

# **DevOps as a Service**

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



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:

#### 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

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• Optional: **Hyper Care** on-demand packages

#### 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

#### 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

Response time					2 Resolution time*				
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Critical (P1)	< 30 m	< 2 h	< 4 h	< 8 h	Critical (P1)	< 2 h	< 4 h	< 8 h	< 24 h
High (P2)	< 2 h	< 4 h	< 8 h	< 24 h	High (P2)	< 4 h	< 8 h	< 24 h	< 48 h
Medium (P3)	< 4 h	< 8 h	< 24 h	< 48 h	Medium (P3)	< 24 h	< 48 h	< 48 h	< 72 h
Low (P4)	< 8 h	< 24 h	< 48 h	< 72 h	Low (P4)	< 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.

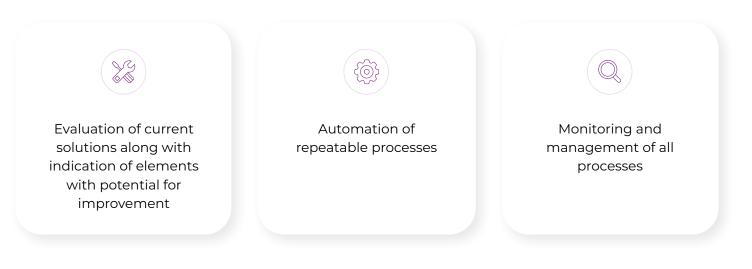
## \_Why Transition Technologies PSC?

**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



## Contact us!

Transition Technologies PSC S.A. contact@ttpsc.com www.ttpsc.com

