	By tier
Security review	Not included	By tier
Preventive maintenance reports	By tier	By tier

By tier = scope increases with the selected plan. The detailed plan tables define availability and cadence.

04 / SERVICE PORTFOLIO

Cloud Care plans & SLAs.

Three tiers, defined by coverage hours, response speed and service level. Enhanced is recommended for most production workloads.

Feature	Standard	Enhanced	Premium
COVERAGE			
Provider support included	Standard	Enhanced	Enhanced
Service availability	8x5 business hours	24x7 for P1*	24x7x365
RESPONSE / ACKNOWLEDGEMENT			
P1 - Critical	2 hours	1 hour	15 minutes
P2 - High	3 hours	2 hours	1 hour
P3 - Medium	5 hours	4 hours	2 hours
P4 - Low	8 hours	6 hours	4 hours
TARGET RESTORATION			
P1 - Critical	8 business hours	4 hours	2 hours
P2 - High	2 business days	8 business hours	6 business hours
P3 - Medium	5 business days	3 business days	1 business day
P4 - Low	Best effort	Best effort	Best effort
SERVICE LEVEL & PROACTIVE VALUE			
Monthly SLO	90%	95%	98%
Vendor escalation	Included	Included	Included
Preventive maintenance reports	Not included	Semi-annual	Quarterly
Support channels	Portal, email, monitoring alerts	Portal, email, monitoring alerts	All channels + phone hotline

* Enhanced provides 24x7 coverage for P1 (Critical) incidents; P2-P4 are handled during business hours.

All coverage windows, response times and restoration targets are measured in Arabia Standard Time (AST, UTC+3). SLO figures are the monthly service objectives in the source plan, not a cloud-platform uptime guarantee.

05 / SERVICE PORTFOLIO

Business impact sets the priority.

Priority combines impact - how much is affected - and urgency - how time-critical the issue is. P1 to P4 (Severity 1 to 4) map to the response and restoration targets in your plan.

Impact / urgency	Critical	High	Medium	Low
Critical: Platinum systems or >90% of staff	P1	P2	P3	P3
High: Gold systems or 50-90% of staff	P2	P2	P3	P4
Medium: Silver systems or 10-49% of staff	P3	P3	P3	P4
Low: Bronze systems or <10% of staff	P3	P4	P4	P4

How urgency is assessed

Critical: work stopped at a peak time, such as a deadline today, with no viable workaround. High: work stopped near a peak time, such as a deadline in a few days, or a VIP request. Medium: work stopped but can be deferred for about a week. Low: work stopped but can be deferred for two weeks or longer.

MSP incident coverage

MSP tier	Equivalent Cloud Care tier	Incident SLA
Standard	Standard	Same coverage and targets
Professional	Enhanced	Same coverage and targets
Enterprise	Premium	Same coverage and targets

The previous Cloud Care table also applies to equivalent MSP tiers. The MSP difference is the managed operational scope around the incident. Requests creating resources or changing cloud cost follow commercial approval with your Account Manager.

06 / SERVICE PORTFOLIO

Service requests, sized for delivery.

Routine operational work includes access, provisioning, configuration and restores. Requests are sized and fulfilled against the targets below.

Size / examples	Response	Resolution	Monthly SLO
Small Pre-approved, low-risk tasks: password reset, create IAM user, increase quota or grant access to an existing bucket.	Within 1 hour	Up to 8 business hours	95%
Medium Minor changes / L2 work or manager approval: restore a single file, restart a blocked VM or deploy a VM from an image.	Within 1 hour	Up to 24 business hours	95%
Large Planned, higher-risk or cross-team work: point-in-time recovery in test, a pipeline update or cross-project VPC peering change.	Within 1 hour	Up to 72 business hours	95%
Non-Standard Outside the catalogue: scoped case by case after L2/L3 assessment and MSP Operations Manager approval.	By agreement	By agreement	By agreement

Service request coverage

Standard	Professional	Enterprise
8x5	24x5	24x7

Standard requests are fulfilled from the service catalogue. Medium and Large requests require customer approval before fulfilment; the SLA clock pauses while awaiting approval. Non-Standard requests have no default SLA until a fulfilment plan is agreed.

Requests that create resources or affect cloud cost require commercial approval with your Account Manager before provisioning. Reimplementation, redesign and major change are assessed and delivered as separate projects; see the service terms.

07 / SERVICE PORTFOLIO

Managed operations by tier.

Professional is recommended for most production workloads. Enterprise adds more frequent review and deeper specialist attention.

Feature	Standard	Professional	Enterprise
Equivalent Cloud Care plan	Standard	Enhanced	Premium
24x7 monitoring & alert handling	Included	Included	Included
Small / Medium / Large requests	Included	Included	Included
Backup restore & recovery requests	Included	Included	Included
Standard service catalogue	Not included	Included	Included
Change management	Not included	Included	Included
Proactive problem management	Not included	Included	Included
Assets & CMDB	Not included	Included	Included
PROACTIVE OPERATIONS			
Preventive maintenance	Semi-annual	Quarterly	Quarterly
OS patch management	Not included	Quarterly	Monthly
Preventive maintenance reports	Quarterly	Quarterly	Monthly
OS vulnerability assessment	Not included	Not included	Monthly
OS security review	Not included	Not included	Monthly
Cost optimization / FinOps	Not included	Quarterly	Continuous
Strategic / architecture guidance	Best-practice	Pre-deployment	Continuous
Business Continuity Planning	Not included	Not included	Included
ACCOUNT MANAGEMENT			
Technical Account Manager	Not included	Shared	Dedicated
Service review meeting	Not included	Quarterly	Monthly
Reporting cadence	Semi-annual	Quarterly	Monthly
Backup as a Service (BaaS)	Optional add-on	Optional add-on	Optional add-on
Third-party application support	Optional add-on	Optional add-on	Optional add-on

08 / SERVICE PORTFOLIO

The right expertise, working as one team.

