

SPOTLIGHT · MANUFACTURING

Built for industries that can't afford downtime.

How SKYTEK sustains 99.9% uptime across managed manufacturing environments — keeping 24/7 production lines, MES, and shop-floor systems running without interruption.

99.9%

UPTIME ACROSS
MANAGED
ENVIRONMENTS

24/7

PRODUCTION LINE
COVERAGE

3m 30s

AVG. FIRST RESPONSE

<15m

CRITICAL ESCALATION
TARGET

On a production line, downtime isn't a ticket.

SECTOR	ENVIRONMENTS	UPTIME SLA	COVERAGE
Manufacturing	24/7 production	99.9%+	Around the clock

In an office, an outage means people wait. On a manufacturing floor, an outage means a line stops — scrapped batches, idle labor, missed shipments, and in regulated production, a compliance event. The cost of a single hour is measured in thousands, not inconvenience.

SKYTEK's managed approach for manufacturing is engineered around that reality. Where general IT support optimizes for ticket volume, manufacturing IT optimizes for one thing: the line keeps running. That difference shapes every layer of how these environments are monitored, secured, and recovered.

THE STAKES

Four pressures unique to the floor.

PRESSURE 01

Continuous operations

Lines run 24/7 with no natural maintenance window. Patching, upgrades, and failovers must happen without interrupting production.

PRESSURE 02

OT / IT convergence

MES, SCADA, and PLCs sit alongside business IT, demanding low latency and strict network segmentation between the two worlds.

PRESSURE 03

Legacy systems

Production-critical software often runs on older OS versions that can't simply be replaced, but still must be secured and kept available.

PRESSURE 04

Ransomware exposure

Manufacturing is among the most targeted sectors. A single intrusion can halt every line at once if segmentation and recovery aren't ready.

THE OPERATING PRINCIPLE

SKYTEK designs manufacturing IT so that no single failure — hardware, network, identity, or attack — can take the production line down with it.

Uptime is built, not promised.

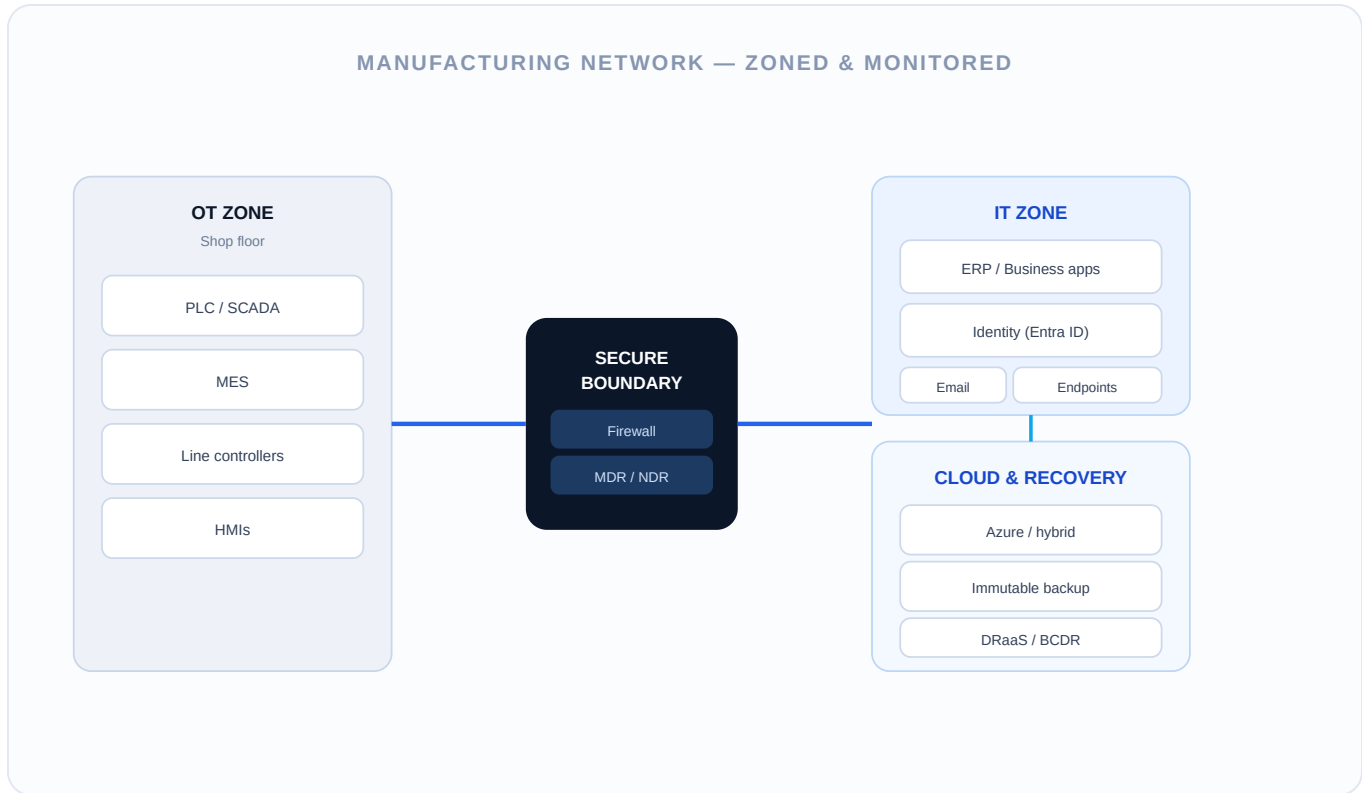
A 99.9% uptime figure is the output of a layered operating model — proactive monitoring, redundancy, segmentation, and rehearsed recovery working together. Each layer removes a category of risk before it can reach the floor.

