ScienceSoft

Professional Software Development

Managed IT Services

to ensure reliability and steady evolution of your IT and stay on budget

Who We Are

ScienceSoft is an international IT service and software development company with managed IT services among the focal directions

32
years in IT business

13
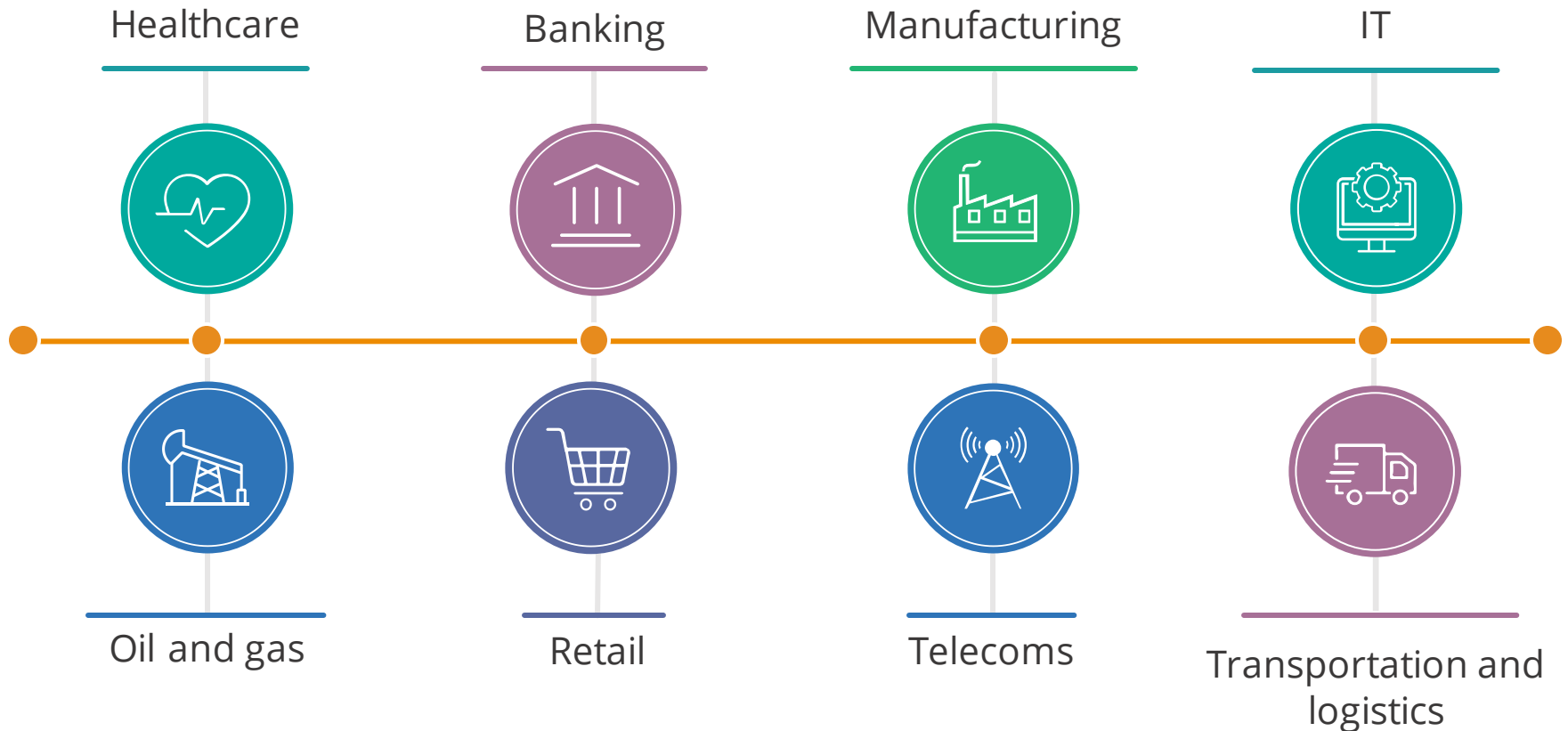years in ITSM

700
employees

Microsoft Partner

- Gold Cloud Platform
- Gold Application Development
- Gold Collaboration and Content
- Gold Data Analytics
- Gold Data Platform
- Gold Datacenter
- Gold Messaging
- Gold Application Integration

Microsoft

Microsoft Cloud Solution Provider

ORACLE Silver Partner

IBM Silver Business Partner

Adobe BRONZE Solution Partner

ITIL®

aws partner network
Select Consulting Partner
AWS Solution Provider Program

BUSINESS
MAGENTO SOLUTION PARTNER

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76% of our **revenue** comes from **1+ year** Customers

