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THE MSP OF

2027

A partner that moves the business, not a supplier that maintains it

UNITEC IT SOLUTIONS · 2027

Outcomes that secure your competitive advantage

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AI | Automation | Compliance | Infrastructure | Security | Support

YESTERDAY'S MSP		THE 2027 MSP
Fixes things when they break	→	**Prevents breaks and keeps people working**
Measures tickets closed	→	**Measures user uptime**
Engineer for every request	→	**Zero-touch for routine requests**
Different device builds	→	**Consistent, automated deployment**
We'll call you back	→	**Support booked around your calendar**
Antivirus and firewalls	→	**24/7 detection, response and testing**
IT supplier	→	**Provider of compliance, automation and AI**

SHIFT FROM ACTIVITY TO BUSINESS OUTCOMES

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02 · EXPERIENCE

We measure success by how long your people can work, not tickets closed

USER UPTIME

THE PRODUCT WE PROTECT

Fewer interruptions • Faster restoration
• Meaningful Interactions

→	**CX INITIATIVES**	Self Service, Onboarding/Leaver Forms, ZeroTouch, Scheduling
1	**FIRST-CONTACT RESOLUTION**	Resolved immediately
2	**ISSUES PREVENTED**	Proactive support – AI Insights
3	**CSAT**	Customer experience

Transparent performance reported in business terms – QBR

EXPERIENCE IS MEASURABLE

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03 · ZERO-TOUCH RESOLUTION

The fastest ticket is the one that resolves itself

- **Password resets and account unlocks**
- **MFA re-registration**
- **New starter and leaver setup**
- **Shared mailbox and distribution list access**
- **Microsoft 365 licence assignment**
- **Approved software installs**

Pia

24/7
NO QUEUE
POLICY-LED

- High-volume requests resolved in minutes
- Verification and approval follow client policies
- Engineers focus on complex, high-value problems

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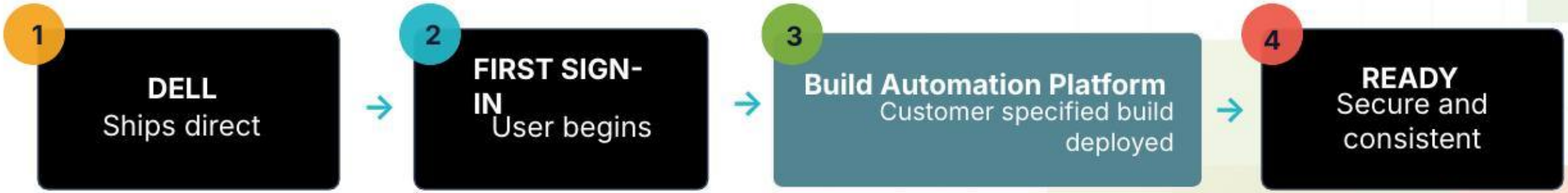
04 · CONSISTENCY

Every device built the same way, every time



- Standard software and configuration baseline
- Configuration drift detected and corrected automatically
- Consistent applications, versions and security settings
- Faster onboarding with fewer one-off issues

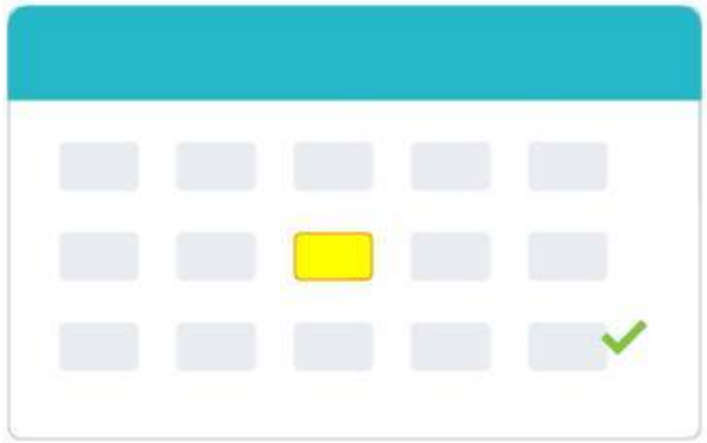
ZERO-TOUCH ONBOARDING w/ QA

2027

05 · FLEXIBLE SUPPORT

Support that works around your schedule, not ours

TIMEZEST



- Book engineer time directly
- Automatic confirmations and reminders remove phone tag
- Urgent issues retain immediate priority
- Routine work fits business hours and busy periods
- Resolution at your convenience

