

Who We Are & What We Deliver

Enterprise Experience. Collaborative Delivery. Measurable Outcomes.

Rise & Shine IT Services is an Australian IT consulting and managed services business supporting enterprise customers and technology partners with dependable service delivery, governance, controls and business-focused improvement.

Our core capabilities

Managed Services & Service Delivery — Service delivery oversight, supplier governance, SLA/KPI reporting, escalations, performance reviews and continual improvement.

IT Service Management (ITSM) — Incident, problem and change management; service transition, major incident coordination and ITIL-aligned improvement.

Cloud & Infrastructure Operations — Operational readiness, cloud service governance, infrastructure oversight and cross-provider coordination.

Financial Risk & IT Controls — IT general controls, technology risk, audit evidence coordination, control remediation and financial-services technology governance.

Operational Risk & Service Assurance — Service continuity, operational resilience, risk reporting, assurance and performance management.

Technology Delivery & Partnerships — Transformation support, delivery coordination, embedded consulting and subcontracting with technology providers.

How we create value

We connect people, processes, partners and technology to improve accountability, reduce service friction and make progress visible through practical measures and transparent communication.

Why Partner With RSIT

Rise Together. Achieve More.

Our value proposition

We combine enterprise IT experience with a flexible, collaborative delivery model. Our focus is on better operational performance, stronger controls, effective partner coordination and outcomes that matter to customers.

Founder & Principal Consultant

Vivek Gupta brings professional experience across enterprise IT service delivery, service governance, operations and stakeholder management, including roles with Telstra, Deloitte and Commonwealth Bank of Australia.

These employers are cited as part of Vivek's professional background; they are not represented as clients of Rise & Shine IT Services.

Why choose us

Enterprise perspective: Experience working within complex operational environments.

Collaborative delivery: Practical engagement with customers, MSPs, systems integrators and prime contractors.

Governance and assurance: ITSM, service performance, financial and operational risk, IT controls and supplier oversight.

Outcome focus: Clear priorities, ownership, reporting and continual improvement.

Engagement options

Advisory and assessment engagements; managed service governance; service transition and operational readiness; embedded consulting; subcontract and partner delivery support.

Our approach

Understand priorities and risks → agree outcomes and accountabilities → mobilise practical governance and delivery → measure performance and improve.

LET'S DELIVER BETTER OUTCOMES TOGETHER

Vivek Gupta | Founder & Principal Consultant

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