We strengthen service delivery with NinjaOne - blueAPACHE

Canonical: https://www.blueapache.com/blog/partnership-with-ninjaone

Details:

We combine our operational expertise and service delivery with NinjaOne’s Unified IT Operations Platform. The partnership supports our IT Operations Excellence as a Service strategy by bringing endpoint visibility, patching, remote management and automation into our managed services.

Technology connected to our operations

We embed NinjaOne into our service architecture to monitor and manage endpoints and servers, automate operating-system patching and support secure remote access. We connect these capabilities with our enterprise IT service-management platform and the people and processes responsible for day-to-day delivery.

We also use the NinjaOne-enabled architecture in our own environment as Customer Zero, drawing on our operational experience when we implement services for customers. NinjaOne develops the platform; we design, integrate and operate the services around it.

Work with our team

You can access NinjaOne through us in two ways. With our managed services, we operate the agreed endpoint capability for you. If you have an internal IT team, our technology services can help you implement and adopt NinjaOne within your own environment while your team retains day-to-day operational ownership.

We bring implementation and operational experience to the work, covering device onboarding, patch policies, remote access, reporting and integration with your service-management processes. We agree the selected capabilities and support responsibilities around your requirements.

Talk with our team about your endpoint operations, or explore our technology partnerships .

Read the original coverage

Frequently asked questions

What changes for customers already on your managed services?

We operate the agreed endpoint capability, bringing endpoint visibility, patching, remote management and automation into the service.

Can our own IT team keep day-to-day ownership?

Yes. Our technology services can help you implement and adopt NinjaOne within your own environment while your team retains day-to-day ownership.

Does this cover servers as well as end-user devices?

Yes. We monitor and manage both endpoints and servers.

Can we use NinjaOne through you while keeping our internal IT team?

Yes. Our technology services can help your internal IT team implement and adopt NinjaOne while you retain day-to-day operational ownership. Alternatively, our managed services team can operate the agreed endpoint capability for you.

What does your team contribute alongside NinjaOne?

We combine endpoint technology with implementation experience, service-management integration and operational support. We work with you on device onboarding, patch policies, remote access, reporting and responsibilities.