Rob Bickel Agency · Managed Software Services

# The software your business runs on deserves an owner.

Managed services for the custom applications, integrations, and internal tools your company depends on: monitored, patched, documented, and improved. It's what a managed IT provider does for your network, applied to your applications.

## The problem

### The builder is gone

A contractor or employee built it and moved on. Nobody can safely change it.

### No one is watching

No monitoring, untested backups, and outages discovered by customers.

### Risk and cost you can't see

Scattered credentials, unpatched dependencies, and overlapping tools still billing.

## How it works

### 01 · Assess

A fixed-scope Software Portfolio Audit (30–45 days) inventories every system, maps dependencies, and ranks risk and cost into a plan leadership can act on.

### 02 · Stabilize

We take custody of access and credentials, add monitoring and backups, write runbooks, apply critical patches, and retire what you don't need.

### 03 · Manage

Ongoing operation, maintenance, and improvement under your service agreement, with a quarterly portfolio review.

## What's covered

**Monitoring & response**
Uptime and error alerts with a named engineer.

**Patching & updates**
Dependencies and runtimes kept current.

**Security scanning**
Secrets, vulnerable packages, risky config.

**Backups & recovery**
Verified backups, tested restores.

**Documentation**
Runbooks and system summaries kept current.

**Changes & enhancements**
Fixes and features under your scope of work.

**Access & key custody**
Credentials, domains, vendor accounts.

**Quarterly reviews**
Cost, risk, and what to consolidate next.

## Who it's for

- Custom or legacy apps built by someone who has moved on
- No in-house engineering team, or one stretched too thin for maintenance
- Systems inherited through acquisitions or reorganizations
- Security questionnaires, audits, or insurance renewals coming up
- Leadership asking what happens if a system breaks or a person quits

## What you get

- One accountable owner for your business software
- Visibility into status, risk, and cost in plain English
- Fewer systems, better maintained
- Documentation that belongs to your company
- No lock-in: your code, your infrastructure

COMMERCIAL TERMS

## Built for how established companies buy

### Enterprise service agreement

One master agreement covering terms, confidentiality, security, and IP. It's negotiated once, so new work starts without restarting legal review.

### Flexible scopes of work

Each application, project, or service level gets its own statement of work. Add, change, or retire scopes as needs change.

### An invoiceable relationship

Monthly invoices on standard terms, purchase-order friendly, with itemized reporting. Vendor onboarding and security reviews welcome.

## Who you work with

Rob Bickel Agency is led by Rob Bickel, a technologist and engineering leader with more than 20 years of experience building and operating production systems in fintech, SaaS, and high-growth startups. Rob leads every engagement as senior partner and stays hands-on, backed by onshore and nearshore engineers working in U.S.-aligned time zones. You get senior judgment and team capacity, with no single point of failure.

**Start with a conversation.**
Tell us about the systems your business depends on.

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