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DPIIT

ENTERPRISE FIELD GUIDE · 2026

Your AI, Running 24×7 at Peak Performance.

Deploying AI is the beginning, not the end. Our Managed AI Services team keeps your AI agents, models, and workflows running at peak performance — with SLA-backed uptime, continuous optimization, and proactive security management.

SLA Uptime · up to 99.99%

Critical Response · 15 min

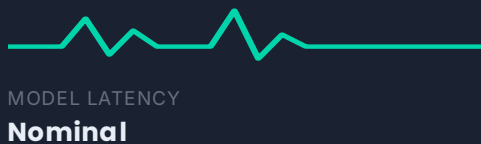
24×7 NOC · India + Global

Enterprise IT Ops · 25+ yrs

[Book a Demo →](#)

● 10–14 min read · 6 sections

● LIVE SYSTEM STATUS · OPTIMAL



What you'll walk away with

	SECTION 01 The Case for Managed AI Services Why deployment is day one, not day done — and what quietly breaks without ongoing operations.	p.03
	SECTION 02 What We Manage For You The six pillars of continuous AI operations, from model monitoring to business impact reporting.	p.04
	SECTION 03 Managed Services Tiers Essentials, Professional, and Enterprise — matched to your deployment scale.	p.05
	SECTION 04 Common Pitfalls & How We Solve Them The failure modes that sink AI in production — and how continuous operations prevent each one.	p.06
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WHO THIS IS FOR

CTOs, Heads of IT/Ops, CISOs, and digital-transformation leaders responsible for AI systems already in — or about to enter — production. If model drift, security patching, incident response, and provable ROI on your AI investment matter to you, this guide is built for you.

Ready to keep your AI running at peak performance?

Book a free scoping call. We'll assess your deployment and recommend the right tier.

The Case for Managed AI Services

Deploying AI is the beginning, not the end. Once an agent is live, model accuracy drifts, security needs ongoing patching, and infrastructure has to scale with growing workloads — all without an owner, most AI deployments quietly degrade.



Max SLA uptime for enterprise-tier managed operations



15 min

Critical incident response time, SLA-backed



25+ yrs

Enterprise IT operations experience behind every engagement

MYTH VS REALITY

⊗ MYTH

"Once AI is deployed, the work is done."

✓ REALITY

Deploying AI is the beginning, not the end — models drift, security needs patching, and infrastructure needs to scale.

⊗ MYTH

"Our IT team can monitor AI the same way they monitor regular software."

✓ REALITY

AI systems need specialised monitoring — accuracy, drift, latency, throughput — that traditional IT tooling doesn't cover.

⊗ MYTH

"Degraded AI performance is just the cost of scaling up."

✓ REALITY

SLA-backed uptime with financial penalties if we miss means degraded performance has an enforceable cost — to us, not you.

Wondering how well your AI is really performing? [Talk to Our Team](#) →

What We Manage For You

Six pillars of continuous AI operations — so your team can focus on business outcomes, not infrastructure.



Model Performance Monitoring

- Continuous tracking of model accuracy, drift, latency & throughput
- Automated alerts when performance degrades



Security & Compliance

- Ongoing security patching & access management
- Audit trail review, reporting for DPDP, ISO 27001, SOC 2



Model Updates & Fine-Tuning

- Regular updates incorporating new data & user feedback
- Domain changes tracked to maintain accuracy over time



Incident Management

- 24x7 incident detection, triage & resolution
- SLA-backed response times, full post-incident reports



Capacity Planning

- Proactive infrastructure scaling for growing workloads
- No performance degradation as data volumes grow



Business Impact Reporting

- Monthly reports quantifying cost savings & efficiency gains
- ROI metrics tied to your AI investment

 **From Gurugram to the world**

25+

Years enterprise IT operations. 99.99% max SLA uptime. Swaran Soft runs managed AI operations on an open-source-first stack, deployed entirely in your infrastructure. ISO 9001 & ISO 27001 Certified. NASSCOM Member.

Need round-the-clock AI operations?

We'll assess your deployment and scope the right level of support within 5 business days.

[Explore All AI Services](#)

Managed Services Tiers

Choose the level of support that matches your AI deployment scale — from a handful of agents to white-glove enterprise operations.

1 📍 Essentials

From ₹2.5L/mo

99.5% uptime

Core monitoring and maintenance for small AI deployments (1–3 agents).

- ✓ 24×5 monitoring & alerting
- ✓ Bug fixes & patches (SLA: 48 hrs)
- ✓ Monthly health report
- ✓ Monthly performance review
- ✓ Quarterly model updates
- ✓ Email support

KEY DELIVERABLE Monthly Health & Performance Report

2 ↗ Professional

RECOMMENDED**From ₹6L/mo**

99.9% uptime

Full-service management for growing AI deployments (4–10 agents).

- ✓ 24×7 monitoring & alerting
- ✓ Bug fixes (SLA: 8 hrs critical)
- ✓ Security patching & compliance
- ✓ Dedicated account manager
- ✓ Weekly performance reviews
- ✓ Monthly model fine-tuning
- ✓ Real-time analytics dashboard
- ✓ Phone + email support

KEY DELIVERABLE Real-Time Dashboard + Dedicated Account Manager

3 👤 Enterprise

Custom Pricing

99.99% uptime

White-glove managed operations for large-scale enterprise AI platforms.

