



YOUR RELIABLE IT SERVICE PARTNER

Managed IT · Cloud · Cybersecurity · Automation · Data Intelligence

20+

Years

250+

Clients

40+

Countries

3,000+

Workforce

24/7

Operations



THE CHALLENGE

THE DISCREET COST OF GROWTH

- 01 Rising IT Costs**
In-house expansion drives overhead without proportional output.
- 02 Talent Scarcity**
Specialist roles remain unfilled for months slowing delivery.
- 03 Security Exposure**
Threat surface expands faster than internal teams can defend.
- 04 Delivery Inconsistency**
No standard delivery model means quality depends on who shows up.
- 05 Innovation Bottleneck**
Senior teams absorbed in operational noise can't drive strategy forward.
- 06 Compliance Pressure**
GDPR, ISO, SOC2 requirements demand continuous governance overhead.



WHO WE ARE



DESIGNED TO SCALE ENTERPRISES

IMS Nucleii is an enterprise-grade Managed IT and Technology Services provider operating across 40+ countries.

As part of IMS Group, an established enterprise legacy with 20+ years of outsourcing expertise, we function as a seamless extension of your leadership and delivery teams.

We transform IT from a cost centre into a growth engine through disciplined governance, global delivery, and tailored technical execution.

99.9%
Uptime SLA

24/7
Monitoring

100%
NPS



OUR SERVICES

END-TO-END IT CAPABILITIES



Managed IT & Infrastructure

Full-lifecycle IT management from infrastructure to support.



Managed Cybersecurity

Proactive threat defence, detection, and response.



Managed Cloud

Seamless migration and management across AWS, Azure, GCP.



IT Support & Helpdesk

24/7 L1-L3 support with <1 min response and 98% FCR.



IT Consulting

Resilience audits, compliance roadmapping, ITSM frameworks.



Data & Analytics

BI pipelines, predictive analytics, and data visualisation.



Custom Software

Bespoke web, mobile, and SaaS development at enterprise scale.



Automation Solutions

RPA, workflow optimisation, and intelligent process automation.



Custom IT Solutions

High-stakes infrastructure overhauls and system integrations.



MANAGED IT & INFRASTRUCTURE

MINIMISE DOWNTIME TO BUILD OPERATIONAL RESILIENCE

Single points of failure are eliminated by architecting redundant, high-performance environments aligned to your business continuity requirements.

Infrastructure Capabilities

- Network Architecture & Redundancy
- Virtualisation (VMware / Nutanix)
- Hardware Lifecycle Management
- Patch & Configuration Management
- Capacity Planning & Optimisation

- 01 **24/7 NOC Monitoring**
- 02 **O365 Administration**
- 03 **ITIL-Aligned Helpdesk**
- 04 **Backup & Recovery (3-2-1 Strategy)**
- 05 **Proactive Asset Management**
- 06 **Audit-Compliant Change Management**



MANAGED CYBERSECURITY

PROACTIVE SECURITY POSTURE FOR UNCOMPROMISED NETWORKS

We move organisations from vulnerability to resilience, building layered security that protects the perimeter, the identity, and the data.

Managed Detection & Response

24/7 threat detection and breach neutralisation.

Identity & Access Management

Zero-trust controls across the network perimeter.

Vulnerability Management

Closing gaps before they are exploited.

Security Awareness Training

Building a security-first culture across teams.

Penetration Testing

Assessments that identify and patch security gaps.

Tech Stack — Security

CrowdStrike

EDR & Threat Intelligence

Microsoft Sentinel

SIEM & SOAR

Okta

Identity & Access Management

Splunk

Log Analytics & Monitoring



MANAGED CLOUD SERVICES

UNINTERRUPTED CLOUD MANAGEMENT FOR OPTIMIZED PERFORMANCE

100%

Compliance
Ready

Zero

Migration
Gaps

3+

Cloud
Platforms

Cloud Migration

Seamless transition to AWS, Azure, or hybrid cloud with zero migration gaps.

Cloud Security

Robust security protocols, compliance frameworks, and data governance.

Hybrid & Multi-Cloud

Unified management across public and private cloud infrastructure.

Cloud Cost Optimisation

FinOps practices that control spend without compromising performance.



MANAGED IT SUPPORT & HELPDESK

24/7/365 SUPPORT FOR MINIMAL OPERATIONAL DISRUPTION

We provide round-the-clock technical support to keep your global workforce secure and productive. By minimising technical friction, we prevent employees from seeking risky workarounds that compromise your security perimeter.

<1 Min
Response Time

98%
First-Call Resolution

L1-L3
Support Coverage

24/7
365-Day Availability

White-labelled support · End-user device management · Immediate incident response · High-touch client experience



LEVERAGE DATA INTELLIGENCE TO MITIGATE BUSINESS RISKS

01

Data Engineering Pipelines

Robust pipelines that consolidate fragmented data into clean, governed environments.

02

Business Intelligence & BI

Advanced interactive dashboards in Power BI for real-time decision visibility.

03

Predictive Analytics

Forward-looking models that surface risk and opportunity before they materialise.

04

Data Governance

Compliance-aligned data frameworks built for GDPR, HIPAA, and SOC2 requirements.



AUTOMATION & SOFTWARE SOLUTIONS

UTILISE AUTOMATION & SAAS TO OFFLOAD MANUAL TASKS & UPDATE SYSTEMS

We eliminate manual overhead and operational bottlenecks through intelligent automation and bespoke software development.

RPA Implementation

Reducing errors in high-stakes data entry and repetitive workflows.



Data Intelligence

Automated BI visualisations to surface risk trends before they compound.



Custom SaaS Development

Bespoke applications built with Security by Design at the core.



Legacy Modernisation

Systematic refactoring of outdated, unpatched infrastructure.