With the expertise in a variety of industries, we approach each case considering your business specifics:

| Healthcare | Banking | Manufacturing | IT |

| Oil and gas | Retail | Telecoms | Transportation and logistics |

End-to-End Managed IT Services

To keep your IT reliable and make it always fit with your changing business needs, we provide the following services:
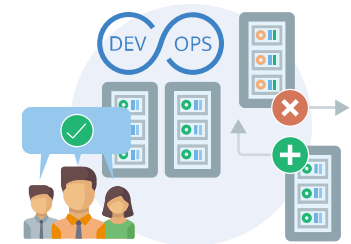
IT **consulting**
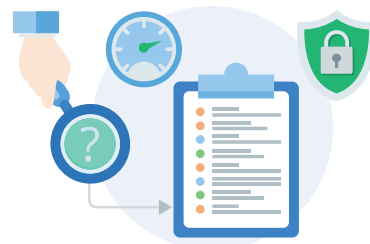
IT environment **administration & monitoring**

IT issues **troubleshooting**

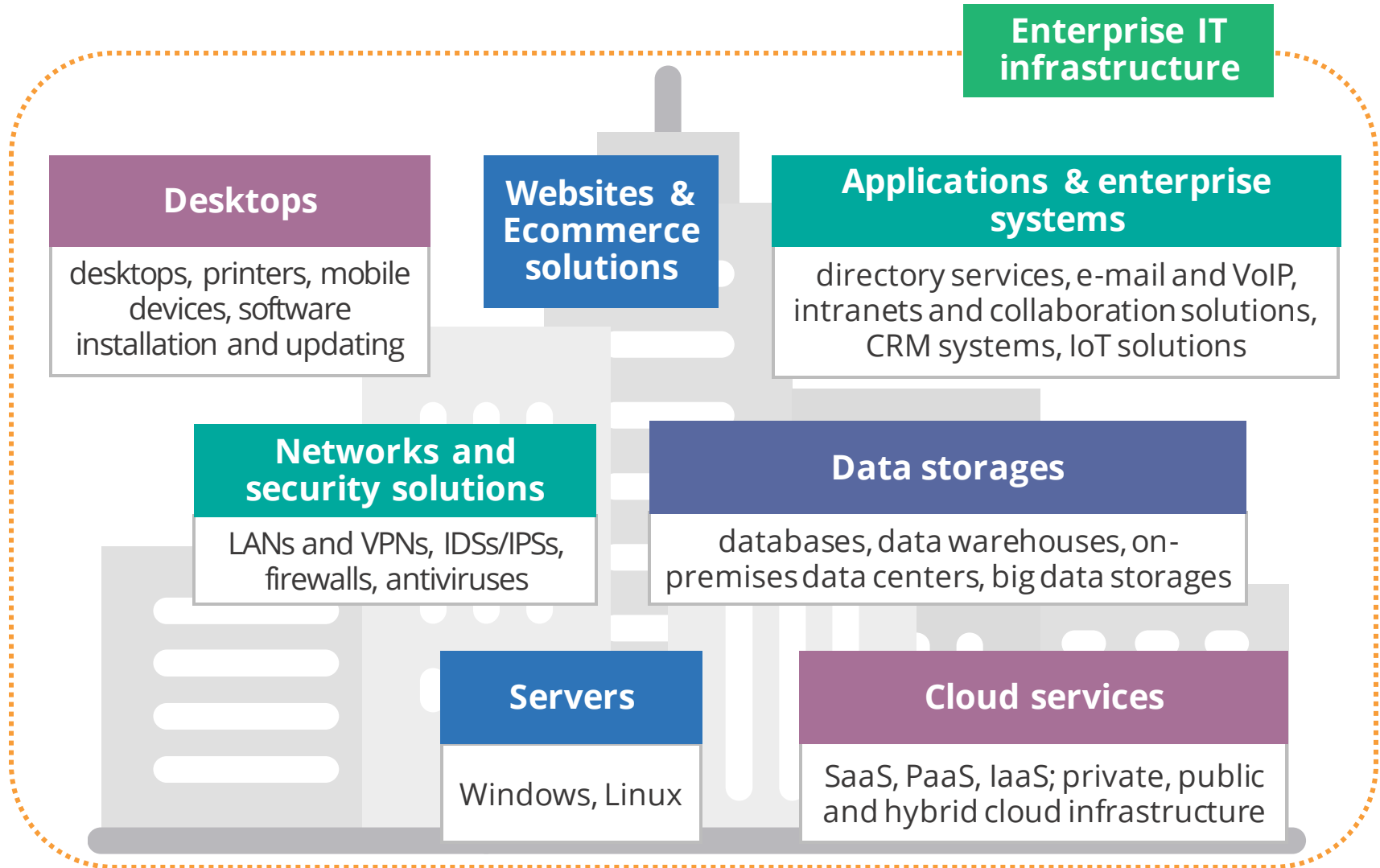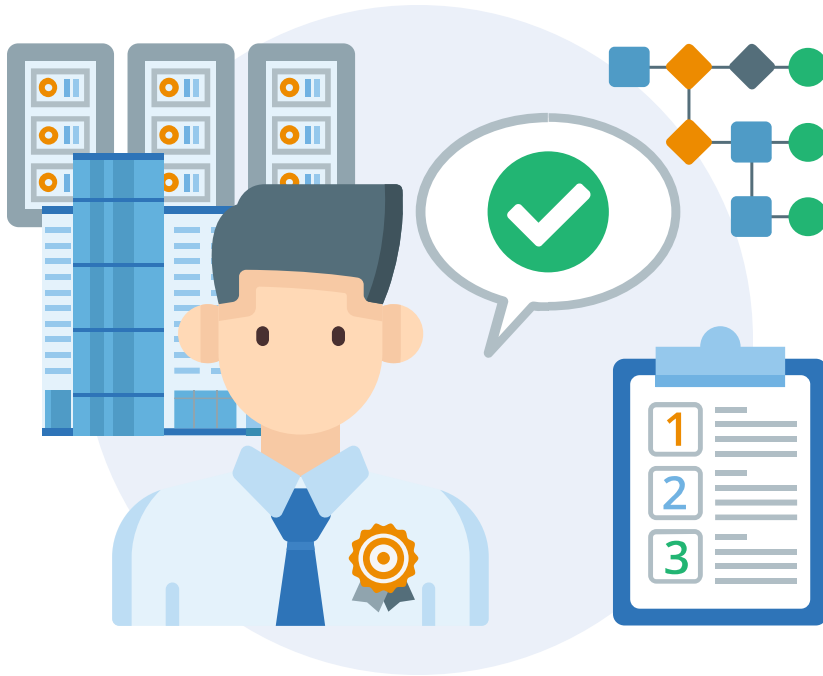IT **evolution**

