



BOHIOSYSTEM

• SERVICE DATASHEET • BOHIOSYSTEM

Managed Services

We take on the day-to-day operation of your technology under measurable service agreements, so your team can focus on the business.

DOCUMENT

BS-SVC-08

VERSION

1.0

DATE

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PREPARED BY

BohioSystem

BohioSystem

bohiosystem.dev • Confidential

THE SERVICE

Outsourcing operations is not delegating the problem. It is agreeing in writing what is guaranteed, how it is measured, and what happens if it is not met.

We take charge of the platform's day-to-day operation: monitoring, user support, maintenance, updates, backups and incident response, under a verifiable service level agreement.

The model rests on three things: knowing what exists (inventory), knowing what is happening (monitoring), and knowing what to do when it happens (procedures). Without all three, a support contract is just a phone number.

24/7

COVERAGE AVAILABLE

15 min

CRITICAL RESPONSE

Monthly

SERVICE REPORT

Measured

VERIFIABLE COMPLIANCE

01

What we solve

Why internal operations end up overwhelmed.

COMMON SITUATION	WHAT IT MEANS FOR THE BUSINESS
The technical team only puts out fires	All the time goes into handling emergencies, so there is never progress on what would prevent them.
No after-hours coverage	If something fails on a Saturday, it gets fixed on Monday, or depends on someone's goodwill.
Dependency on one person	A single person holds up the operation. Their resignation or vacation is a business risk.
Support with no traceability	Requests arrive by direct message and get lost. No one knows how many there were or how long they took.
Maintenance always postponed	Patches and updates are pushed back because there is no window or anyone to run them, and the debt piles up.
Unpredictable cost	Every incident is billed separately, so the annual technology spend is impossible to budget.

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What the service includes

01 Service desk

A single point of entry for all requests, with logging, classification and full traceability.

Single intake channel · Severity-based classification · Ticket lifecycle tracking · Knowledge base · Satisfaction survey

02 Monitoring and response

Continuous monitoring to detect issues before the user notices, with a defined response procedure.

Service and infrastructure monitoring · Prioritized alerts · On-call coverage by tier · Agreed escalation · Communication during the incident

03 Preventive maintenance

The work that prevents incidents, planned in agreed windows instead of improvised.

Patches and updates · Certificate renewal · Capacity review · Cleanup and pruning · Backup verification

04 Continuity management

A way out when something serious happens — tested, not just written down.

Managed backups · Restore testing · Recovery plan · Periodic drills · Review after every major change

05 Change management

Making sure changes are not the leading cause of outages, which is what they usually are.

Logging and approval · Planned windows · Mandatory rollback plan · Advance communication · Post-change verification

06 Reporting and continuous improvement

Turning operations into information that supports deciding where to invest.

Monthly service report · Agreement compliance · Trends and recurring incidents · Quarterly review · Improvement roadmap

03

How we work

In short stages, with something verifiable at the end of each one.

PHASE	WHAT HAPPENS	WHAT YOU KEEP
01 · Discovery	We understand the business, the current state and the real constraint.	Diagnosis and agreed scope.
02 · Design	We define the solution, its risks and its execution plan.	Architecture and milestone plan.
03 · Build	We implement in verifiable increments, not in a single delivery.	Functional progress per milestone.
04 · Go-live	Controlled deployment, testing and knowledge transfer.	Solution in production and team trained.
05 · Evolution	Operation, measurement and continuous improvement under a service agreement.	Periodic report and living roadmap.

04

What you receive

Go-live

- Inventory and initial assessment.
- Instrumented monitoring.
- Agreed service catalog.
- Defined escalation matrix.

Continuity

- Verified backups.
- Tested recovery plan.
- Incident procedure.
- Post-mortems for major incidents.

Operation

- Active service desk.
- Runbooks for routine tasks.
- Maintenance calendar.
- Complete request log.

Governance

- Monthly report with real metrics.
- Quarterly service review.
- Change log.
- Prioritized improvement plan.

05

Technologies we work with

We choose the tool for the problem, not by trend or by agreement with a vendor.

ZABBIX

GRAFANA

PROMETHEUS

WAZUH

VEEAM

ANSIBLE

ITIL

GLPI

JIRA SERVICE MANAGEMENT

BITWARDEN

WIREGUARD

UPTIME KUMA

06

Engagement models

MODEL	HOW IT WORKS	WHEN IT FITS
Fixed project	Defined scope and deliverables, agreed price and timeline.	Bounded needs with a clear objective.
Monthly retainer	Reserved team capacity month to month.	Continuous evolution and sustained support.
Dedicated team	Profiles assigned exclusively under your direction.	Long programs or high workload.
Hour bank	Consumable hours with agreed priority.	Variable demand or one-off work.

07

Our commitments

COMMITMENT	HOW IT IS MET
Response times in writing	Every severity level has a response commitment and a resolution target, measured and reported every month.
Full transparency	The client sees the same dashboard we do. There are no metrics known only to the provider.
No knowledge hostage-taking	All operational documentation belongs to the client. If the contract ends, it is handed over in full, without friction.
Prevention over reaction	A fixed share of the monthly dedication is reserved for preventive work, not only for handling what breaks.
Predictable cost	An agreed monthly fee. Any overage is flagged with data before it is billed, never after.

WHAT WE NEED FROM THE CLIENT

A point of contact with decision-making authority, current access credentials, and an agreed maintenance window. Without a window, preventive maintenance does not happen; and without preventive maintenance, any availability agreement is just wishful thinking.

08

Next step

GET STARTED

A one-hour session, at no cost, to review your current situation and define together the minimum scope to start with.

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DOCUMENT

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