A role-based delivery structure makes clear who coordinates, who operates and who helps plan what is next. Roles and account management depend on the selected plan and signed scope.

01 / ENGAGE

Service desk & incident response

Your point of entry for requests, incident coordination and progress updates.

02 / OPERATE

Cloud operations engineers

The team that monitors, investigates and carries out day-to-day work within the agreed managed scope.

03 / RESOLVE

Specialist escalation

Focused expertise in security, architecture and FinOps when your plan calls for it.

04 / IMPROVE

Technical account management

A shared TAM for Professional and a dedicated TAM for Enterprise, with service reviews aligned to the plan.

What we monitor: CPU, memory, disk, network and instance/service availability on in-scope resources. Application monitoring is provided where compatible and supported by the tooling. Metrics, thresholds and alert policies are agreed during onboarding.

Discuss your operating model

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Service terms & conditions.

These terms apply to Cloud Care and MSP unless otherwise agreed in the customer's signed agreement.

Service measurement

SLA measurement begins when an incident or request is logged through an approved support channel and recorded in the ITSM platform. Response and restoration targets are measured within the customer's subscribed coverage hours; items reported outside contracted hours are handled in the next applicable window unless the plan provides 24x7 coverage.

SLA pause conditions

SLA timers pause when a ticket is set to On Hold, Pending Customer, Pending Vendor, Pending Change, Pending Customer Approval, Pending Customer Response or Pending Third-Party Confirmation, and resume when the ticket returns to In Progress. All pauses are recorded in the ticketing system.

Third-party and vendor dependencies

Where resolution or fulfilment depends on a cloud provider, software vendor, telecommunications provider or other third party, timelines may be subject to that party's response and restoration commitments. iSolution coordinates, escalates and communicates progress but cannot guarantee third-party resolution times.

Cloud platform disclaimer

Availability, performance and service guarantees of the underlying cloud platform remain subject to the respective cloud provider's published SLAs. iSolution's service commitments do not supersede or replace those underlying provider commitments.

Customer responsibilities

The customer is responsible for providing accurate information; maintaining valid support contracts and licenses where applicable; granting required approvals and access to supported environments; and maintaining authorized points of contact. Customer-related delays may affect SLA achievement.

Service restoration assumptions

Restoration targets assume supported environments follow vendor-recommended best practices, including high-availability configurations where applicable, backup and recovery mechanisms, and supported software versions and architectures. Failure to implement recommended best practices may affect restoration timelines.

Service terms continued / 2.

Approvals

Medium and Large service requests require customer approval before fulfilment begins, and the SLA clock pauses while awaiting it. Non-Standard requests require technical assessment and management approval; no default SLA applies until a fulfilment plan is agreed.

Cost and new-resource requests

Requests that create new resources - for example provisioning a new virtual machine - or that change cloud consumption or cost are handled through a commercial approval process with the customer's Account Manager before any work is performed. iSolution confirms the cost impact and obtains the customer's authorization; any resulting charges are billed to the customer under the agreed commercial terms.

Non-Standard, reimplementation and redesign

Non-Standard requests that involve reimplementation, architecture redesign or other major change fall outside routine service fulfillment. They require the iSolution implementation team to be engaged, are scoped and quoted individually, and are delivered as a separate project under a Statement of Work or Professional Services engagement.

Scope reclassification

If a request uncovers an underlying systemic failure - for example, a change that fails because the environment has reached a hard platform limit - the ticket may be reclassified as a large request or transferred to the incident management process.

Exclusions

SLA commitments exclude force majeure events; cloud provider or telecommunications outages; customer-managed systems outside the contracted scope; unsupported software, hardware or configurations; security incidents caused by unauthorized customer changes; customer-requested delays; and third-party application defects.

Out of Scope

Activities outside the agreed managed scope - new implementations, migrations and transformation projects, application development, architecture, license procurement and end-user device support - are not covered under our plans and are delivered through a separate Change Request, Statement of Work or Professional Services engagement.

Service terms continued / 3.

Newly provisioned resources

Servers, virtual machines or other resources provisioned after service commencement are not automatically included in the managed scope for Monitoring or Patch Management. Such resources are covered only after a separate agreement or scope addition is signed, with the corresponding per-resource fees applied. Until that addition is agreed, newly provisioned resources are excluded from monitoring, patching, and the associated SLA commitments, and any provisioning request that changes cloud consumption or cost continues to follow the Cost and new-resource request process with the customer's Account Manager.

Optional add-ons

Items shown as add-ons (such as Backup as a Service and third-party application support) are optional and quoted separately; they are not included in the base plan fee.

Force majeure

Service times may be affected by events beyond iSolution's reasonable control, including natural disasters, war, datacenter unavailability or regional cloud outages.

Misuse

Requests or incidents resulting from customer-side misuse, misconfiguration outside the managed scope, or sabotage may not be serviced under standard SLA terms.

Continuous service improvement

iSolution may enhance operational procedures, monitoring, reporting and delivery processes to improve service quality without reducing contracted service levels.

Precedence

These terms summarize the service framework. Where they differ from the customer's signed Managed Services Agreement, Support Agreement or SLA, the signed agreement prevails.

Service plan content is based on the June 2026 portfolio (v1.0). This public design edition was prepared in October 2026. The signed customer agreement prevails over this overview.