

DevOPS team

"We build, migrate and deploy existing workloads to the cloud."

HIPAA, PCI, AWS CERTIFIED



FLUENT IN Continuous Integration, Container Orchestration, Setups and Configuring, Monitoring, Scripting, Security, Cloud;

STRONG POINTS

CLOUD

SECURITY

CONTAINER ORCHESTRATION

PARTNERS AWS Partner Network, Sophos



ABOUT

We're a mix of engineers, infrastructure architects and strategic consultants.

Our engineers have over 15 years of experience in designing highly available, cost efficient, fault tolerant, geographically distributed and scalable systems.

ADOPTING OUR TEAM LEADS TO:

- enabling ongoing, active collaboration between developers and IT operations people
- shorter development cycles and increased deployment frequency

SERVICES

- We give you support for a variety of tools spanning from source code control to build automation to testing to deployment to monitoring.
- Service Lines: Managed Technical Support, IT Consulting, IT Concierge, Production Infrastructure Management, 24/7 NOC, Server Monitoring;

THE RESULT?

- quick and smooth deployment of new services
- your products and services go faster to market by a minimum of 20%

CLIENTS



Service Sheet

MANAGED TECHNICAL SUPPORT

- 24/7 Server and Application Monitoring / Alerting
- Account Server Provisioning
- Back Up Management
- Account Migration
- Virtualization support
- Dedicated/Co-location support
- Dedicated support team
- Performance Incident Response
- Nameserver & DNS Management
- Crash Recovery Assistance
- First contact resolution (FCR)
- Quick response and resolution
- Professional Engineers
- 24/7 emergency administration
- Service performance assistance
- Security incident response
- Performance incident response

IT CONSULTING

- System Administration Services
- Cloud Migration
- Cloud architecture design & Implementation
- Docker based deploys
- Continuous integration & Deploy Automation
- Pre-sales Support
- Technology Consultation

IT CONCIERGE

- System Administration Services
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PRODUCTION INFRASTRUCTURE MANAGEMENT

- Performance tuning & optimization
- Security administration
- Server Troubleshooting
- Infrastructure Setup
- DevOps
- Data Migration
- Application Management
- SLA Emergency Response
- Emergency Server Support
- Initial Server Optimisation
- Server Patches & Upgrades
- Unlimited Linux Server Administration Tickets
- Custom Needed Settings
- Kubernetes, Swarm mode, Amazon EC

Monitoring Service Detailed

• 24/7 NOC (NETWORK OPERATION CENTER) SERVER MONITORING

If your server stability or security is affected, our monitoring software will trigger an incident response and will signal an alert. No negative impact on your server escapes our 24/7 monitoring and quick issue detection.

• SLA Emergency Response

This Service Level Agreement ("SLA") covers monitoring infrastructure and all related services through NOC (Network Operation Center). AWS Labs provides quick response to all Support Tickets within just a few hours of receipt.

• DEDICATED TECHNICAL TEAM

Setup and maintain reliable services on dedicated/co-located servers with the dedicated support our engineers provide .c

• INDUSTRY STANDARD TOOLS

We work with tools like Pagerduty, Dotcom Monitor, Pingdom, Zabbix, Nagios, etc to ensure multi-vendor continuity.

• SERVICE PERFORMANCE ASSISTANCE

When a performance issue is reported, we quickly find the bottle neck, and restore the service quality.

• SECURITY INCIDENT RESPONSE

Immediate response on all security incidents in the server or for individual accounts.

• PERFORMANCE INCIDENT RESPONSE

DevOPS Team provides prompt resolution to performance issues of servers and individual accounts.