

"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**







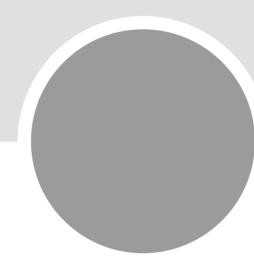






NATURE SPOOTAGE





# 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
- Proffesional Engineers
- •24/7 emergency administration
- Service performance assistance
- Security incident response Performance incident response

### **IT CONSULTING**

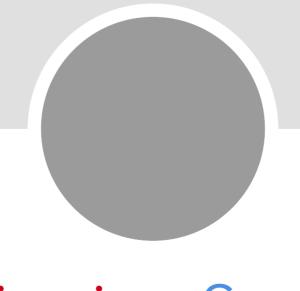
- System Administration Services
- Cloud Migration
- Cloud architecture design& Implementation
- Docker based deploys Continous integration Deploy Automation
- Pre-sales Support Technology Consultation

## **IT CONCIERGE**

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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 softare will trigger an incident response and will signal an alert. No negative impact on your server esacapes 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 Pagerdutty, Dotcom Monitor, Pingdom, Zabbix, continuity.

SERVICE PERFORMANCE

restore the service quality.

## Nagios, etc to ensure multi-vendor

**ASSITANCE** When a performance issue is reported, we quickly find the bottle neck, and

# 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.