

HCS FOLLOW-THE-SUN ALWAYS-ON SUPPORT

Continuous operational resilience

24x7 managed support

hcs

Empowering Progress

24x7 managed support
delivered through integrated operations teams in Ireland and New Zealand.

Technology does not stop when the working day ends. Critical systems, cloud platforms, cybersecurity tools, backups and business applications continue to operate around the clock. The risks that can disrupt them do too.

As organisations become more dependent on digital services, every delay between an issue occurring and action beginning can increase the operational, financial and reputational impact.

Traditional out-of-hours support models are often reactive. Monitoring tools may raise alerts overnight, but investigation may not begin until the next business day, unless a major incident triggers an on-call escalation.

HCS Follow-the-Sun Support is designed to close that response gap.

It brings together specialist teams in Ireland and New Zealand to provide continuous 24x7 monitoring, triage, escalation and operational support.

Rather than relying on after-hours callouts, customers benefit from a fully staffed service model, with qualified engineers actively monitoring environments and responding as issues emerge.

The result: earlier detection, faster intervention, reduced disruption and greater confidence in the resilience of business-critical IT services.

Why Follow-the-Sun support matters

- **Reduce the response gap**
- **Protect continuity**
- **Strengthen resilience**



One integrated service operation across two hemispheres

The HCS operational support team spans Ireland and New Zealand to maintain seamless coverage as the working day moves across time zones. New Zealand provides a strong time-zone fit with Ireland, a skilled technology talent base and close cultural alignment. The teams work as one service operation, supported by shared processes, tooling and escalation paths.



Business benefits

Faster incident response
Potential issues are identified and actioned sooner, reducing the time between detection and remediation.

Reduced business disruption
Proactive intervention can help prevent an issue from developing into a service affecting outage.

Improved operational resilience
Critical platforms are monitored continuously to support availability and service continuity.

Enhanced cyber resilience
Security events can be investigated and escalated outside business hours, reducing response delays.

Greater recovery assurance
Backup failures can be reviewed and addressed sooner, improving recovery readiness.

Access to the right expertise
Level 1 and Level 2 analysts are backed by Level 3 engineers and subject matter experts.

Built for organisations that need more than reactive cover.
The service supports organisations operating globally, working extended hours, or depending on critical IT services that cannot wait until the next business day for investigation and action.

The HCS Follow-the-Sun model

The table below outlines the services included in the enhanced HCS Follow-the-Sun model, with a side-by-side comparison of the services delivered through the basic reactive 24x7 service.

Area	HCS Basic Reactive 24x7 Service	HCS Proactive Follow-the-Sun Service	Service Service Outcomes with Follow-the-Sun Support
Monitoring	Systems monitored out of hours, alerts actioned during business hours.	Dedicated analysts monitoring and actioning alerts 24x7x365.	Greater operational availability.
Incident Detection	Reactive – client typically identifies and reports issues to HCS out of hours to commence investigating.	Proactive – HCS detects potential issues and commences remediation activities out of hours, often before users are impacted.	Reduced business disruption.
Out-of-Hours Support	Reactive P1 support via on-call escalation for major incidents.	Proactive monitoring and intervention around the clock, to prevent, and respond to incidents.	Lower risk of business outages.
Service Model	Paging/on-call driven.	Dedicated monitoring team in Ireland and New Zealand.	Consistent service availability.
Business Impact	Services are restored after a failure event is identified.	Attempted prevention and mitigation before a failure event occurs.	Protected revenue and productivity.
Escalation Path	Customer typically initiate escalation to HCS on-call team after hours.	HCS initiates investigation and escalation once a potential issue is identified.	Faster service restoration.
Resource Coverage	On-call engineers activated in response to client escalation.	Monitoring analysts for Level 1 and Level 2 support, plus escalation to on-call Level 3 and Subject Matter Expert teams as required.	Access to the right expertise.
Visibility	Overnight visibility by monitoring tools, response action commenced by HCS engineers next business day.	Continuous monitoring and operational awareness through tooling, with action taken out of hours by HCS engineers.	Stronger operational oversight.
Backup Monitoring	Backups monitored out of hours, business hours remediation of backup issues.	Active review and remediation of backup issues out of hours.	Greater recovery assurance.
Security Monitoring	Cybersecurity events monitored out of hours, business hours incident response for remediation of security events.	Proactive cybersecurity monitoring and incident response out of hours, aligning with any relevant HCS SOC contracts.	Reduced cyber risk.
Patching & Maintenance	Operational patching and maintenance typically performed during business hours.	Expanded 24x7 operational capability for out-of-hours patching and proactive maintenance.	Reduced operational and security risk.

A stronger approach to managed services.

HCS Follow-the-Sun Support moves beyond traditional reactive cover towards continuous monitoring, earlier intervention and clearer escalation, helping organisations keep critical IT services available, protected and operationally resilient.



Why HCS?

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What HCS Brings

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Empowering
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