Cooperation Models

01

Complete Managed IT Services

We take the whole responsibility for your IT environment

02

Co-managed IT Services

We efficiently align our efforts with other MSPs or your in-house team

Wide Coverage

Enterprise IT infrastructure

Desktops

desktops, printers, mobile devices, software installation and updating

Websites & Ecommerce solutions

Applications & enterprise systems

directory services, e-mail and VoIP, intranets and collaboration solutions, CRM systems, IoT solutions

Networks and security solutions

LANs and VPNs, IDSs/IPSs, firewalls, antiviruses

Data storages

databases, data warehouses, on-premises data centers, big data storages

Servers

Windows, Linux

Cloud services

SaaS, PaaS, IaaS; private, public and hybrid cloud infrastructure

Defining current IT **problems**

Setting improvement **objectives**

Analyzing current IT **infrastructure** components and applications

Designing a new infrastructure or its components

Determining technologies to introduce

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- User **administration**
- Software **configuration**
- Preventive **monitoring**
- Regular software **updates**
- Workload **optimization**
- Cybersecurity **management**
- Regular **reporting** on infrastructure and vendor performance

Resolving incidents of various complexity: L1, L2, L3 help desk support for all the applications
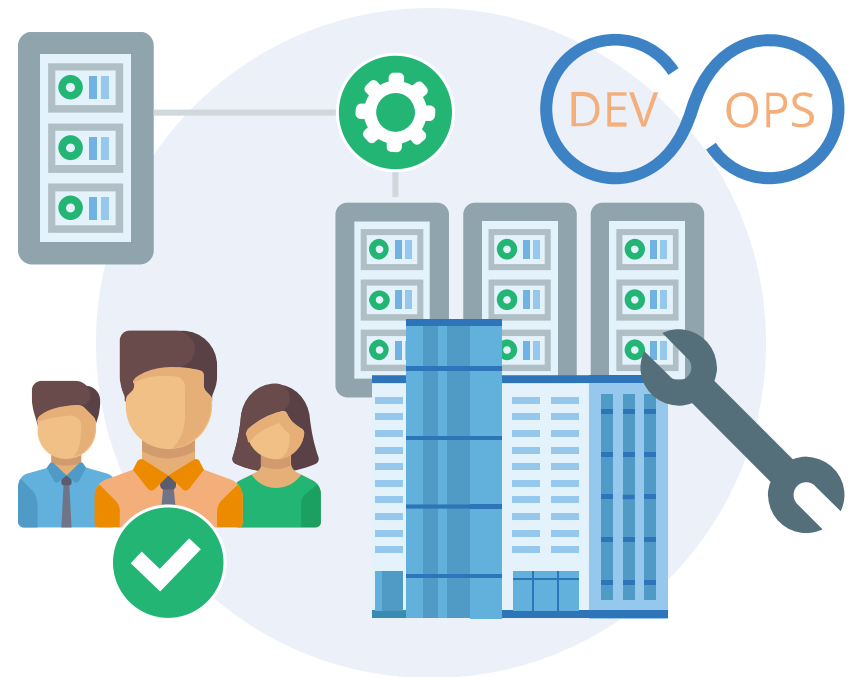
Finding and resolving the **root causes** of incidents

