

INFRASTRUCTURE OPERATIONS · SERVICE PROFILE

Managed IT Services

Your servers stay up, patched and backed up — 24/7 — so outages stop eating your time and money. You focus on the business; we run the infrastructure.

10,000+ systems delivered for clients in 150+ countries — and we run our own 17-brand company on systems like this. You own everything we build.

19+

YEARS BUILDING

28,000+

CLIENTS SERVED

10,000+

SYSTEMS SHIPPED

200+

INTEGRATIONS BUILT

PROVEN ON US

19+ years running client infrastructure, plus 30+ production sites of our own 24/7. Which means operators, not a call queue.

01 · THE COST YOU PAY TODAY, AND THE FIX

WHAT IT COSTS YOU TODAY

Every outage costs you sales, trust and hours of firefighting. Patching happens after the breach, not before. One person holds all the knowledge — when they leave, you are exposed. Each month you run reactive IT, you pay twice: in downtime and in work that never gets done.

WHAT YOU GET INSTEAD

You get one team that owns your infrastructure end to end. We monitor, patch, back up and respond 24/7 — the same discipline behind our own 30+ production sites. AI diagnostics flag issues early; engineers stay accountable. Which means problems get fixed before your customers ever notice.

What you get

01

Problems caught while you sleep

Your servers, sites and services are watched 24/7. An engineer responds the moment something breaks. Which means faults get fixed before they become outages.

02

Your servers run without you

We provision, configure, scale and tune your Linux servers, VPS and cloud. Which means you get senior operations cover without hiring a full team.

03

Attacks blocked before they land

Firewalls, hardening, malware scanning and continuous patching close known holes fast. Which means fewer breach risks and no patch backlog hanging over you.

04

A bad day becomes routine

Automated, verified backups with defined recovery targets. Which means a failed disk, bad deploy or ransomware event becomes a restore, not a disaster.

05

One team answers everything

A helpdesk that owns your day-to-day IT under clear SLAs — user requests to infrastructure changes. Which means no vendor finger-pointing and no waiting.

06

Faster fixes with AI

AI spots anomalies and starts the investigation before an engineer opens the ticket. Which means shorter incidents — with a human accountable for every action.

YOU OWN IT | Everything we build — code, data and IP — is yours. Which means no lock-in, ever.

02 · WHAT'S IN SCOPE

What's in scope

- ✓ 24/7 monitoring of servers, sites and services
- ✓ Firewall setup and hardening
- ✓ Malware scanning and abuse response
- ✓ Disaster recovery with defined targets
- ✓ Server, VPS and cloud management
- ✓ Continuous security patching
- ✓ Automated, verified backups
- ✓ Helpdesk with clear SLAs

How you start

1

Free assessment

We map your problem and scope the first build. No cost, no obligation.

2

First build

Fixed scope, fixed timeline. Live in about 2–3 weeks.

3

Run

We operate, monitor and support it 24/7. You see it working under real use.

4

Expand

You add the next system when you're ready. Nothing forced.

Ways to engage

Fixed-Scope Build

Defined outcome, fixed timeline & price.

Dedicated Team

A senior squad that works as your own.

Staff Augmentation

Vetted engineers plugged into your team.

Managed Retainer

We build, run and evolve it for you.

03 · WHAT CHANGES FOR YOU

What you can expect



Fewer emergencies and more uptime — your team stops firefighting



Vulnerabilities patched before they become breaches



One accountable team instead of vendor finger-pointing



Predictable monthly IT cost instead of surprise repair bills

Products we run at scale

ServerAdmin.ai

AI server management

serveradmin.ai

AI Ticket & Chat

AI helpdesk

aiticketandchat.com

Orvox

White-label hosting

orvox.com

Common questions

Do you replace our IT team or work with them?

Either. Some clients hand us the whole infrastructure. Others keep an internal team for strategy and use us for 24/7 monitoring, security and hands-on operations underneath them. You choose the split; we adapt to it.

What infrastructure can you manage?

Linux servers, VPS, control panels, cloud environments, databases and networking. It is the same stack we run in production across our own 30+ sites. Which means your setup is unlikely to surprise us.

How fast do you respond when something breaks?

Monitoring runs 24/7 and alerts go straight to an engineer, not a queue. Response and escalation times are written into your SLA, so you know what to expect before anything breaks.

How do we start?

With a free assessment of your infrastructure — no cost, no obligation. We agree a fixed scope — no surprise bill — with your first build live in ~2-3 weeks. After that, we run it 24/7 and expand as you grow.

Book your free assessment

Free assessment → fixed-scope first build, live in ~2-3 weeks → run & expand.

No cost, no obligation. Full profile: rapinova.com/resources

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