

MSP partnership

Operational appendix



Service design, mobilisation and partner due diligence

Companion to the MSP partner briefing / Version 11 / October 2026

Coverage and capacity planning



Main metropolitan areas

Typically several technicians to support scheduling and backup

Regional locations

Some locations have one technician and may require travel

New coverage requirements

Allow for recruitment and onboarding before committing to a site SLA

Technical scope and authority

Broad field capability

Level 1 and Level 2 support, audits and basic troubleshooting

Work under your direction

Configuration and data-handling tasks require agreed authority and controls

Specialist scope review

Level 3 depends on location. Electrical, fibre and structured cabling need separate review



Service commitments and response planning



Planned attendance

After-hours and weekend work is available by arrangement

Response targets

Generally target next-business-day attendance. Agree response guarantees per contract

Contract-specific agreement

Confirm acknowledgement, attendance, escalation and any dedicated on-call arrangements

Mobilisation and technician onboarding



Existing network

Schedule against confirmed technician availability and customer access

New locations

Allow around two weeks for recruitment and onboarding, subject to local availability and required checks

Accelerated onboarding

May be possible within 24 hours when a suitable candidate and checks are ready

Booking and integration planning

Supported today

Portal and email intake, bulk job lists and repeat-site bookings

Planning repeat work

Dedicated automated recurring-job scheduling is not currently offered

Ticketing workflows

Native MSP ticketing integrations are not currently offered; use the agreed intake process



Parts, access and customer requirements

Prepare site access

Assigned technician identity and contact details support access arrangements

Arrange hardware delivery

Confirm an approved receiving address; the MSP normally ships directly

Set presentation requirements

Agree clothing, identification, aliases and any pre-engagement NDAs



Assurance and due diligence



Role-appropriate checks

Background checks and skills validation; additional checks where required

Insurance evidence

Request current insurance certificates and applicable policy terms during partner due diligence

Security review

Security policies and assurance documentation are available for partner due diligence

Agree the delivery brief before mobilisation

Locations and demand

Site list, expected visits, work types, skills and parts

Service commitments

Hours, targets, escalation contacts and acceptance criteria

Customer requirements

Access, safety, security, reporting and brand presentation