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Bechtle Managed Service Overview

A comprehensive guide to Bechtle's Managed Services offering. From modular services through to end-to-end Managed Services, a clear guide to all services available in partnership with Bechtle.

Bechtle UK's Managed Services are designed to help organisations take control of an increasingly complex IT landscape, providing a fully governed, flexible operational partnership that evolves with the needs of the business. Rather than a one-size-fits-all outsourcing model, Bechtle takes a more considered approach, working alongside customers to identify where support adds the greatest value and seamlessly integrating into their environment as a trusted extension of their team. The result is a service that simplifies complexity, enhances resilience, and creates the space for internal IT teams to focus on strategic priorities.

At the heart of the offering is a modular, scalable framework that adapts as organisations grow and change. Bechtle provides a single, accountable partner for the operational layer of IT, ensuring services are consistently delivered, well-governed, and aligned to business outcomes. By combining deep technical expertise with a strong focus on governance and continuous improvement, Bechtle helps customers move beyond reactive support models and towards a more proactive, value-led approach - one that drives efficiency, reduces risk, and supports long-term transformation.

Three tiers. One platform.

The Bechtle Managed Services portfolio is structured into three tiers - designed to fit businesses at different scales and stages, with a common operating model running through all three.

Core	Flex	360
BECHTLE Core	***BECHTLE Flex***	***BECHTLE 360***
The entry managed service - user- and device-focused.	The modular tier - three foundations plus the modules you actually need.	The full operational managed service - every standard module, named delivery, board-grade governance.

Seventeen service modules sit behind the three tiers - three foundational, fourteen optional. Customers at Flex select the modules that fit; customers at Core take the standard five; customers at 360 take the full operational pack of thirteen plus up to four optional add-ons.

Movement between tiers is straightforward. Customers start where they are and step up as the business grows or the operational need expands. Modules can be added or removed at Flex via a Contract Change form.

6 areas of the IT estate.

Bechtle UK&I's seventeen service modules group into six functional layers. Together they cover everything most managed-service buyers need.

FOUNDATION
The universal layer - present in every managed service Bechtle delivers. The operational front door, governance and the security floor.

Includes: *Support Desk Access, Proactive Service Delivery, Baseline Security Controls.*

USER SUPPORT
Day-to-day support of users, devices and applications across the L1/L2/L3 stack.

Includes: *End User Support, Proactive Patch Management, Technical Specialist Support.*

PLATFORM
Operational management of the IT estate - cloud, network, Microsoft 365 and data protection.

Includes: *Managed Microsoft 365, Managed Hybrid Cloud, Managed Intelligent Networks, Managed Backup & DR.*

SECURITY
Beyond-baseline security posture, continuity and detection - for businesses where the floor isn't enough.

Includes: *Enhanced Security Controls, Business Continuity Assurance, Managed Detect & Respond.*

ADVISORY
Strategic guidance and fractional executive technology leadership.

Includes: *FutureReady Strategy, C-Suite as a Service.*

FIELD & ENVIRONMENTAL
Physical presence on customer sites and environ mental sensing of the workplace.

Includes: *On-Site Engineering, Vision Healthy Spaces.*

The portfolio at a glance.

Service Module	Core	Flex	360
Support Desk Access	✓	✓	✓
Proactive Service Delivery	✓	✓	✓
Baseline Security Controls	✓	✓	✓
End User Support	✓	o	✓
Proactive Patch Management	✓	o	✓
Technical Specialist Support	-	o	✓
Enhanced Security Controls	-	o	✓
Managed Microsoft365	-	o	✓
Managed Hybrid Cloud	-	o	✓
Managed Intelligent Networks	-	o	✓
Managed Backup & DR	-	o	✓
FutureReady Strategy	-	o	✓
On-Site Engineering	-	o	o
Managed Detect & Respond	-	o	o
C-Suite as a Service	-	o	o
Vision Healthy Spaces	-	o	o

✓ Included as standard o Optional add-on - Not available

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Module Profiles.

01. SUPPORT DESK ACCESS

Core | Flex | 360

The entry point for every IT support interaction.

The single point of contact for incident logging, request intake, triage, categorisation and routing across the Bechtle managed service. Multi-channel intake (telephone, portal, email, API), P1/P2 communication cadence, lifecycle management, knowledge capture. The operational foundation that every other module depends on for ticket intake.

02. PROACTIVE SERVICE DELIVERY

Core | Flex | 360

Forward-looking oversight to keep services stable and improving.

Structured oversight of live managed services — backlog monitoring, ticket quality assurance, trend analysis, escalation. Delivered as Shared PSM (a pooled governance function) at Core and Flex, or as Named PSM with a dedicated Service Delivery Manager at 360 and optionally at Flex. Both models share a governance framework and reporting standards; the difference is depth and customer-specific ownership.

03. BASELINE SECURITY CONTROLS

Core | Flex | 360

The entry point for every IT support interaction.

