



# DevOps as a Service

Meet our fast and efficient teams and get ahead of your competition



Do you think you are **paying too much for your resources** or you have the feeling that it can work **better or faster?**



Does your company struggle with **the long time it takes to release solutions?**



Does it take weeks to **implement each change?**

If the answer to any of these questions is yes, it means that you should take a look at our **DevOps as a Service offer**. It will give you access to **experienced professionals who will change your work for good**.

## Business needs and challenges

There is no modern business without IT of which all crucial elements are using software, servers, or some kind of code.

**In order to stay competitive your system have to be reliable** and any changes need to be implemented as fast as possible, without risk of downtime. **All parts of this puzzle need someone to take care of them in order to work properly.**

Without qualified professionals, your business could be at risk of serious losses. However, hiring and retaining people with the right experience is difficult and expensive, that **why business around the world are looking for a way to sort this problem out.**

## Solutions

The answer to this problem is **DevOps and our DevOps as a Service solution**. Dissolving the organizational barriers between engineering and operations, prioritizing well-rounded skillsets over specialization, and promoting frequent communications and collaboration between teams.

### Using DevOps as a service you gain

- ✓ **Automation** that speeds up operations and makes them immune to possible human error
- ✓ **High availability** and **monitoring**
- ✓ **Fast response** times depending on SLA
- ✓ **Integration** with the cloud allowing for quick action regardless of geographical region
- ✓ **Minimization of the risk** of failure
- ✓ **Immediate access to experienced engineers** who will look after your systems from day one

## \_What do we provide?

- ✓ **Solution Infrastructure Hosting** in both on-prem and public cloud solutions AWS, Azure, GCP
- ✓ **Migration** of systems to the cloud with cost optimization
- ✓ **Consulting**
- ✓ **Solution Rehosting** - including customized automation
- ✓ **Software deployment** using DevOps tools and practices
- ✓ **Monitoring and maintenance** of both on-prem and cloud-based systems according to best practices
- ✓ **Creating solutions** based on serverless

## \_Key features

**DevOps is a revolution that has been reshaping the IT world for some time.** Process automation, elimination of bottlenecks, closely cooperating teams, constant monitoring, focus on security and repeatability of processes are just a few elements that have a huge impact on the work culture in every company. However, achieving such a state is not easy. With the constantly increasing demand and decreasing number of specialists, finding the right employees is very difficult and costs a lot.

**The solution to this problem is our DevOps as Service,** which will give you access to experienced professionals who can **support you in becoming more agile and faster right from the start.**

## \_Maintenance Tiers

Check out what we offer in each of our plans:

### S Pricing starts from **1500 USD**

- Base package up to **40 hours per month**
- Optional additional buffer up to **10 hours per month**
- Maintenance Support Services to **optimize uptime and end-user productivity** for low-critical apps and infrastructure
- **Best effort** Response and Resolution Time
- Standard Incident Handling Hours **8x5**
- Optional: **Hyper Care** on-demand packages

### M Pricing starts from **3000 USD**

- Base package up to **80 hours per month**
- Optional additional buffer up to **20 hours per month**
- Maintenance Support Services to **optimize uptime and end-user productivity** for low-critical apps and infrastructure
- **Best effort** Response and Resolution Time
- Extended Incident Handling Hours **16x5**
- Optional: **Hyper Care** on-demand packages

### L Pricing starts from **6000 USD**

- Base package up to **120 hours per month**
- Optional additional buffer up to **30 hours per month**
- Maintenance Support Services to **optimize uptime and end-user productivity** for low-critical apps and infrastructure
- **Guaranteed** Response and Resolution Time **up to 2h\***
- Extended Incident Handling Hours **24x5**
- Optional: **Hyper Care** on-demand packages

### XL Individually priced

- Base package up to **160 hours per month**
- Optional additional buffer up to **40 hours per month**
- Maintenance Support Services to **optimize uptime and end-user productivity** for low-critical apps and infrastructure
- **Guaranteed** Response and Resolution Time **up to 30 m\***
- Extended Incident Handling Hours **24x7**
- Optional: **Hyper Care** on-demand packages

\*Incident Resolution Rate can be only applied to infrastructure-related topics. Application support cannot guarantee the resolution times as it may depend on 3rd party.

## Service Level Agreement

### 1 Response time

	XL	L	M	S
<b>Critical (P1)</b>	< 30 m	< 2 h	< 4 h	< 8 h
<b>High (P2)</b>	< 2 h	< 4 h	< 8 h	< 24 h
<b>Medium (P3)</b>	< 4 h	< 8 h	< 24 h	< 48 h
<b>Low (P4)</b>	< 8 h	< 24 h	< 48 h	< 72 h

### 2 Resolution time\*

	XL	L	M	S
<b>Critical (P1)</b>	< 2 h	< 4 h	< 8 h	< 24 h
<b>High (P2)</b>	< 4 h	< 8 h	< 24 h	< 48 h
<b>Medium (P3)</b>	< 24 h	< 48 h	< 48 h	< 72 h
<b>Low (P4)</b>	< 48 h	< 72 h	< 72 h	< 96 h

\*Incident Resolution Rate can be only applied to infrastructure-related topics. Application support cannot guarantee the resolution times as it may depend on 3rd party.

## Why Transition Technologies PSC?

**Transition Technologies PSC** is part of the Transition Technologies Group, which has been present in the new technology market since 1991.

TT PSC specializes in **Cloud computing, Internet of Things, Augmented Reality, Product Lifecycle Management, Atlassian products or nearshoring**. We boast strategic partnerships with companies like **PTC** and **Rockwell**. The experience gained by working with the world's biggest brands allows us to implement solutions based on the latest technologies in the most effective and fastest way, **in accordance with the idea of Industry 4.0**.



## How do we proceed



Evaluation of current solutions along with indication of elements with potential for improvement



Automation of repeatable processes



Monitoring and management of all processes

## Contact us!

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