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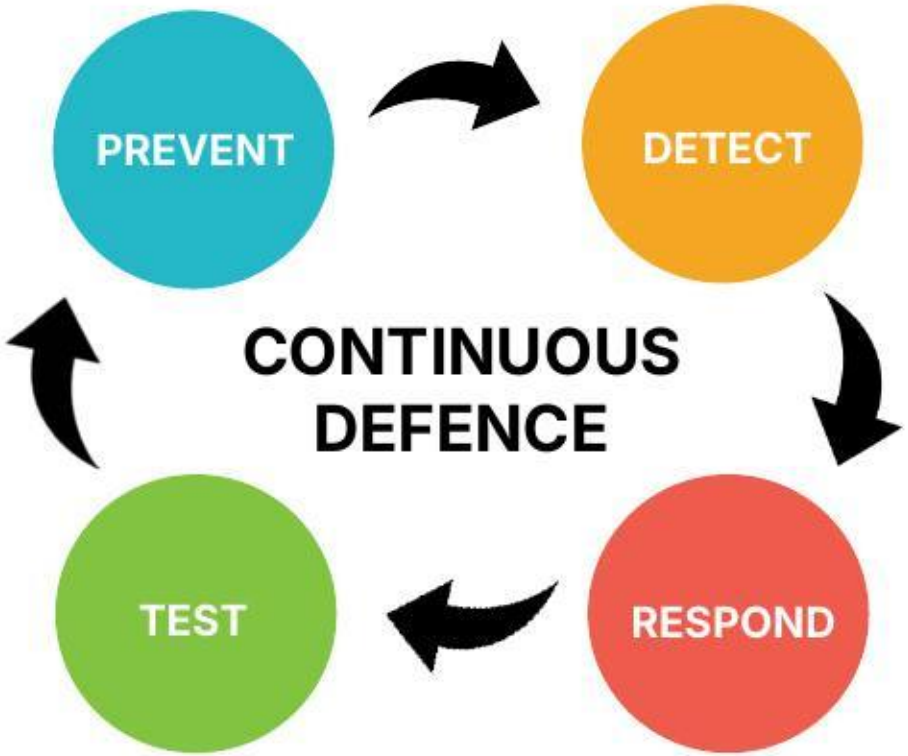
06 · SECURITY

The threat landscape changes every week
So does our defence



- AI-generated phishing and identity attacks evolve quickly
- Huntress: 24/7 human-led SOC, Managed EDR, Managed ITDR
- Penetration testing finds gaps before attackers do
- Evidence supports insurers, auditors and board oversight

[ADD OTHER HIGHEST-TIER COMPONENTS]

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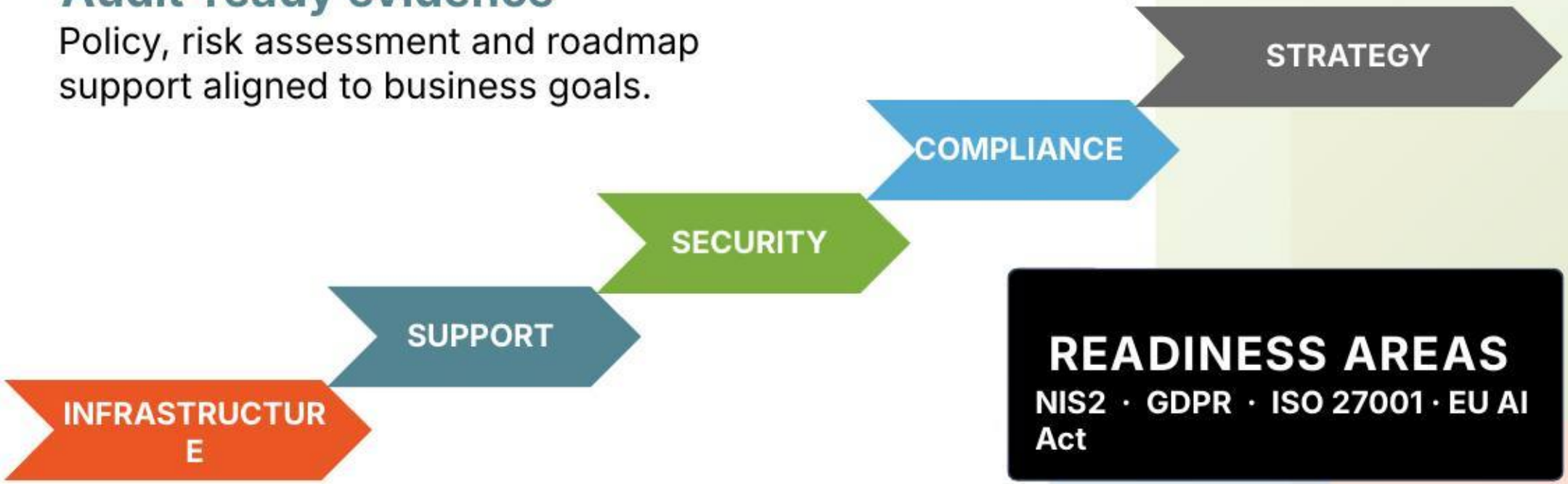
07 · ADVISORY
Compliance is now a board-level issue
We help you meet it

Audit-ready evidence

Policy, risk assessment and roadmap support aligned to business goals.



FROM TECHNICAL CONTROL TO CONFIDENT GOVERNANCE

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08 · BUSINESS TRANSFORMATION

AI is the innovation, but automation is the multiplier



Secure, governed and effective

SOLVE SIGNIFICANT BUSINESS PROBLEMS, NOT DEMOS

09 · THE UNITEC MSP OF 2027

One partner for uptime, security, compliance and growth

01

EXPERIENCE

Uptime · zero-touch
flexible scheduling

02

CONSISTENCY

Consistent builds
predictable estate

03

SECURITY

Prevent · detect
respond · test

04

ADVISORY

Compliance
and roadmap

05

AUTOMATION & AI

Business impact
at scale

The MSP of 2027 isn't a supplier. It's a partner.

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Q&A

Panel of All Speakers

CYBER SECURITY EVENT

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Thank You

We hope you are cyber conscious now!

- Enjoy lunch
- Visit our exhibition stands
- Take the Dell Innovation Centre tour
- Network and chat

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