mantalus
Cloud. Perfect.

How to stay Cloud. Perfect.

Your guide to Mantalus Managed Services

Cloud now sits at the centre of how your business runs and grows. With AI, regulation and rising costs putting it under sharper scrutiny, it needs to be secure, commercially sound and flexible enough to adapt.

Our managed services help you keep it that way.



Local support tailored to your team

Cloud support works best when it's built around what your business needs now, and can flex as you grow.

Whether you want full cover across Levels 1, 2 and 3 or just a specialist backup for the moments your own team gets stuck, we shape our managed services around your environment, your internal capability and the level of risk you're comfortable carrying.

We're a safe pair of hands when you need them, so you're not left carrying the operational risk alone.

> *"Mantalus stands out for the speed and accuracy of their responses, and their highly automated, best-practice approach has helped us through multiple audits while building and consistently maintaining a robust security framework."*

Peter Tsiggounis,
IT Business Partner & Information Security, APAC, Ingenico

How We Work

Fully customised

We build our services around your escalation points and the safety net you need, whether business hours, extended hours or 24x7x365.

Not a % of your cloud bill

The industry norm of charging a percentage means you pay more as your bill grows. We only charge for the support you need.

Flexibility is a given

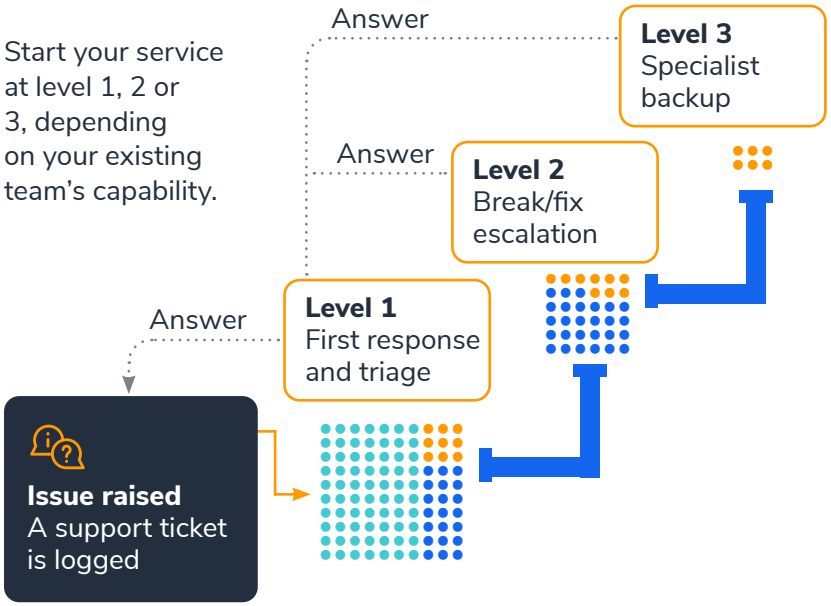
Business and user needs change at short notice, sometimes unexpectedly, so your support can scale up or down with them.



Managed services that complement your team

Choose the levels you need and adjust as you go

Many customers keep first response in-house and use us from Level 2 onwards, or run support themselves and engage us for Level 3 as a safety net.



Tailored Support

LEVEL 1

First response and triage when an issue is raised

When a ticket comes in, we're the first point of contact. We start the triage and route the issue into the right support process.

When you'd use it:

If you don't run a service desk, or would rather your team wasn't the first contact for cloud incidents. Every ticket has a clear owner from the moment it's submitted.

LEVEL 2

Expert break/fix escalation when your team needs it

When an issue can't be triaged or resolved internally, it escalates to us. We take on the investigation and bring the expertise to resolve it.

When you'd use it:

If your team handles the day-to-day but sometimes hits problems that require deeper technical investigation. You keep first-line control, with escalation on standby.

LEVEL 3

Specialist backup for the most complex problems

At the final escalation point, you get access to the depth of the wider team, scoped to just the part of your environment where you want it.

When you'd use it:

If you have a capable in-house team running the environment and want specialists on call for the issues beyond their reach.

Ongoing work that happens without you asking

Proactive Optimisation

Cost Control: Monitoring that optimises spend and catches bill spikes early

We keep an eye on your cloud spend, flagging rises early, identifying savings and addressing potential issues before they show up on your next invoice. It's part of our FinOps and Cost Guardian offerings, and it's included at no extra cost where your cloud billing runs through us.

Well-Architected Framework Review: Keeping your environment fit for purpose

Cloud environments don't stay still. Every new system, service or version changes the picture. We review as you go, checking that new work fits what's already there and advising you when something needs attention to maintain service levels. It's ongoing, not a one-off assessment.

> *"Our environment's stability with Mantalus has been strong enough to be highlighted to our board more than once, thanks to their team working closely alongside our developers, proactively improving visibility and metrics, and always pushing to do better."*

Robert Marino,
Chief Technology Officer & Commercial Manager, Slimline Warehouse



Why Mantalus

Founded in 2017, Mantalus is an Australian-owned cloud consulting, integration and managed services partner. Our team is senior by design: architects, engineers, DevOps, security and compliance specialists and delivery leaders working across AWS, Microsoft Azure and Google Cloud. We're an AWS Advanced Tier Partner with 50 certifications. Our people have seen similar problems play out across many industries and environments, so we ask the right questions and find a solution quickly.

We're straight-talking technologists with high standards, even when no one's looking.

Supporting Australian Leaders

sportsbet · myob · Jemena · agl · Australia Post · seek · AFL · Treasury Wine Estates · Virgin australia

Let's find the right level of support

Tell us what your team handles and where you'd like backup, and we'll design managed services to fit.

Start the Conversation ›

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