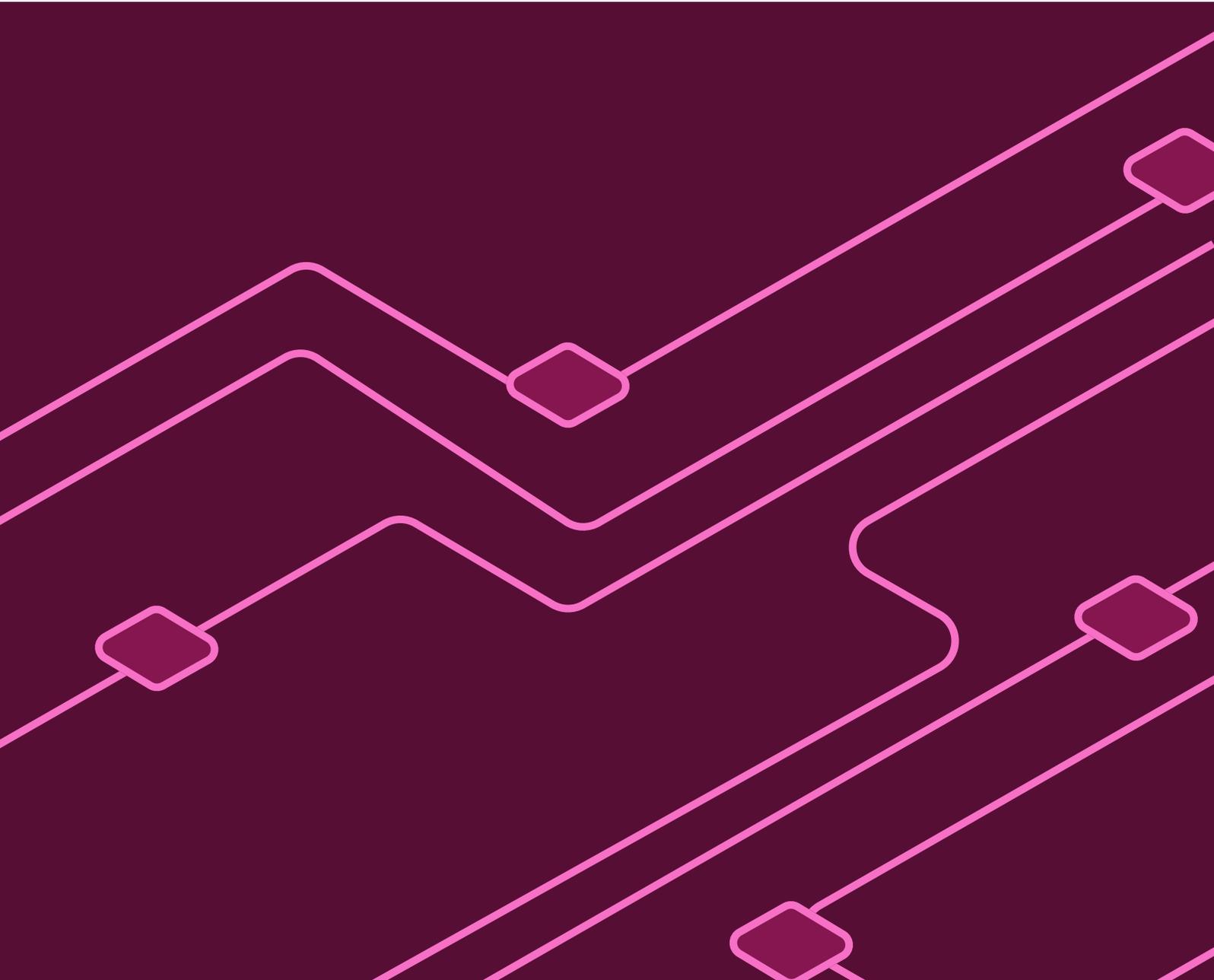# Continuous Operational Support for Critical Infrastructure

PRODUCT BROCHURE

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Operational Continuity in Always-On Environments

Modern data centers operate continuously, with limited tolerance for downtime, degraded performance, or delayed response to operational issues. While monitoring systems generate alerts and data, many organizations struggle to maintain consistent operational follow-up, especially outside normal business hours.

Internal teams may lack the capacity, availability, or specialist expertise required to respond effectively to incidents, manage complex OT/IT environments, and maintain systems over time. This can lead to prolonged incidents, unclear ownership, growing technical debt, and increased operational risk.

A structured service for continuous operational support

Gapit Uptime is Gapit Nordics' managed service agreement for continuous monitoring, support, and operational follow-up of critical infrastructure systems.

Delivered through the Gapit Nordics Operation & Command Center (GNOCC), Gapit Uptime provides 24/7/365 operational coverage, combining structured service management, defined response procedures, and access to experienced engineers who understand complex OT and IT environments.

Gapit Uptime is designed to support stable daily operations, rapid incident handling, and long-term system reliability, without replacing the customer's operational ownership or internal teams.

Reduced Operational Risk

Early detection, structured follow-up, and disciplined service processes help limit the impact of incidents and prevent recurring issues from developing into long-term operational problems.

Predictable Incident Handling

Clearly defined prioritisation levels, response targets, and escalation paths provide consistency in how incidents and requests are managed, reducing uncertainty during critical situations.

Continuous Operational Coverage

Round-the-clock monitoring and support ensures that incidents are identified, assessed, and handled regardless of time of day, reducing dependency on local availability and ad-hoc escalation.

Access to Specialists

Customers gain direct access to engineers with deep understanding of data center OT systems, operational platforms, and integrated environments, without needing to staff this capability internally

Operational Transparency

Regular reporting and service reviews provide visibility into system health, incidents, and changes, supporting governance, accountability, and continuous improvement.

24/7 Monitoring and Support

Continuous supervision of operational systems with defined on-call and escalation procedures.

Structured Incident Management

Structured handling of incidents and support requests, including prioritisation, response targets, and resolution tracking.

Service Governance and Reporting

Regular service reporting and review meetings to follow up incidents, trends, and improvement areas.

System Maintenance Coordination

Planned service windows, upgrades, and technical follow-up aligned with operational requirements and customer change processes.

Security-Aware Operations

Operational practices aligned with established information security principles, including controlled access, secure communication, and shared responsibility between Gapit and the customer.

Be Stable.
Be Predictable.

Without a structured service framework, operational stability becomes dependent on individuals rather than processes, making it difficult to scale, govern, and sustain reliable operations.

Gapit Uptime ensures that critical infrastructure is monitored, supported, and followed up with the same discipline every hour of every day, so operations remain stable, predictable, and trusted.

Built on Experience.
Trusted in Operation.

Gapit Nordics works with owners and operators of critical infrastructure across the Nordics and Europe. We help organizations monitor, understand, and improve complex operational environments through open, well-structured, and transparent solutions.

Our work is grounded in deep technical expertise and practical experience from some of the most demanding data center environments in the region. We build solutions on open standards, avoid vendor lock-in, and focus on creating clarity and control where complexity would otherwise grow.

Across projects and products, our role is consistent: to simplify operations, support informed decision-making, and help our customers build infrastructure that is ready for both today's demands and tomorrow's requirements.

Get in Touch With Us

If you'd like to understand how Gapit Nordics works, or how our products are used in practice, we're happy to continue the conversation.

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GapitNordics

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SMARTER MONITORING. STRONGER DECISIONS.