Elaborating new measures and including them into **contingency** and **maintenance plan**

Implementing IT changes while avoiding downtime

Implementing the DevOps approach in collaboration with other teams

Ensuring user adoption of the changes

Managed Cloud Services

We take over managing the entire lifecycle of cloud solutions to ensure their stability and security, optimized expenses and prompt implementation of changes

aws   CITRIX   Microsoft Azure   Google Cloud   Digital Ocean   rackspace

Optimized resource consumption due to proper cloud configuration

Integration into CI/CD pipeline

Managed account administration

Protection from vulnerabilities

Consolidated billing: one bill for the cloud services and ScienceSoft's services

Reliable integration of cloud components with on-premises ones

Minimized downtime due to preventive monitoring and prompt troubleshooting

Managed Security Services

Being a cloud-centric MSSP, we prevent, detect and respond to
IT infrastructure threats by providing and managing
the following cybersecurity components:

SIEM systems
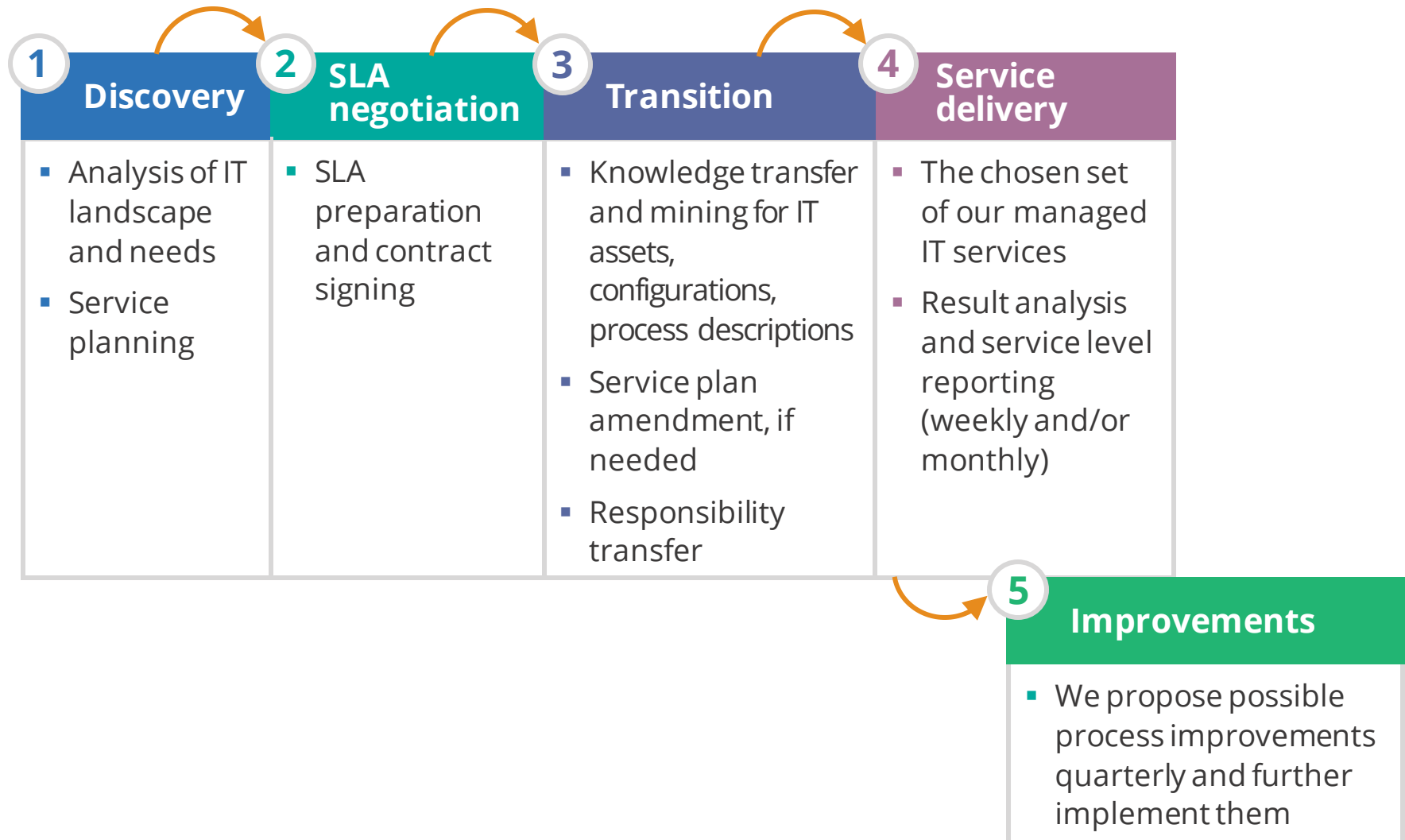
Email security

Threat intelligence tools

Antivirus software

Firewalls, IPS and IDS

DoS and DDoS protection
solutions

Cooperation Stages

1 Discovery

- Analysis of IT landscape and needs
- Service planning

2 SLA negotiation

- SLA preparation and contract signing

3 Transition

- Knowledge transfer and mining for IT assets, configurations, process descriptions
- Service plan amendment, if needed
- Responsibility transfer

4 Service delivery

- The chosen set of our managed IT services
- Result analysis and service level reporting (weekly and/or monthly)

5 Improvements

- We propose possible process improvements quarterly and further implement them
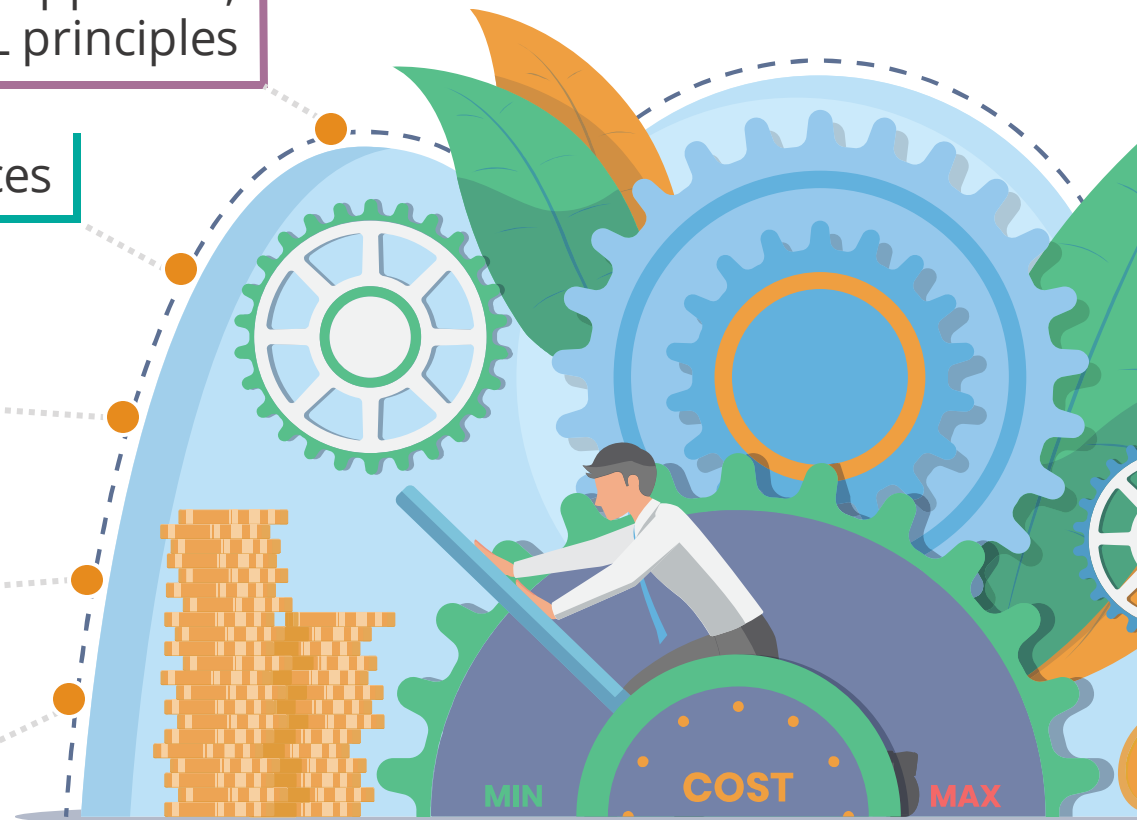
We will reduce your IT costs due to:

