

LEAN OPS

TECHNOLOGY MANAGED SERVICES

- Support for on-premise, public and hybrid environments
- SRE and DevOps trained team
- Best-in-class monitoring, support and tools
- Committed service levels (SLAs)
- Flexible and pay-as-you-go support models



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Cloud
Deployment



Network



Compute



Database



Cloud Migration



Security



Monitoring &
Support

LeanOps - Managed Services by LogicBulls

- **On-premise or cloud:** Comprehensive on-premise, public and private cloud support services irrespective of the cloud AWS, Azure or GCP
- **This includes** technology monitoring, technical support, reporting, performance testing, backup, patching and recovery and more depending on what your specific IT needs are.
- **Accelerate migration to cloud-** Accelerate cloud adoption journey for by migrating your on-premise infrastructure to Cloud at no additional cost (if you choose us as your IT support services partner)
- **Resilience Architecture** - Our support includes continuous improvement and optimization services where our architectures will work with you to design resilience architecture to get you covered from any DR risks or situation

Our Service Delivery

- **10+ years** of support experience for large and SMB companies with Agile-first and cloud-first mindset
- **Onshore and Offshore** Delivery Centers (US, Australia and India), provides added support resilience
- Committed and experienced **technology leadership**
- A **global pool** of SRE, DevOps, support engineers, architects, cloud practitioners and certified engineers
- On-site CTO and advisory services for key clients
- Certified Partner with leading technology providers: **AWS, GCP, Azure, Citrix**
- Proactive **24*7 monitoring** platform for multi-cloud environments
- Proven **tools**, collaborative and consultative support practices



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What do you get ?

Wide range of benefits, global team, experience and easier to consume service models

Robust Infrastructure

Supported by round-the-clock management and an efficient network infrastructure, we offer robust infrastructure support to monitor, scan, report, update patches, integrate and align network operations with your core business objectives.



Infrastructure Set Up

Service Level Agreements

Under effective Service Level Agreements (SLA), we ensure better control across service levels and help your business gain service continuity. Our aggressive SLAs delivery will improve business service availability



Network and Storage

Timely Technology Updates

Depending on an in-house IT team for regular technology and software upgrades often consumes time, training and additional resources. Our teams will keeps your infrastructure up to date with every possible timely technology update and keep you updated



Cloud Monitoring and Reporting

Quick Response Time and Coordination

Addressing an issue locally is different from doing so remotely over the network. We coordinate with cloud and other service providers in ensuring quick response times in case of any issue. This will save your time to focus on your core business



Backup and Disaster Recovery

Maintenance and Cost Optimization

Hiring us can give you more options on cost savings and easing maintenance burden. Further, this will relieve your organization from costly network maintenance, thus savings your IT maintenance burden.



Cloud Deployment

Centralized Services and Applications

If given opportunity, we can manage all applications and services. Thus, this will provide you a lot of scope for remote data access, increased productivity, effective resource utilization, effective storage and backup, among other advantages.



Cloud Security

Data Safety and Recovery

We assure data safety and early access through timely backups and faster recovery across all cloud services and applications. Thus, the core objective of business continuity is achieved.



Business Continuity



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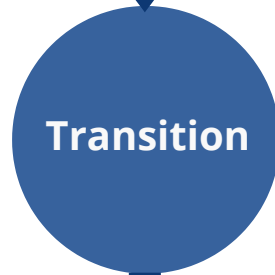
Monitoring & Support

Our Approach

Our proven 4-step approach enabled by support accelerators helps successful support transition and ongoing support



- Develop a joint discovery plan
- Access to the environment
- Discover the environment
- Document, replay and document
- Review existing issues and pilot plan



- Plan-Do-Check-Act Transition Framework
- Document runbooks for each tech tower
- Configure monitoring and support tools
- Test monitoring and setup health checks
- Setup Incident, change, problem, other processes
- Configure reports and dashboards



- Execute schedule tasks (health checks, backups, patching, configuration)
- Coordinate with application, DevOps/SRE and other teams for new releases/changes/updates
- Provision, de-provision and update infrastructure
- Update runbooks and change procedures



- Identify and review optimization opportunities (i.e., cloud costs, utilization, performance issues, options for migration to cloud for cost)
- Quarterly review optimization opportunities with client teams
- Execute on optimization opportunities



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Support Models

Flexible pay-as-you-go pricing models; can be customized to your special needs too

	Basic	Advanced	Premium
Suitable for:	<i>Less critical environment (Dev, QA)</i>	<i>Business, production or management systems</i>	<i>Business critical, production or management systems</i>
Support Coverage	8x5	16x7	24x7
L2	✓	✓	✓
L3	✓	✓	✓
Infrastructure Monitoring	✓	✓	✓
Infra. Monitoring Tools	✓	✓	✓
OS Management	✓	✓	✓
Ticketing Tool	✓	✓	✓
Service Levels (SLAs)		✓	✓
Application Monitoring		✓	✓
Process Automation			✓
App Monitoring Tools			✓
Dashboard and Reports	✓	✓	✓
Pricing / instance	\$	\$\$	\$\$\$



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Monitoring & Support

How to get started?

Every minute is important and we love conversations !!!

Hence, we want to save your every minute and we recommend to plan few things before we connect:

- Describe your business and IT landscape?
- List what are you solving for?
- Why change is needed?
- What are your timelines?
- What impact you desiring for?

Above questions will help you and our consultants to have a starting point to make visible impact from Day 1.

Thank you and we look forward to hearing from you soon.



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