The single point of contact for incident logging, request intake, triage, categorisation and routing across the Bechtle managed service. Multi-channel intake (telephone, portal, email, API), P1/P2 communication cadence, lifecycle management, knowledge capture. The operational foundation that every other module depends on for ticket intake.

04. END USER SUPPORT

Core | Flex *Optional* | 360

L1/L2 diagnosis and resolution for end-user issues.

User-facing support — Windows and macOS device problems, M365 application issues, password resets, MFA, account creation and JML, Teams/SharePoint/OneDrive user-level support, peripheral and printer troubleshooting. Complements Support Desk Access: the Support Desk handles intake and triage; End User Support handles the diagnosis and the fix.

05. PROACTIVE PATCH MANAGEMENT

Core | Flex *Optional* | 360

Controlled, repeatable patching of supported OS and applications.

Routine vendor-cadence patching of supported operating systems and approved third-party applications - alignment to Patch Tuesday and equivalent cycles, risk-based assessment, phased deployment within agreed maintenance windows, monitoring and remediation of failures, monthly compliance reporting. Security-critical patches (Tier 1) are governed by Baseline Security Controls; risk-prioritised Tier 2 by Enhanced Security Controls.

06. TECHNICAL SPECIALIST SUPPORT

Flex *Optional* | 360

L3 expertise — complex diagnosis, root-cause analysis, vendor escalation.

Third-line technical support across server, network, cloud, security and application layers. Provides root-cause analysis contribution on P1 and recurring incidents, change impact assessment, vendor technical engagement, configuration assurance, and technical lead during Major Incidents. Sits behind the Support Desk and End User Support.

07. ENHANCED SECURITY CONTROLS

Flex *Optional* | 360

Beyond the security baseline - advanced identity, DLP, vulnerability management, proactive assurance.

Extends Baseline Security Controls with advanced identity and access (conditional access, PAM, OAuth/ app consent governance, BYOD), DLP and encryption, vulnerability scanning and Tier 2 patching, proactive assurance checks across identity / configuration / devices / backups / logging, an awareness training platform with phishing simulation, and intermediate incident response playbooks. Cyber Essentials Plus-aligned.

08. MANAGED MICROSOFT365

Flex *Optional* | 360

Operational management and optimisation of the M365 tenant.

Identity (Entra ID, conditional access within boundaries, MFA, licensing), Exchange Online, SharePoint Online, OneDrive, Microsoft Teams administration and incident support, and Intune endpoint management where included. Microsoft service-health monitoring with proactive correlation of platform issues to customer-reported incidents. SLA clock pauses for Microsoft platform outages.

09. MANAGED HYBRID CLOUD

Flex *Optional* | 360

Operational management of the hybrid estate - both on-prem and public cloud.

Day-to-day platform oversight, monitoring and event management, capacity / performance / cost optimisation, change enablement, and reporting across hybrid environments spanning on-premise infrastructure and supported public cloud platforms. Operations and continuous improvement only - migration and transformation projects are scoped separately.

10. MANAGED INTELLIGENT NETWORKS

Flex *Optional* | 360

End-to-end management of the network estate.

Monitoring, configuration management, troubleshooting and lifecycle visibility for LAN, WAN, Wi-Fi, firewall and VPN. ISP and carrier faults escalated and tracked on the Customer's behalf with SLA clock pauses while they work. Firmware and configuration backup and restore; network admission control delivered where Enhanced Security Controls Goal-State is contracted.

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11. MANAGED BACKUP & DR

Flex Optional | 360

Backups run, restores delivered, DR testable and invocable.

Backup job monitoring and failure remediation; file/application/server restore fulfilment; retention policy operation; immutable backup configuration where supported; disaster recovery support (plan documentation, test facilitation, technical invocation, post-DR review) where contracted. RPO/RTO compliance reporting.

12. FUTUREREADY STRATEGY

Flex | 360

Structured IT advisory to empower and enable technology transformation and adoption.

An IT Foundations Audit (RAG-rated assessment across six domains), a Maturity Assessment (five strategic pillars), an IT Roadmap (Fix Now / Fix Soon / Fix Later) or IT Strategy Report, and an annual IT Strategy Statement. Two engagement routes — IT Roadmap (technically-led) or IT Strategy (business-led) — selected per situation. Progress reviewed at QSR; improvement actions feed the CSIP.

13. ON-SITE ENGINEERING

Flex Optional | 360 Optional

Skilled engineers on your sites for physical work, both fixed and reactive.

Reactive dispatch when remote resolution isn't possible, pre-agreed scheduled on-site days, device builds and deployment, meeting room technology, physical connectivity troubleshooting, stock and staging where agreed. Hardware diagnostics and swap-outs facilitated where a hardware contract exists.

14. MANAGED DETECT & RESPOND

Flex Optional | 360 Optional

Continuous security monitoring and analyst-led incident response.

Continuous security telemetry ingestion (EDR, identity, email, cloud, network, infrastructure), automated and analyst-led detection with threat-intelligence enrichment, severity-based incident response (MDR leads on high and critical), baseline forensic readiness, and ongoing detection tuning. Coverage hours configurable (24×7×365, business hours, or extended). Technology-agnostic — monitoring platform per engagement.