- ✓ 24×7 NOC with dedicated engineers
- ✓ Continuous model optimization
- ✓ On-premise or VPC deployment
- ✓ Quarterly AI strategy reviews
- ✓ Real-time incident response (15 min)
- ✓ Custom fine-tuning on demand
- ✓ Compliance mgmt (DPDP, ISO, SOC 2)
- ✓ Dedicated AI architect

KEY DELIVERABLE Dedicated AI Architect + Quarterly Strategy Reviews

Common Pitfalls — and how we solve them

Most unmanaged AI deployments fail for the same reasons. Here's what goes wrong once an agent goes live, and how continuous operations prevent each trap.

⚠️ No one watches for model drift

WHAT GOES WRONG

Accuracy quietly degrades until users start noticing and complaining.

HOW WE PREVENT IT

Continuous tracking of accuracy, drift, latency & throughput, with automated alerts the moment performance dips.

⚠️ Security patching falls through the cracks

WHAT GOES WRONG

Vulnerabilities pile up because no one owns ongoing patching once a project "ships."

HOW WE PREVENT IT

Ongoing patching, access management, audit trail review, and reporting for DPDP, ISO 27001, and SOC 2.

⚠️ Incidents get discovered by users, not by you

WHAT GOES WRONG

There's no on-call process, so outages surface as complaints instead of alerts.

HOW WE PREVENT IT

24×7 incident detection, triage & resolution with SLA-backed response times and full post-incident reports.

⚠️ Infrastructure buckles as usage grows

WHAT GOES WRONG

Data volumes and agent workloads outpace capacity, and performance degrades under load.

HOW WE PREVENT IT

Proactive infrastructure scaling that handles growing workloads without performance degradation.

⚠️ No one can prove the AI is paying off

WHAT GOES WRONG

Leadership loses confidence in the investment because no one tracks the business impact.

HOW WE PREVENT IT

Monthly reports quantifying cost savings, efficiency gains, and ROI for every system in production.

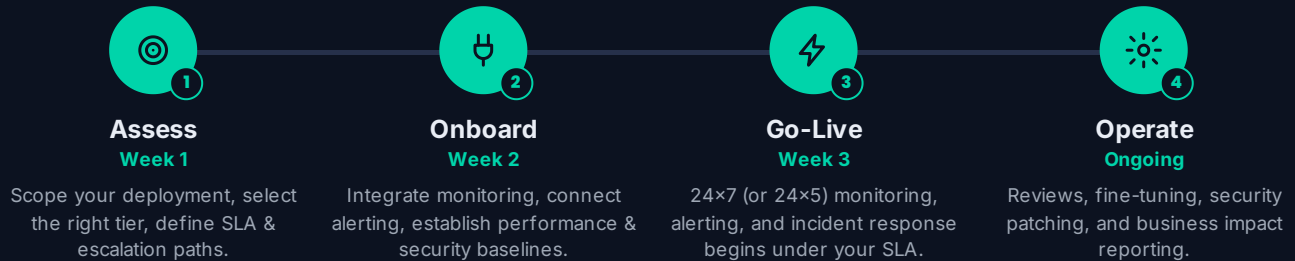
De-risk your AI operations from day one

Our six-pillar managed operations model prevents every one of these pitfalls. Let's scope your engagement.

[Start Your Managed AI Engagement →](#)

From Go-Live to 24×7 Operations

A structured onboarding gets your managed operations running fast — then continuous monitoring takes over.



Focus on your business outcomes. We'll handle the infrastructure, monitoring, and optimization of your AI systems.

Swaran Soft · Managed AI Services

What's Included Across Every Tier

- ✓ Model performance & drift monitoring
- ✓ Security patching & compliance reporting
- ✓ Incident detection, triage & resolution
- ✓ Proactive capacity & infra planning
- ✓ Automated alerting on degradation
- ✓ Scheduled model updates & fine-tuning
- ✓ SLA-backed response times
- ✓ Monthly business impact reporting



SECTION 06 · NEXT STEPS

Why Enterprises Choose Swaran Soft for Managed AI

25+ Years of Enterprise IT Operations

Managed AI built on decades of enterprise infrastructure and operations experience — not a bolt-on support desk.

SLA-Backed, With Financial Penalties If We Miss

Uptime commitments up to 99.99%, with defined, enforceable consequences — the cost of downtime sits with us, not you.

India + Global Coverage, All Time Zones

24×7 NOC support spanning India and global time zones, so your AI operations never go dark.

Continuous Optimization, Not Just Maintenance

Models keep improving over time through regular fine-tuning — managed here means getting better, not just staying up.



Get Managed Services Quote

Tell us your deployment scale. We'll recommend the right tier and SLA.

Get Quote



Explore All AI Services

From strategy to development to managed operations — see the full picture.

Explore Services



Get Your Services Guide

Download the complete Agentic AI Consulting Services guide.

Download Guide

Ready to Transform Your Enterprise with Agentic AI?

Start with a free 60-minute strategy consultation — no commitment required.

Book Free Consultation →

Explore Managed AI Services

Explore more services at swaransoft.com →