



Eficode ROOT



Platinum
Solution Partner



Microsoft
Partner



Gold DevOps
Gold Cloud Platform
Gold Application Development
Gold Application Integration
Silver Data Analytics

Building the future of software development

Eficode is the leading DevOps company in Europe, driving the DevOps movement with ideas that put customer value and team satisfaction on center stage.

Eficode was doing DevOps before the term even existed by advising global brands on how to make software more effectively. Today, Eficode transforms companies with unmatched DevOps expertise and solutions like the Eficode ROOT DevOps Platform.



Managed best-of-breed, multi-vendor tool chains

Eficode ROOT Platform

Upgrades, updates, incident management, license management, hosting

On-demand support and consulting via service desk

Eficode ROOT Problem Solvers

Agile access management 

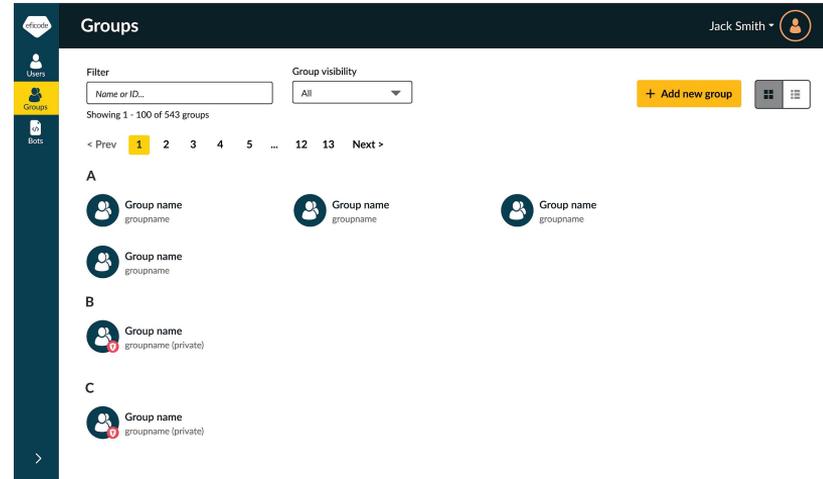
60+ devops assembly line tools to choose from, pre-integrated



EFICODE ROOT Team Management (RTM)

- Agile Access Control

- Centralized user management system that serves the whole tool chain
- Self service user management
 - Removes the need to request basic permissions via company AD admin
 - Enables easy onboarding and offboarding of project personnel
- Bot user management
 - Shared bot accounts for automated devops processes and tool integrations
- Integrates with corporate LDAP/AD
 - Authentications can be done against RTM or Corporate LDAP



Reference architecture



SERVICE CONTENT OVERVIEW

Service setup content	<ul style="list-style-type: none">• Platform specification (tools, integrations)• Environment setup (cloud, private cloud, and/or on-premise)• Tool installation, configuration• Monitoring and ticketing system setup• Network and user management system integrations
Additional setup services	<ul style="list-style-type: none">• Integrations to additional tooling / systems outside Eficode Root scope• Data migrations from existing systems• Project Management
Monthly service fee content	<ul style="list-style-type: none">• Hosting and proactive system maintenance of managed tools• SLA• Private Cloud environment• On-demand support and development resource availability• Service manager availability
Additional recurring third party costs	<ul style="list-style-type: none">• Software licenses costs according to licence vendor price lists• Public cloud costs according to cloud vendor price lists

Monthly service fee content and On-demand support services are described more thoroughly upon request

Further service and security documentation: <http://docs.eficode.io>

SERVICE DESCRIPTION: HOSTING AND PROACTIVE MAINTENANCE

- Cloud platform optimization, if applicable
- 24/7 tool availability monitoring, incident management
- Tool and environment maintenance
 - Critical security and performance related fixes
 - 2-4 version upgrades per tool a year
 - Proactive and reactive performance analysis
 - Performance tuning
 - Troubleshooting
 - Configuration maintenance
 - Problem prevention
- Backups
- Disaster recovery planning and test runs
- SW licence management

