

Audience: Procurement and IT governance leads comparing MSP operating models.

Definition of “managed” at Trucell

Managed services means Trucell carries defined operational responsibility for agreed outcomes, tooling, and escalation—not ad hoc break-fix disconnected from your governance.

Typical inclusions (scoped per agreement):

- **Service desk and ticketing** — HaloPSA-based workflows with severity, routing, and ownership aligned to your change and incident expectations.
- **Endpoint and infrastructure operations** — NinjaOne and complementary tooling for workstations and servers where in scope; monitoring context through Zabbix and related signals where deployed.
- **Patch and vulnerability cadence** — Coordination with change windows and application owners so patching is operational, not a spreadsheet exercise.
- **Backup and recovery context** — When Trucell operates backup lines, restore tests and immutability posture sit in the same operational narrative as security and support (see Backup service line and diligence checklists).

Service integration

Customers often combine managed IT with managed security, cloud, voice, or imaging lines. Contracts and RACI should state:

- Which parties own firewall, SIEM/XDR, identity policies, and cloud tenancy controls.
- How incidents escalate across providers when multiple lines are engaged.
- Reporting cadence for steering, risk, or clinical governance forums.

Out of scope without explicit agreement

Examples that require separate scope or partner ownership:

- Clinical decisions or regulatory submissions made by your organisation.
- Third-party SaaS administration where the vendor retains sole admin control and Trucell is not contracted to operate it.
- Physical security and non-IT building systems unless explicitly included.

Evidence and review

Operational evidence (tickets, change records, reports) is produced through governed processes aligned to ISO 9001 quality management for Trucell Pty Ltd and information security practices aligned to ISO/IEC 27001 and SOC 2 Type II expectations. Specific artefacts are available under NDA or in formal procurement as required.