Northdoor Managed Services

Northdoor Managed Services make data work harder for your business. By taking on the management burden for your IT environment and data, Northdoor enables smarter decisions, faster growth, and sustainable business benefits.

Our portfolio of managed services essentially covers every element of the enterprise IT stack and operations — offered in a modular way that enables you to select the precise blend of services that fit your requirements.

With expert managed services from Northdoor, companies can focus on core business objectives, confident that their underlying technology is monitored, maintained and protected. We enable operational leaders to streamline workflows through intelligent automation, and we empower digital leaders to create seamless customer journeys.

Smarter decisions, sustainable benefits

Northdoor has more than 35 years' experience in serving blue-chip organisations across multiple industry sectors, with particular focus on banking, insurance, financial services, retail, not-for-profit, public sector and property management.

We deliver lasting IT transformation at scale and speed through AIM (Advise, Implement, Manage) — our unique, proven and award-winning methodology.

By taking on the management burden while giving organisations clear visibility and control of their IT environment and data, we enable smarter decisions, faster growth, and sustainable business benefits.

Northdoor's portfolio of managed services spans four strategic offerings:

- Managed Infrastructure Services

- Managed Security Services

- Managed Data Analytics Services

- Managed AI Readiness Services

Managed Infrastructure Services

Tackle complexity and unlock growth potential

As businesses adapt to the demands of the digital age, infrastructure complexity acts as a brake. When IT resources are spread across a variety of platforms, expenditure tends to be high, rising and unpredictable, while flexibility is low. The combination of end-of-life technology and lean teams contributes to low operational efficiency and poor performance, availability and security. The lack of reliability diverts attention to firefighting — limiting innovation, integration and automation.

How would it be if you could make infrastructure somebody else's problem?

Focus on strategic initiatives

Northdoor offers expert managed services for all types of IT infrastructure. By taking on the day-to-day management of IT resources — whether physical or virtual — we empower organisations to focus on strategic initiatives.

With a 24/7 IT service desk, integrated capacity management, proactive monitoring and remediation, real-time reporting, integrated backup and business continuity, and continuous cost optimisation, Northdoor takes away the headache of managing complex hybrid infrastructure. We also help customers optimise and modernise their environments, manage cybersecurity and develop technology roadmaps.

By engaging Northdoor to provide managed infrastructure services, organisations can create a dynamically responsive infrastructure that promotes efficient, low-cost business growth.

Managed Security Services

Protect your information assets

As the number, variety and speed of cybersecurity threats rise, securing complex IT landscapes is becoming increasingly challenging. Even as the threat landscape evolves — including the emergence of AI-powered malware — the awareness of cybersecurity risk remains low. Many organisations have developed their cybersecurity posture over time in a relatively reactive way, leaving them with a decentralised view of risk and a disjointed approach to remediation.

There's a better way to manage cybersecurity.

Gain a clear view

Northdoor offers expert security services in conjunction with the biggest names in the business. We take a full-scope view across the entire IT infrastructure, including all endpoints, deploying best-in-class solutions integrated into a comprehensive cybersecurity capability. By centralising both the visibility of security risks and the toolsets to manage them, we empower our customers to protect their information assets at lower cost and with greater confidence.

Following a security maturity review, we deploy technology for endpoint detection and response, antivirus, antiphishing and email security. We provide email signature management, cybersecurity awareness training, and we protect all data through automated backup and recovery — with immutable storage as a last line of defence against ransomware.

With managed security services from Northdoor, companies can protect their most important and sensitive data and systems from the growing threat of cyberattack.

Managed Data Analytics Services

Make your data work for your business

In most organisations, potentially valuable information is fragmented across disconnected systems. The data itself is often low in quality, duplicated, inconsistent and incomplete. As a result, business users have no single, reliable source for reporting or analytics. And as regulatory pressure for accurate reporting grows, organisations that lack traceable and auditable data flows are putting themselves at risk of fines and reputational damage.

How can you cut through the chaos to gain actionable insight?

Deliver intelligence around the clock

With more than 35 years' experience in serving blue-chip organisations across multiple industry sectors, Northdoor has a strong track record of helping businesses transform data into actionable insight. We bring together data from multiple disparate systems, build robust governance and quality controls around it, and deliver it to advanced analytics tools.

Our managed data analytics services include ongoing monitoring, optimisation, and troubleshooting for all data environments across the organisations. We provide 24/7 managed services with proactive incident management and ongoing performance optimisation to ensure that business users are never kept waiting for data.

With managed data analytics services from Northdoor, organisations can unite data to create a single, reliable source of business reporting and analytics.

Managed AI Readiness Services

Lay the right foundations for AI-powered success

As organisations look to turn AI pilots into solutions with tangible business value, they typically hit multiple roadblocks. One major concern is the inadequacy of infrastructure to deliver the required performance and availability. Attempting to retrofit existing environments to new AI solutions often results in performance degradation, rising costs and overwhelmed IT teams. Data is another significant concern, in terms of its quality, completeness and governance.

Many companies also encounter skill gaps and internal resistance to change. A key element here is the perceived risk of AI hallucinations driving poor operational decisions or leading to legal consequences.

How can you overcome AI uncertainties and focus investment on the right initiatives?

Build a sustainable AI strategy

Northdoor understands how to build the business and technology scaffolding for the successful and sustainable deployment of AI solutions. We provide a structured framework that assesses the current data landscape, governance practices, and infrastructure maturity, while identifying unique opportunities and risks. Through tailored workshops, readiness assessments, and ongoing managed support, we ensure that AI initiatives are secure, compliant, and strategically aligned with business goals. We empower organisations to move from exploration to execution with clarity, reducing risk and accelerating value.

With managed AI readiness services from Northdoor, companies can build the data foundations and organisational governance to enable the seamless and profitable introduction of new AI-powered solutions.

Focus on strategic activities... leave IT to us

By engaging Northdoor to provide managed services across one or all of infrastructure, security, data analytics and AI-readiness, organisations can increase their focus on core strategic activities while improving service levels.

The benefits of Managed Services from Northdoor

One point of contact for all IT issues, helping keep systems and employees productive.

Enhanced reliability, scalability, performance and security for business applications.

Improved governance and protection for sensitive data.

Lower and more predictable cost of ownership for on-premises and cloud infrastructure.

Focus on strategic initiatives rather than firefighting.

Cohesive cybersecurity workflows built around integrated tools.

Rapid, intelligent detection of — and response to — emerging threats.

Clean, accurate, consolidated, centralised data that works hard for the business.

Consistent, trustworthy reporting from a single source of high-quality data.

Dashboards and self-service analytics tools to empower business users and cut IT workload.

Reduced time-to-insight: act faster to seize new revenue opportunities.

Rapid piloting and triage of new AI initiatives.

AI-ready infrastructure offering predictable performance and controlled costs.

Competitive differentiation through the early adoption of powerful AI solutions.

Take the next step

To find out more, visit https://www.northdoor.co.uk/managed-services