Managed Services Overview — 24x7x365

BlackHawk Data — US-Based NOC/SOC Operations

We don't just monitor. We own the outcome. BlackHawk Data's managed services provide round-the-clock operational support from our US-based Network Operations Center (NOC) and Security Operations Center (SOC). From proactive monitoring to incident resolution, we keep your infrastructure running at peak performance.

MARKET OVERVIEW

$731B	14.1%	2,400+	<15 min
Market by 2030	CAGR	Devices Managed	Mean Time to Ack

FOUR SERVICE PILLARS

OPERATE
- 24x7 monitoring & alerting
- Performance management
- Vendor coordination
- Proactive incident detection

SECURE
- Threat detection & SOC monitoring
- Managed Detection & Response (MDR)
- Incident response & forensics
- Compliance & audit support

SUPPORT
- Tier 1–3 help desk
- Ticketing integration (ITSM)
- Remote support & troubleshooting
- User lifecycle management

OPTIMIZE
- Firmware & patch management
- Capacity planning
- Quarterly Business Reviews
- Technology refresh planning

SLA COMMITMENTS

Priority	Acknowledge	Resolution Start	Description
P1 — Critical	15 minutes	1 hour	Service down, major impact
P2 — Major	30 minutes	2 hours	Degraded service, significant impact

Additional commitments: 99.999% uptime SLA | Monthly reporting by 5th business day | 99.997% 30-day uptime achieved | 142 changes/month average

OPERATIONAL PERFORMANCE

2,400+	<15 min	99.997%	142
Devices Managed	MTTA	30-Day Uptime	Changes/Month

Talk to Our Operations Team
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