15. C-SUITE AS A SERVICE

Flex Optional | 360 Optional

Fractional executive technology leadership — vCIO, vCTO, vCAIO or vCISO.

Named senior executive in a virtual role on a retained, fixed-days-per-month basis. Strategy and roadmap ownership, governance and steering committee participation, vendor and commercial advisory, board and stakeholder engagement, named individual continuity. Advisory and leadership only — not hands-on engineering or daily operations.

16. VISION HEALTHY SPACES

Flex Optional | 360 Optional

Real-time environmental monitoring across physical spaces.

IoT-based environmental monitoring using EnOcean / LoRaWAN sensors over existing HPE Aruba access points (or LoRaWAN where Aruba isn't possible). CO2, temperature, humidity, VOCs, occupancy. Cloud-based Vision Dashboards platform with hierarchical views, configurable thresholds, alerting, and trend analysis. Monitoring only — does not control HVAC or BMS.

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A partner with scale.

Bechtle UK&I is part of a wider European IT group — combining the reach and resource of a large platform with the responsiveness of a local managed service.

Heritage and scale

Bechtle is one of Europe's leading IT service providers, headquartered in Neckarsulm, Germany, and part of the wider Bechtle Group. Founded in 1983, the business has over 40 years of experience delivering end-to-end IT solutions and services. Today, Bechtle employs more than 16,000 people and operates from around 120 locations across 14 European countries, combining strong local presence with international reach. In the UK and Ireland, Bechtle has a well-established footprint with offices including Chippenham, London, Manchester and Northampton, supporting organisations across both public and private sectors. The company generated revenues of approximately €6.41 billion in 2025, reflecting its scale and strength within the European IT market. Bechtle is a publicly listed organisation on the Frankfurt Stock Exchange and is included in the MDAX and TecDAX indices, demonstrating its financial stability and credibility as a long-term technology partner.

Vendor and technology partnerships

At Bechtle, our strong vendor partnerships and top-tier accreditations enable us to deliver trusted, best-fit IT solutions. Working closely with leading technology providers, we combine recognised expertise with a broad, vendor-agnostic ecosystem to give customers access to the latest innovations, specialist support, and competitive commercial outcomes - maximising the value of every IT investment.

Our top vendor accreditations

These certifications are held by a very limited number of UK resellers:

HP AMPLIFY Commercial Partner Global Power Elite

DELL Technologies TITANIUM BLACK PARTNER

PC Partner Platinum Plus Lenovo

Microsoft Solutions Partner

Cisco Partner Gold Provider

Authorised Reseller

Other key vendor partners

Hewlett Packard Enterprise · SAMSUNG · Jabra GN · Adobe

vmware · Logitech · APC by Schneider Electric · Canon

NetApp · SOPHOS · **... and 300+ more**

Accreditations and standards

At Bechtle, we understand that trust is earned through action. That's why we've invested in internationally recognised certifications that demonstrate our dedication to delivering high-quality services, protecting your data, and operating responsibly. From robust quality management to verified cybersecurity and environmental stewardship, our certifications reflect the standards we uphold every day - for your peace of mind.

ISO 9001
Commitment to Quality

ISO 4001
Environmental Responsibility

ISO 27001
Information SecurityYou Can Trust

Cyber Essentials
Verified Cybersecurity

Cyber Essentials Plus
Verified Cybersecurity

Worksafe Certification

SafeContractor



Bechtle's Solutions & Services

Bechtle Managed Services sit at the heart of our portfolio, designed to support and enhance every solution we deliver across our core pillars, including:

- **Modern Workplace**
- **Security**
- **Cloud**
- **Document Solutions**
- **Software**
- **Hybrid Infrastructure**

Rather than operating in isolation, Managed Services provide the ongoing expertise, monitoring, and optimisation needed to ensure each solution continues to perform at its best long after implementation. This creates a seamless, end-to-end experience - from design and deployment through to day-to-day support and continuous improvement.

At every stage of the IT lifecycle, our Managed Services enable:

- **Consistent performance and reliability** – ensuring technologies across all pillars are proactively supported, monitored, and maintained
- **Reduced burden on internal IT teams** – allowing organisations to focus on strategic priorities rather than routine management
- **Flexibility and scalability** – adapting services as business needs evolve across different technology areas
- **Access to specialist expertise** – extending in-house capabilities with dedicated skills across each pillar
- **End-to-end service continuity** – connecting consultancy, delivery, and ongoing support into a single, integrated approach

By combining our Managed Services with each of the Bechtle pillars, we deliver fully integrated solutions that not only meet immediate project requirements but continue to evolve, optimise, and add value over time. This ensures our customers benefit from a truly holistic IT strategy - one that is supported, secure, and future ready.

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Next Steps

If you would like to learn more about how Bechtle Managed Services can support your organisation, or if you have any questions regarding the services mentioned in this guide, please reach out to your Bechtle Account Manager, or get in touch with our services team via **services.uk@bechtle.com.**



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