- 1 24/7/365 monitoring & NOC** ALWAYS ON
Every managed endpoint, server, and network device is watched continuously. Anomalies trigger alerts before users notice — with live, US-based engineers averaging a 3 minute 30 second first response.
- 2 Proactive patching & maintenance** PREVENTIVE
Updates are tested and staged into low-impact windows, with production-critical systems handled individually so no patch ever lands blind on a running line.
- 3 Redundancy & segmentation** ARCHITECTED
Critical systems run with failover and high availability. OT and IT networks are segmented with zero-trust controls so a problem in one zone cannot cascade across the floor.
- 4 Managed detection & response** DEFENSIVE
MDR across endpoints, identities, and networks — SOC 2 Type II audited — contains threats early, the difference between an isolated alert and a plant-wide ransomware event.
- 5 Backup, BCDR & DRaaS** RECOVERABLE
Immutable backups and orchestrated disaster recovery are tested against real recovery-time objectives — so that even a worst case is measured in minutes, not days.

WHY IT ADDS UP TO 99.9%
No single layer guarantees uptime. Together — detect early, prevent change risk, isolate failures, recover fast — they keep unplanned downtime to a rounding error across managed environments.

Segmented by design, so failures stay contained.

A resilient manufacturing environment separates the shop floor from business IT and from the internet, with monitored, controlled crossings between each zone. The model below reflects how SKYTEK structures a managed manufacturing site.



Resilience layers

LAYER	CAPABILITY	WHAT IT PROTECTS AGAINST
Monitoring	24/7 NOC + RMM	Silent failures — issues caught before they reach users
Segmentation	Zero-trust OT/IT zoning	Lateral spread — a breach in one zone can't reach the floor
Detection	MDR / SIEM (SOC 2)	Ransomware and intrusion before plant-wide impact
Continuity	HA + failover	Hardware and service outages, transparent to production
Recovery	Immutable backup + DRaaS	Worst-case events — recovery measured in minutes

What 99.9% looks like in practice.

Across SKYTEK's managed manufacturing environments, the operating model delivers measurable, sustained reliability — not a one-time number, but a steady-state standard the floor can plan around.



For the production floor

- Maintenance and patching scheduled around the line — not the other way around.
- OT and IT segmented so an IT-side incident never reaches shop-floor controllers.
- Failover and HA keep critical systems available through hardware faults.

For the business

- One accountable partner across IT, cloud, security, and recovery.
- Audited security posture (SOC 2 Type II, ISO 27001 aligned) for customer and regulatory requirements.
- Predictable, monitored operations that turn IT from a risk into a constant.



The goal in manufacturing is simple to state and hard to deliver: the line never stops because of IT. Everything we build for these environments serves that one outcome.

SKYTEK Engineering · Managed Manufacturing Services

The bottom line

Manufacturers don't need IT that's merely available — they need IT that is resilient by design. SKYTEK's layered model is built so that monitoring, segmentation, detection, and recovery reinforce one another, keeping 24/7 production running at a 99.9% standard.

Keep the line running. We'll handle the rest.

If your operation can't afford downtime, SKYTEK can assess your current environment and design managed IT, security, and recovery around your production reality — starting with a no-obligation review.

- 24/7/365 NOC with live US-based engineers — 3m 30s average first response
- Zero-trust OT/IT segmentation and MDR built for production environments
- Microsoft Azure Expert MSP · SOC 2 Type II audited · ISO 27001 aligned

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