Mature ITSM processes, IaC approach, new IT technologies and ITIL principles

Reasonable prices

Remote service provisioning where applicable

Optimal utilization of competencies

Optimal cloud consumption

MIN   COST   MAX

Benefits: Improved IT Quality and Reliability

Improved IT infrastructure **reliability and performance**

Improved solution **adoption**

Reduced change delivery **time**

Released internal IT **resources**

Quality measurable with KPIs and SLOs

We ensure IT stability and its steady evolution while fitting to budget limitations, due to:

Structured **change management**

A thoroughly designed **CI/CD approach**

High level of IT **automation**

Full service coverage with minimum administrative efforts on the customer's side

Our Approach to Cooperation

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Problem-solving approach:

- Minimized customer involvement combined with process transparency: customer controls only a few high-level KPIs

- Direct communication with business managers on strategic objectives

Proactivity:

- Bringing value instead of simply executing tasks

- Technology-related problems solved in advance

ISO 9001 LL-C (Certification) — Certified quality management system

ISO 27001 LL-C (Certification) — Security of the customers' data

We incorporate DevOps practices into your IT infrastructure or adapt to the existing ones

1 DevOps implementation roadmap

- Preparing the detailed DevOps implementation plan
- Defining DevOps-related risks and providing a mitigation plan

