

Managed Services



Uncompromising IT Support

Today's IT teams are expected to support a plethora of challenges: business continuity, cybersecurity, user experience and innovation all must be delivered in parallel, creating a growing skills and capacity gap in many organisations.

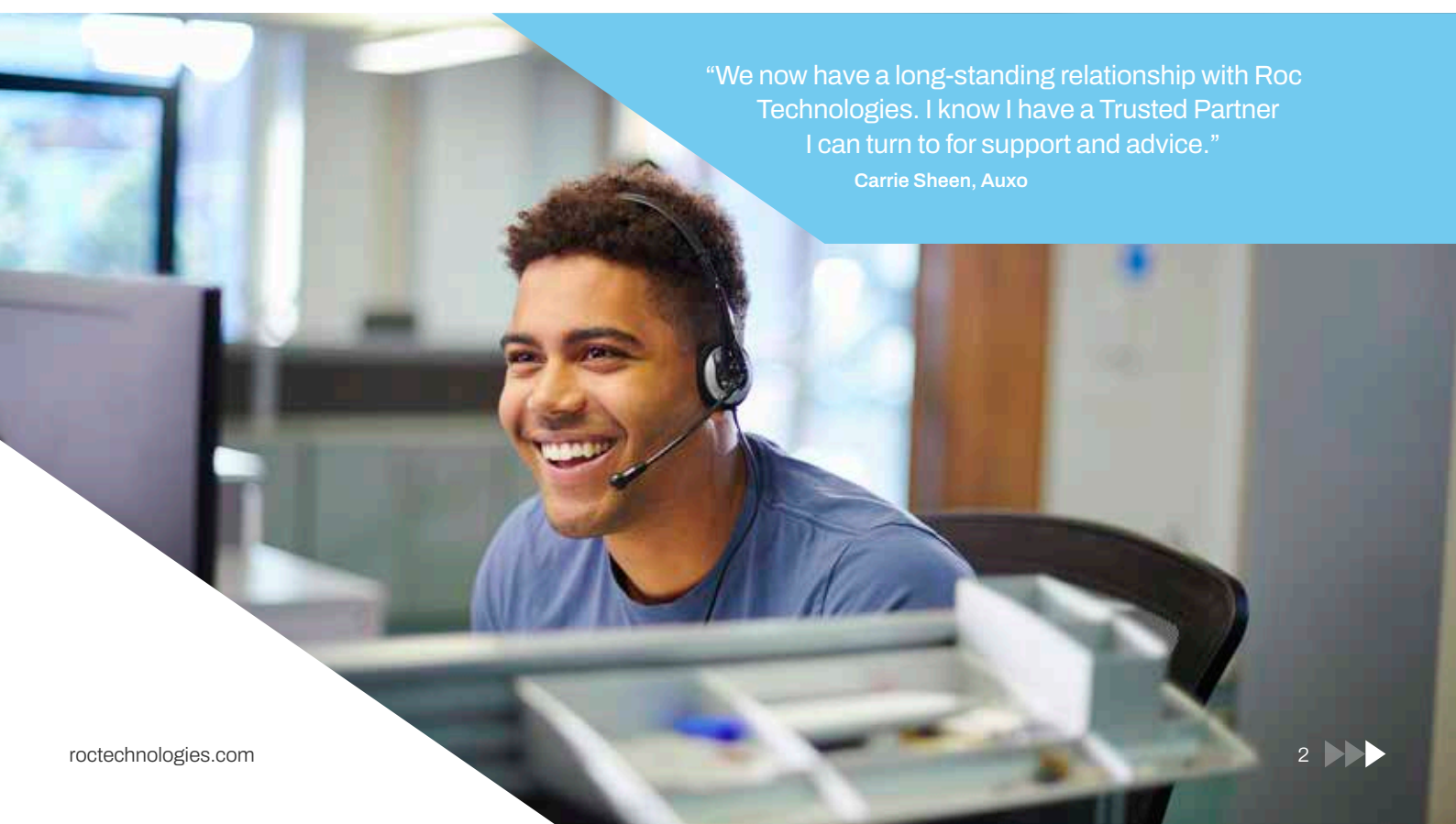
The pressure to deliver always-on, secure, high-performing services has never been higher.

Managed Services offers organisations the right expertise and additional resources to support ongoing transformation and digital success, allowing businesses to seamlessly scale their IT capabilities, ensuring security, reliability, and agility, while freeing internal teams to focus on strategic initiatives that drive growth and innovation.

At Roc, we offer an exceptional breadth of support, from the highly accredited consultants in our Professional Services teams, to the engineers, project managers and data analysts available through our resourcing team.