See <http://docs.eficode.io> for additional details

SERVICE DESCRIPTION: ON-DEMAND SERVICES AND DEVELOPMENT

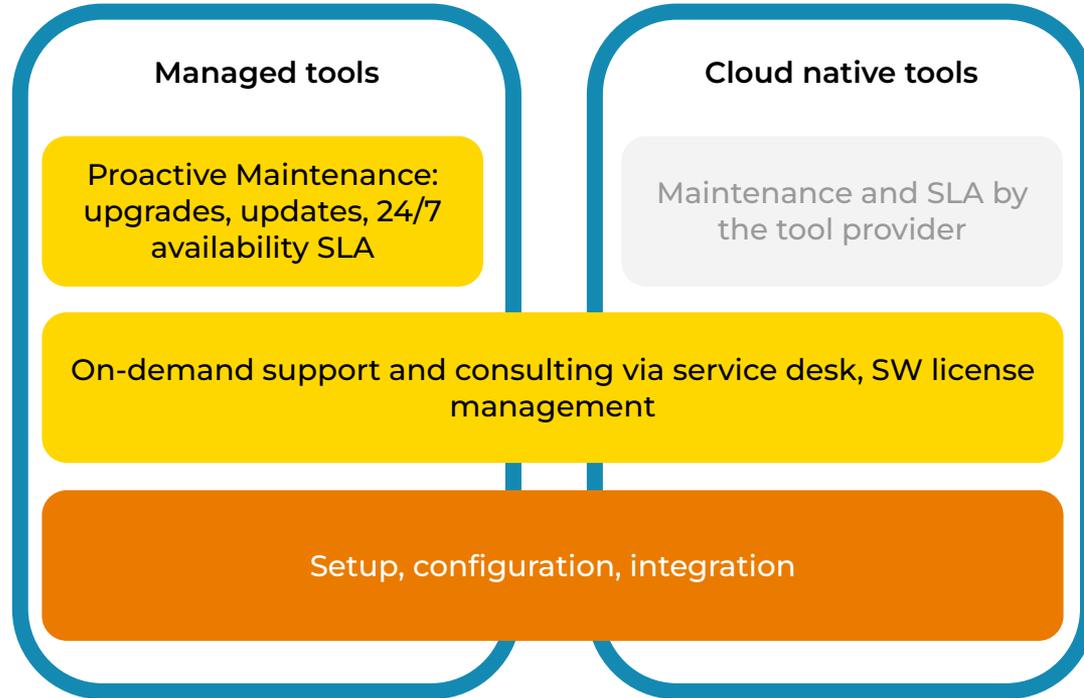
Support for the included tooling, e.g.

- Data migrations
- Tool configuration
- Plugin installation
- Integrations with external tooling
- New workflows
- Tool installation and integration
- CI/CD pipeline consulting
- Training

Service hours 09-17 CET

See <http://docs.eficode.io> for additional details

Service scope - Managed and Cloud Native tools



SERVICE LEVEL AGREEMENT

Uptime SLA

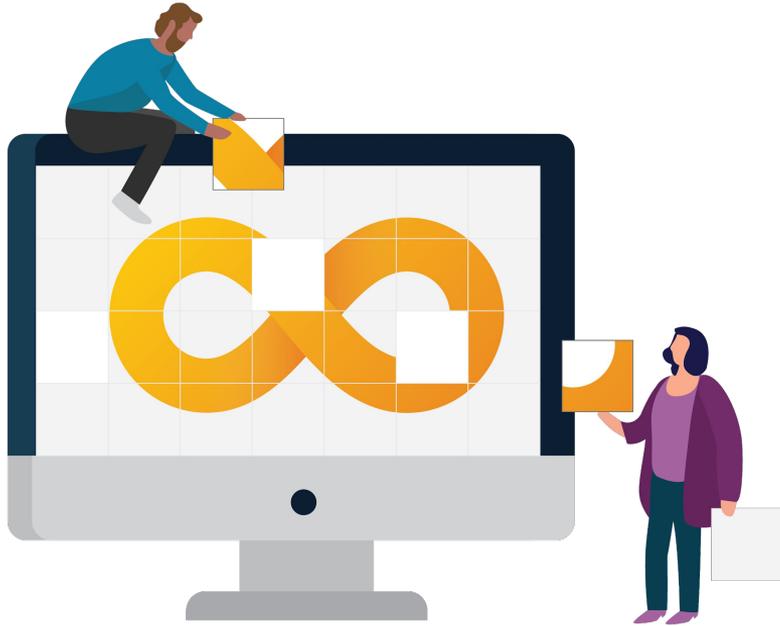
99.5% 24/7/365 availability for the platform tooling

Incident management and support response / resolution time

*calculated 24/7/365

** calculated during business hours

Priority	Response time	Target Resolution time
Critical incident*	2 hour	4 hours
Severe incident**	2 hours	12 hours
Important incident**	4 hours	24 hours
Support medium**	8 hours	16 hours
Support low (development)**	8 hours	case by case



Thank you!

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 facebook.com/eficode/