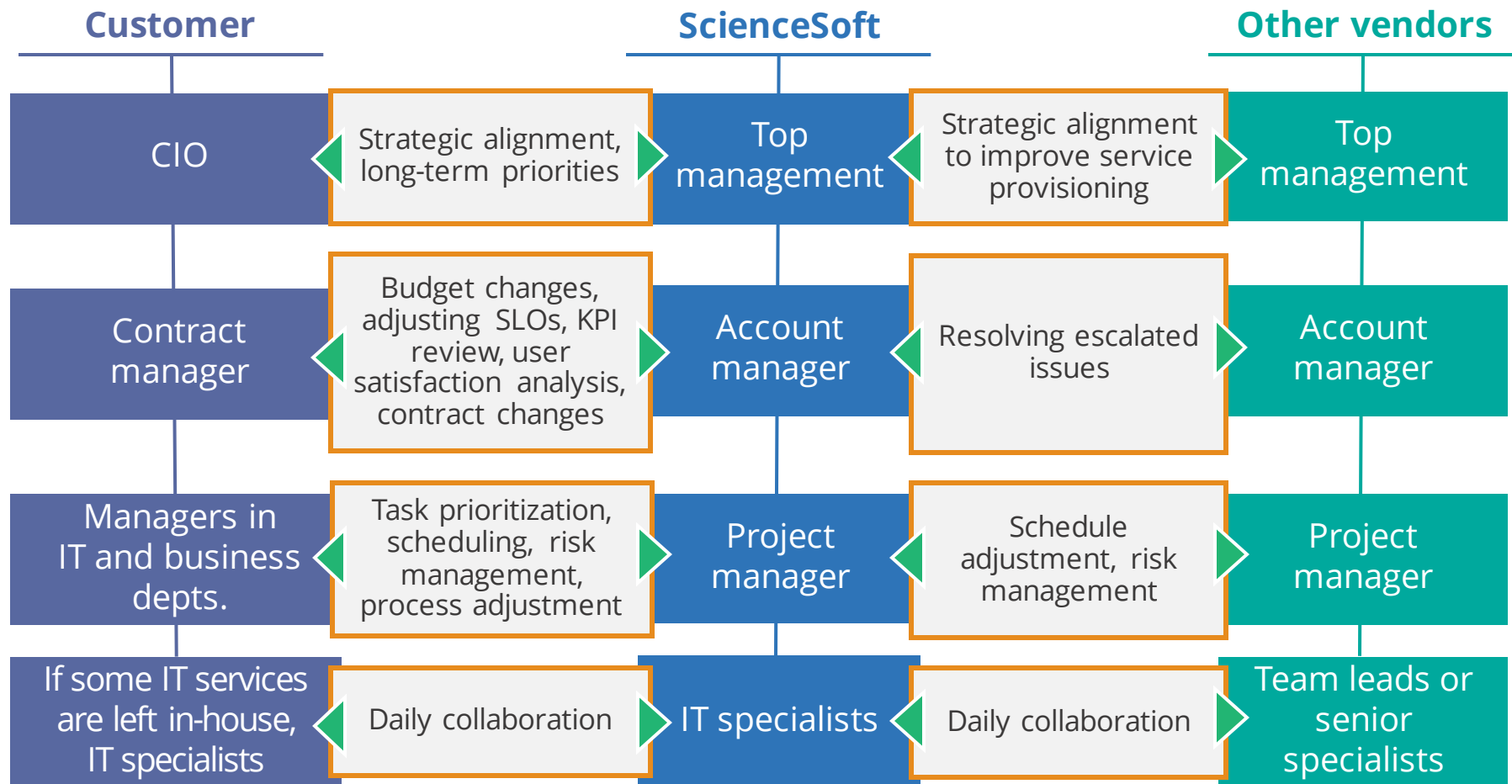## 2 DevOps setup

- CI/CD pipeline construction
- Release management workflow setup
- Implementation of test automation
- Containerization & orchestration tools
- IaC (Infrastructure as Code)

3 Support of DevOps-related processes

- Maintaining the new processes, implementing changes, if needed
- Training to ensure a customer's employees adopt DevOps tools and practices

Effective Collaboration Approach

Customer		ScienceSoft		Other vendors
CIO	Strategic alignment, long-term priorities	Top management	Strategic alignment to improve service provisioning	Top management
Contract manager	Budget changes, adjusting SLOs, KPI review, user satisfaction analysis, contract changes	Account manager	Resolving escalated issues	Account manager