It means that when you choose to work with us, you're not just saving time and resources—you're gaining a team of experts who take care of everything, so you can focus on what really matters: running your business. So from 24/7 monitoring and service desk support, to specialist expertise in cloud optimisation, compliance, project delivery and cyber defence, Roc's Managed Services teams can help you stay ahead.

With Roc as your Managed Services partner, you get peace of mind knowing that your IT environment is in expert hands—24/7.



"We now have a long-standing relationship with Roc Technologies. I know I have a Trusted Partner I can turn to for support and advice."

Carrie Sheen, Auxo

Professional Services

‘Installation and configuration’ to ‘implementation’

Achieving strategic IT goals requires more than just technology—it demands expertise, guidance, and the right people. Today’s IT teams face increasing pressure to deliver innovative solutions while maintaining operations, often with limited resources and skill sets. Engaging external expertise is not just a matter of filling gaps; it’s about enabling your IT team to drive real transformation.

Roc’s IT Professional Services are designed to deliver precisely that support. Our highly trained, certified and accredited professionals work alongside your team. We offer guidance on strategic planning, technical design, build, configuration, test and project execution services. Partnering with Roc, you gain access to specialised knowledge, allowing your IT team to focus on delivering value.

Consulting and strategy

Our Professional Services team brings deep industry expertise to help you make informed, strategic decisions about your IT environment. We work closely with your team to understand the business challenges and technology needs. We deliver tailored recommendations to enhance performance, reduce costs and drive digital transformation.

“At UKAEA, we want to deliver best of breed solutions... Roc will help us design and deliver these solutions in a flexible and agile fashion.”

Andrew Hynes
Director of Computing Operations
UKAEA



Technical design

We combine technical innovation with practical experience to create reliable, scalable solutions that meet your specific requirements. Our technical design teams bring expertise and experience in network architecture, cloud integration, cybersecurity and more. We leverage the latest technologies to future-proof your IT infrastructure.

Build, test and deployment services

Our Consultants and Engineers provide industry experience and best practice for a range of delivery outcomes. We will deliver best-practice builds, using robust test strategies to ensure functional and non-functional effectiveness of your systems.

Transition into service

The seamless transition of service into service is critical. We ensure that impact to users is minimised and the new service delivers the outcomes expected.

Programme and project management

Delivering IT transformation on time and within budget requires meticulous planning and execution. Our certified project leads take a structured, transparent approach to managing complex IT projects, coordinating resources and mitigating risks. Partnering with us, you gain access to specialists who prioritise project success while keeping your strategic objectives in focus.



Managed Service Operations Centre

Demands on IT departments have shifted dramatically and IT leaders face many competing priorities: delivering transformation at pace, maintaining complex infrastructure, defending against constantly evolving threats — all whilst balancing budgets and internal resources.

At Roc, our Managed Services portfolio offers a strategic way to bridge that gap. Through our people and services, organisations can scale their capacity, leverage specialist expertise or expand their operational support to meet their changing needs, all without the overheads of expanding in-house.

Our offering has been built to offer the highest levels of flexibility and scalability for your business. We understand that every business is different, so we let you choose the level of support that fits your needs—without paying for unnecessary extras.

24/7/365 support for your teams

With 24/7 support from Roc's managed service, IT teams benefit from constant monitoring, rapid issue resolution, and improved system resilience. Freed from day-to-day operational pressures, internal teams can focus on innovation and strategy, knowing their environments are secure, efficient, and always available — without the cost and complexity of managing it all in-house.





Highly secure

Security is at the heart of our managed services. Staffed exclusively by SC and DV-cleared personnel, we continuously monitor your systems, detect issues and manage incidents at speed. This means your business is protected by professionals who meet the highest standards of security clearance, significantly reducing risks related to data breaches and insider threats.

Scalable and cost-effective

Roc's modular approach to managed services gives you the flexibility to scale support as your business evolves—without the cost and complexity of traditional outsourcing. Whether you need targeted assistance in specific areas or fully managed infrastructure services, our tailored model ensures you only pay for what you need.

Comprehensive remote and onsite expertise

From responsive first-line service desk support to expert third and fourth-line engineering and onsite teams, Roc delivers a complete support service. Our teams are equipped to support users, resolve complex technical issues and provide in person presence when needed —ensuring a seamless experience from ticket to resolution. By providing consistent coverage across the full IT estate, we help reduce service gaps, improve user satisfaction, and keep your business running smoothly.

