

Ensuring workplace technology is supported, operational, and ready for every interaction

Managing workplace technology across rooms, events, and user environments can place significant demands on internal teams. MOS provides the dedicated expertise, operational ownership, and embedded support needed to keep your environments running smoothly and your users productive.

Our experts help you transform fragmented support models into a structured, scalable service. Through dedicated on-site resources, operational governance, proactive room readiness, event support, technical

expertise, and service continuity, we reduce operational burden, improve user satisfaction, and provide a single accountable partner for day-to-day workplace operations.

We know that workplace technology depends on people as much as platforms. From collaboration spaces and executive environments to live events, project delivery, specialist support, and dedicated operational teams, we provide the expertise required to support workplace technology wherever your people rely on it most.

The Service



Dedicated on-site AV support



Dedicated NOC operations



Event services



Service continuity and cover resources



Multimedia and content production



White Glove support



Integration and project delivery resources



Operational governance



Specialist technical expertise



Continual service improvement



Benefits



Enhance reliability through dedicated on-site expertise and rapid issue resolution



Improve adoption through visible, hands-on user assistance



Deliver consistent user experiences across rooms, events, and environments



Simplify operational management with a single accountable support partner



Reduce operational pressure on internal IT and facilities teams



Maximize operational insight through structured reporting and service reviews



Gain immediate access to specialist technical and event support resources



Future-proof performance with continual optimizations and service ownership

Why Managed On-site Services?

Designed for Long-term Performance

Dedicated on-site teams act as an extension of your organization, delivering reliable support and consistent service quality, every day.

Governed by Design

Standardized processes, clear governance, and defined escalation paths create accountability and predictable outcomes.

Built to Continually Improve

Reporting, service reviews, and operational insight help drive ongoing improvements across spaces, technologies, and support services.

Operationally Ready

Dedicated resources provide the expertise needed to support rooms, events, projects, and critical workplace operations.

End-to-end Lifecycle Ownership

Integrated with Kinly Managed Services, MOS connects support, governance, service delivery, and continual improvement.

Consistent Experiences at Scale

Embedded teams deliver a consistent experience across locations through clear ownership, standardized processes, and local expertise.