Managers in IT and business depts.	Task prioritization, scheduling, risk management, process adjustment	Project manager	Schedule adjustment, risk management	Project manager
If some IT services are left in-house, IT specialists	Daily collaboration	IT specialists	Daily collaboration	Team leads or senior specialists

Self-Management and Transparency

We are self-managed and, at the same time, transparent in our work. Here is a sample set of KPIs to control the efficiency of our services

COSTS

- **Budget**
  - Budget spent
  - Over-budget approved and spent (if any)
  - Over-budget not approved and spent (if any)

- **Time your employees spend on ScienceSoft's requests** (to answer questions, provide support, etc.)
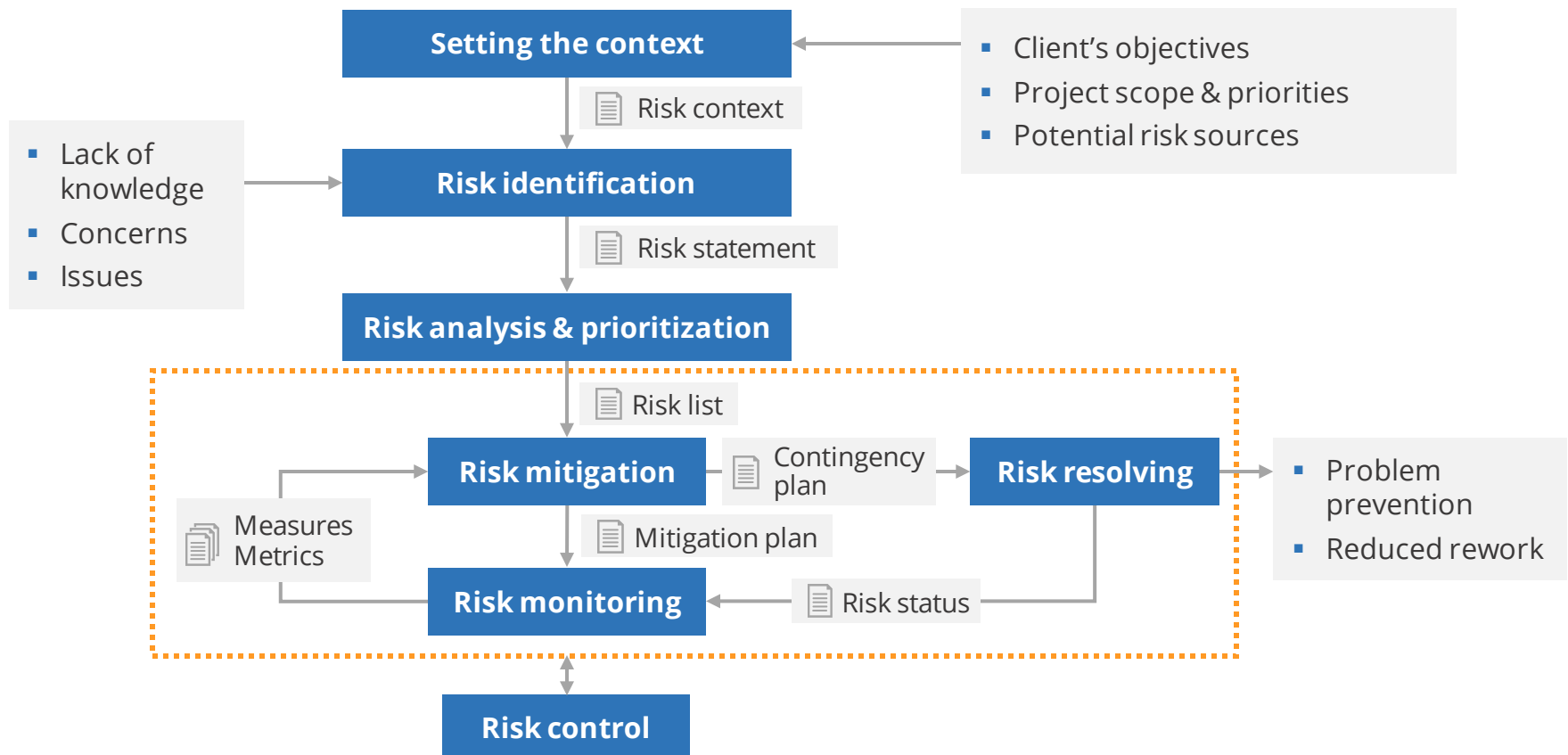
OUTCOMES

