



MANAGED SERVICES APPLICATION

MONITORING AND OPTIMIZATION

Challenge
As ISVs applications are moved into Azure from on premise datacenters, previously managed and monitored by internal IT, monitoring and optimization responsibility moves to ISV.

Our added value

- 24 / 7 monitoring and alert escalation service
- Optimization recommendations based on collected data

We utilize

- 24 / 7 dedicated monitoring team
- Extensive collection of fine-tuned Azure monitoring automation scripts for instant onboarding of any Azure workload into the managed service
- 10 year experience in monitoring large and complex IT environments
- ITIL processes supported by ISO20000, ISO27001 and ISO9001 certification

Solution
Monitoring and Optimization service provides monitoring setup and alert configuration for workloads deployed to Microsoft Azure as well as periodic optimization recommendations.

CONTINUAL IMPROVEMENT SERVICE

Challenge
Cloud technology in general and Azure cloud in particular are in constant evolution. Old technology is displaced with new, better approaches every month making it difficult to keep up with assessing, testing and evaluating those changes in timely fashion.

Our added value

- Keeping your engineering teams up to date with latest Azure technology and trends
- Assisting with selecting and implementing new technology
- Supplying ready to use POC environments for testing business value of proposed solutions

We utilize

- Team of dedicated Azure experts
- Significant ongoing R&D investment in Azure technology investigation and POC creation
- Close cooperation with Microsoft Azure engineering teams
- "Taking our own medicine" principle by using new technology in our own production
- ITIL processes supported by ISO20000, ISO27001 and ISO9001 certification

Solution
Conducting regular meetings with our Azure expert team cloud solution architects to ensure your application environment is top-notch.

RELEASE AUTOMATION

Challenge
In SaaS world each customer requires its own instance of the application in your cloud environment. Users of modern applications want their instance here and now with a click of a button. Therefore both trial and production environment provisioning manually is out of question, as it is a long and cost inefficient process. A better, more modern solution is required.

Our added value

- Allowing ISV to focus on development, instead of operational tasks
- End-to-end automation of new instances in dev, test, demo (trial) and production environments
- Ensuring smooth operation of implemented automation

We utilize

- Infrastructure as Code (IaC) by using extensive library of in-house built and tested automation scripts, deployment templates, and desired configuration state solutions, tailored towards specific objectives
- Azure expert team to review and update automation scripts based on new versions of software, technology requirements and ever changing best practices & industry standard approaches
- ITIL processes supported by ISO20000, ISO27001 and ISO9001 certification

Solution
Release Automation is ensuring that the deployment process of provisioning of new customer environments in Azure is fully automated.

BACKEND OPERATIONS

Challenge:
As ISV's apps are moved from on premise datacenters, previously managed by internal ServiceDesk and operations, to Cloud environment, support responsibility moves to the ISV who does not have capacity, tools or needed competency.

Our added value

- Cost efficient operations that free up development resources to do actual coding
- Ready to use expertise in Azure operations

We utilize

- L2 Azure operations expert team
- L3 Azure solution architects team
- Our 10 year experience in operating large and complex IT environments
- ITIL processes supported by ISO 20 000, ISO 27 001 and ISO 9001 certification

Solution
Application Backend Operations is a managed service that removes the burden from developers and puts it on cost efficient Azure operations.