Managed SOC

Advanced, flexible services that strengthen security

Cyber threats are exponentiating. Security breaches are an ever-present risk for organisations of all sizes. Many attacks remain undetected for months, silently infiltrating systems and causing significant financial and reputational damage. According to IBM, the average time to identify a data breach is 194 days—giving attackers ample opportunity to exploit vulnerabilities before action is taken.

Roc's Managed Security Operations Centre (SOC) provides proactive threat detection and response, ensuring that potential threats are identified and mitigated before they escalate. Our in-house SOC extends and enhances your organisation's security capabilities, offering flexible service models that range from monitoring and alerting to a fully managed SOC service. We help you stay ahead of cyber threats, respond rapidly to incidents, and protect critical infrastructure by continuously monitoring your IT environment — so you can operate with confidence.

Flexible security operations, built around your needs

Every organisation has different security requirements. This is why our Managed SOC is designed to be fully adaptable. Whether you need entry-level monitoring during business hours or a fully outsourced 24/7/365 service, we provide a solution that aligns with your risk profile, budget and in-house capabilities.

Multiple consumption models for cost-effective protection

We offer a range of service models to fit your organisation's specific needs. You can choose to procure just the necessary tools and expertise, to adopt a Platform-as-a-Service model where we host and manage the infrastructure, or fully outsource your SOC to us. You can optimise security spending, reducing the burden of maintaining costly in-house capabilities.

Enhance and complement your existing security team

Our SOC service is designed to work alongside your internal security function, filling gaps in expertise and capacity. We help alleviate the pressure on in-house resources by extending your team's capabilities - allowing your IT and security teams to focus on strategic initiatives rather than day-to-day monitoring.

High-security clearance for the most sensitive environments

All our SOC analysts are cleared to SC or DV levels. We can operate within the most secure and regulated environments. With our expertise, you can gain peace of mind knowing your security is managed by professionals who meet the highest standards of trust and compliance.



Resourcing Services:

Specialist talent deployed where and when you need it

Unexpected demands, specialist skills gaps, or urgent project requirements can create impossible pressure on internal teams. This can delay progress and increase operational risk. Whether responding to a sudden shortfall in staff, managing a complex business transformation, or supporting a high-security environment, businesses need fast access to skilled professionals without the delays of recruitment.

Roc's Resourcing Service provides highly trained, accredited experts across a range of disciplines: project management, engineering, high-level IT roles. For a short-term engagement or an ongoing service, our fully IR35-compliant solutions scale to your business requirements. With 80% of our workforce holding Security Check (SC) or Developed Vetting (DV) clearance, we are uniquely positioned to support highly-secure environments.

Rapid deployment of specialist professionals

At Roc, we can provide highly trained and accredited professionals onsite enabling organisations to respond quickly to unplanned demands and critical project needs. Our workforce includes certified experts across a range of disciplines: project managers, engineers, high-level IT roles.

Flexible resourcing for short- and long-term needs

From one-off assignments to ongoing support, our service adapts to your business needs. If you require a single expert or an entire team, we provide the right skills at the right time.



 **100%** Roc engineers have SC or DV clearance, ensuring we can support highly-secure environments

Resourcing as a Service (RaaS)

For large-scale projects, enterprise transformation or ongoing services, we provide fully-managed teams that deliver on time and within budget. Our structured approach ensures smooth execution and reduces project risk - improving efficiency.

Security-cleared workforce for sensitive environments

With 80% of Roc's professionals holding security clearance, we can support highly-secure environments where specialist expertise and vetting are essential. This allows organisations to maintain compliance and security without the challenge of sourcing and onboarding cleared professionals.

Knowledge transfer and future readiness

Our experts work collaboratively with internal teams, ensuring a structured handover of knowledge. This approach builds long-term capability within the organisation and allows businesses to benefit from best practices after the engagement ends.

Roc Technologies

Securing your digital future

Roc Technologies are uniquely positioned and proven in the market, with the scale, expertise and partnerships to move forward securely and at speed. We are a trusted partner to a diverse client base across sectors including Government, Defence, Professional Services, Retail and Higher Education.

Our people host a wealth of cross-industry experience, advising, monitoring, securing and building resilient digital infrastructures for our customers, as well as safeguarding their valuable assets.

We also understand that every organisation's infrastructure and system requirements are unique, which is why we tailor your solution to your organisation's specific requirements, employing best practice methodologies that deliver measurable, tangible outcomes along the way.



Whether you're expanding, modernising, or transforming how your people work, a resilient, intelligent cloud infrastructure is critical to success. It's not just about keeping the lights on—it's about powering what's next.



Contact us today to find out how Roc can support your organisation.
Visit roctechnologies.com for further information.