

Immeo is a business-oriented IT consultancy creating digital solutions that empower people and business



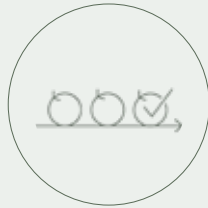
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We deliver digital services that help our customers with strategic execution through proactive advisory and the implementation of innovative digital solutions:



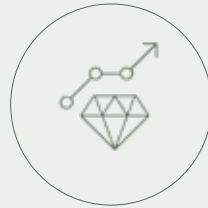
Digital Advisory

Business development & Process optimization
Enterprise architecture consulting
Cloud & Data strategy Organization & Change management
Technology & Platforms



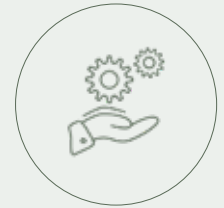
Solution Delivery

Program & Project management
Solution design & development
Agile delivery teams
Testing, QA & Deployment



Digital Excellence

Organizational onboarding
Platform training & Enablement
Analytics & Insights
Personalization & Automation
Experience optimization



Managed Services

Proactive monitoring
Application Management
Cloud Operations Service & Support (24/7)
DevOps

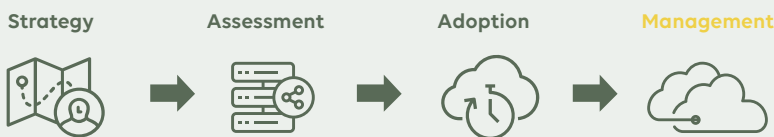
Sitecore Managed Services

Immeo removes the complexity of architecting, hosting and maintaining clients Sitecore solutions with a professional services team consisting of experienced and certified Sitecore architects, developers as well as certified Microsoft Azure architects and cloud operations engineers.

The service is offered to clients in order to ensure a profitable, secure and optimal settlement of their business critical Sitecore solutions and their Azure platform and services.

Immeo offers a range of deployment and Azure infrastructure platform options for Sitecore solutions, customized to suit every specific need.

The deployment options and their associated service levels will be customized in order to deliver optimal platform and application performance.



Management includes:

Cloud Operations Services

- 24/7/365 monitoring and support
- Service, Change and Incident Management
- Cloud Platform Management
- DevOps Practice
- Application Performance Management
- Cost Management
- Service Delivery Management

Application Management Services

- Sitecore development, support and maintenance
- Release and deployment management

BUSINESS BENEFITS AND OUTCOME

Overall responsibility

Delegate responsibility of your Sitecore solution – both Microsoft Azure and the Sitecore application

Skills and capabilities

Overcome the lack of Microsoft Azure skills and Sitecore capability barriers.

Total Cost-of-Ownership

Decrease overall TCO by reducing the cost of development and operations significantly.

Scaling and cost optimization

Scale application on demand using auto-scaling features of Azure and optimize cloud spend.

Performance

Ensure higher application health and service availability.

Agility

Perform daily releases to deliver business value faster with Immeos application driven service approach.

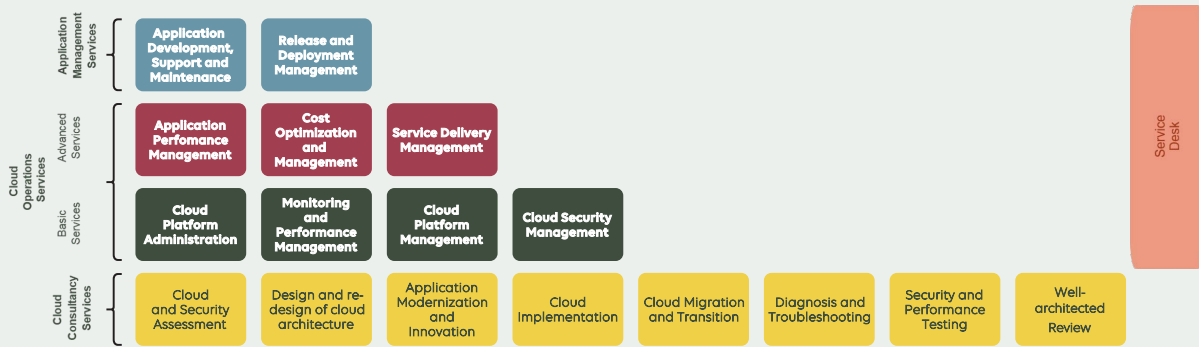
We create digital solutions that empower people and business



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IMMEO MANAGED SERVICES

Service offerings overview



Managed Services

Immeo provides **Cloud Operations Services** with different service level options, depending on the client's own cloud capabilities and strategic choices. In other words, Immeo together with the client determines the appropriate cloud operating model for the current client situation.

The cloud operations service consists of 24/7/365 monitoring, a service desk with service, change and incident management handling capabilities and the cloud platform operations, including maintenance and optimization of the Azure platform and services. Additionally, offered services include application performance management, cost optimization and management and service delivery management services.

Application Management Services

Immeo provides Application Management Services consisting of further development, support, maintenance and optimization services of the Sitecore application as well as release and deployment management services.

COMPANIES, WE HAVE HELPED



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sitecore
Certified Solution & Implementation Partner

Scope, terms and pricing of the Sitecore Managed Services are agreed and regulated in the respective service agreement with the client. Please contact us for an introduction to our service catalogue and a detailed Service Level Agreement.