- **Services reliability**
  - Service availability
  - Response time
  - IT incidents

- **Information security**
  - Number of vulnerabilities
  - Number of security incidents

- **Changes**
  - Delivered
  - Waiting in a backlog
  - Backlog waiting time expired

- **User satisfaction**
  - User satisfaction score
  - Change adoption metrics

Risk Management

Taking full responsibility for your IT infrastructure, we predict, evaluate, and resolve all possible risks

Setting the context ← ■ Client's objectives
■ Project scope & priorities
■ Potential risk sources

📄 Risk context

■ Lack of knowledge
■ Concerns
■ Issues
→ **Risk identification**

📄 Risk statement

Risk analysis & prioritization

📄 Risk list

Risk mitigation — 📄 Contingency plan → **Risk resolving** → ■ Problem prevention
■ Reduced rework

📄 Measures Metrics

📄 Mitigation plan

Risk monitoring ← 📄 Risk status

Risk control

Tools & Technologies We Manage

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Mobile:

Apple · Android · Windows Phone · Apache CORDOVA · Xamarin

DevOps:

docker · kubernetes · ANSIBLE · CHEF · CI/CD · puppet · Jenkins

Platforms:

SharePoint · salesforce · Magento · Microsoft Dynamics 365 · servicenow · Jira

Databases:

Microsoft SQL Server · MySQL · ORACLE · PostgreSQL · mongoDB

Distributed storage:

hadoop HDFS

Database management:

cassandra · Azure Cosmos DB · amazon REDSHIFT · amazon DynamoDB · HIVE · APACHE HBASE

Data processing:

kafka · hadoop Map Reduce · APACHE Spark · STORM

Why ScienceSoft

✓ **Ability to implement** ambitious IT initiatives

✓ **Reliability** ensured by certified IT experts and advanced monitoring systems

✓ **High availability and fault tolerance:** service times adjusted to your business hours

✓ **Flexibility and transparency** brought with SLA and KPIs

✓ **Established ITSM processes,** 8 years in applying DevOps practices

✓ **Flexible cooperation** options
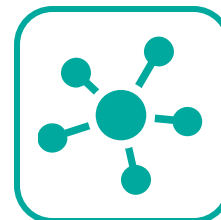
Managed IT Infrastructure Support for a Private Diversified Business

Customer

A European company running a number of businesses including commercial & residential real estate development & a chain of gas stations

Solution

ScienceSoft continuously provides configuration, ongoing monitoring, regular backups, recovery management & other managed services for 28 IT infrastructure elements (servers, databases, LANs & WANs, virtualization systems, etc.)

Tools & Technologies

Zabbix, ManageEngine ServiceDesk Plus, Jira

DevOps Implementation and IT Infrastructure Management for a Retail and Hospitality Company

 Customer

A US multi-business enterprise operating in a range of industries, such as retail, hospitality, fashion, and catering

 Solution

ScienceSoft successfully implemented the DevOps approach and provided the Customer with ongoing IT infrastructure management services to accelerate the improvements of their IT environment

 Tools & Technologies

Microsoft Azure, Jenkins, Ansible, Docker, DC/OS, Nginx, Varnish, HAProxy, Traefik, Supervisor, Prometheus, Blackbox Exporter, Container Advisor, Node Exporter, Zabbix, ELK, GlusterFS

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