

Choose the support you need

NORTHWIND / SERVICE CATALOG

Three example offerings, with scope and handover expectations visible before work starts.

Essentials

Keep the service running.

- Named support contact
- Monthly health summary
- Documented escalation path

Best for a stable service with a small support queue.

Improvement

Reduce repeated problems.

- Everything in Essentials
- Quarterly backlog review
- One improvement workshop

Best for a service with recurring issues and a clear owner.

Transition

Prepare a confident handover.

- Readiness assessment
- Recovery walkthrough
- Receiving-team training

Best for a new service moving into regular operations.

Before choosing

Confirm the service owner, support hours, and expected response process. These are sample offerings rather than a commercial contract.