CHOOSE THE RIGHT IT STRATEGY TO ACCELERATE OPERATIONS

We bridge the gap between technical complexity and business strategy through expert-led audits and disciplined governance.

01. ITSM Framework Implementation

Mapping processes to business priorities with ITIL-aligned governance.

02. Resilience Audits

Identifying single points of failure before the technology debt compounds.

03. Strategic Technology Roadmaps

Aligning IT investment with business goals across short and long-term horizons.

04. Compliance Roadmapping

Bridging the gap between technical reality and ISO / SOC2 / GDPR requirements.



OUR TECH STACK

ENTERPRISE-GRADE | PRODUCTION-READY

Our technology stack provides the robust foundation for scalability, security, and reliability across every engagement.

INFRASTRUCTURE

Azure
AWS
GCP
VMware
Nutanix

SECURITY

CrowdStrike
Sentinel
Okta
Splunk

DATA & OPS

Python
React
ServiceNow
Power BI
JS / HTML / CSS



GLOBAL DELIVERY MODEL

FOLLOW-THE-SUN RELIABILITY FOR SEAMLESS OFFSHORE INTEGRATION

Our global delivery architecture is engineered for uninterrupted reliability, ensuring 24/7/365 operational continuity for your enterprise.



Scalable Talent

A dedicated offshore development centre offering scalability, security, and long-term value.



Offsite Delivery

Remote expert teams ensuring cost efficiency and seamless communication across time zones.



Hybrid Model

Balanced onsite presence with remote efficiency, optimised for flexibility and outcomes.



FLEXIBLE ENGAGEMENT MODELS

SCALE TECHNICAL CAPACITY TO SKIP THE RISK OF IN-HOUSE EXPANSION

Our engagement structures are designed to function as a seamless expert extension of your internal team

On-Demand Expertise

Instant expertise to bridge skill gaps for critical projects. Pre-vetted specialists, ready to deploy.

- No hiring overhead
- Immediate availability
- Project-specific scoping

Dedicated Teams

An exclusive IT powerhouse fully integrated with your internal operations and delivery cadence.

- Deep domain alignment
- Long-term engagement
- KPI-driven accountability

Custom Projects

A high-performance taskforce assembled for enterprise digital transformation goals.

- Defined scope & outcomes
- Senior-led delivery
- Full project lifecycle



CONTINUOUS DATA GOVERNANCE TO GUARANTEE COMPLIANCE

We help organisations develop into a state of continuous audit-ready governance across security, privacy, and data frameworks.

01. ISO/IEC 27001

Global standard for Information Security Management.

02. SOC 2 Type II

Independent verification of security controls and trust principles.

03. GDPR & CCPA

Total alignment with international data privacy and protection laws.

04. HIPAA Ready

Engineered for healthcare data protection and compliance requirements.



STAY PREPARED FOR CONTINGENCIES TO ENSURE BUSINESS CONTINUITY

Tested recovery protocols that meet insurance policy mandates are employed to guarantee business survival regardless of the threat vector.

Immutable Backups

Air-gapped, ransomware-proof copies that defeat encryption attacks.

RTO/RPO Guarantees

Defined recovery timelines and near-zero data loss commitments for critical apps.

Regular Simulations

Recovery tests that prove readiness — not just policy documents.

3-2-1 Recovery Strategy

Three copies, two media types, one offsite — enforced without exception.

Near-Zero
Data Loss

Rapid
Recovery SLA

100%
Simulation Tested



CLIENT SUCCESS STORIES

THE IMS NUCLEII IMPACT

O365 Migration

Australian Digital Media Agency

Migrated 211 accounts from O365 to Google Workspace within 18 days with zero data loss.

30% More Uptime

Healthcare Staffing Business

Provided L2 IT professionals to handle escalations, improving uptime by 30% and resolution speed by 40%.

Response Time Cut to 1/3

Leading RPO Organisation

Reduced response time from 12 minutes to under 1 minute. Resolution time from 5h 31m to 2h 3m.

Google Workspace Migration

UK-Based Non-Profit

Migrated 32 accounts from Google Workspace to O365 in 4 days with full continuity.



THE IMS NUCLEII ADVANTAGE

WHY ENTERPRISES CHOOSE US

Proven at Scale

Backed with the institutional reputation of IMS Group behind every engagement



Security-First Culture

ISO 27001, SOC2, GDPR, and HIPAA compliance built into business culture



Leadership Extension

We partner with you to operate as an extension of your senior leadership, actualising your strategic vision



Rapid Deployment

Pre-vetted specialist teams deployable without the overhead of in-house hiring



Outcome Accountability

KPI-driven engagement models with defined SLAs, FCR targets, and recovery guarantees



Follow-the-Sun Delivery

Three delivery regions providing uninterrupted 24/7 global coverage





APPROACHES & METHODS

POWERING INNOVATION AND RELIABILITY

Agile

Flexible, iterative development that accelerates innovation and adapts quickly to change.

- Iterative sprint cycles
- Continuous feedback loops
- Rapid time-to-market

Scrum

Sprint-based delivery with transparent collaboration and consistent high-quality solutions.

- Sprint-based delivery
- Transparent collaboration
- Faster feedback cycles

DevOps

CI/CD automation and continuous deployments delivering shorter, more reliable release cycles.

- CI/CD automation
- Improved system performance
- Shorter release cycles

Kanban

Visual task boards and WIP-limited workflows that optimise delivery flow and cycle time.

- Visual task management
- WIP-limited workflows
- Optimised cycle time



START A CONVERSATION ON YOUR IT PRIORITIES

Discuss how our managed IT, cloud, cybersecurity, software, and automation solutions can empower your enterprise without expanding your in-house headcount.



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