Daemon Solutions
Service Definition Document

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DAEMON

movements power digital transformation

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the Daemon way

We've been powering digital transformations since 2007

How movements power digital transformation.

There's an energy in the world unlike any other. It isn't generated by turbines or power stations. It can't be measured in Kilowatts or joules. But it fizzles, buzzes and can bounce. It's powerful stuff. It's the energy that's generated when people come together, collaborate and work towards a shared vision. An energy we spark in three powerful ways. A bit like a three point plug, we get it flowing through teams of people.....

It's time to unite behind one vision, empower peoples' potential, and inspire with a one team spirit. Because teams who share a vision don't just get behind a desk, they get behind a movement. And when that movement plugs into the possibilities of technology, its energy can transform the world.

Purpose. Mission. Strategy.

We're here to help you use technology to make the world a better place.

We want to build trusted partnerships with our customers, helping them embrace the tech they need to drive their success. To build a great place to work, where a diverse team of talents can thrive, united by our shared values and One Team spirit. And to leave this world a little better than we found it.

We do this by turning teams into movements that power digital transformation.

In 2007 Calum Fitzgerald and Steve Bennett founded a consultancy for technical people called Daemon Solutions. They could see that organisations were getting a rough deal from existing consultancies. Calum and Steve believed that there was a better way.

So over a coffee (hot chocolate for Calum!) at the northbound Winchester services, Daemon Solutions was born. They were passionate about technology and how, when used correctly, it can transform a company and make a genuine difference to their people and their customers.

Both Founders came from a background in large scale, complex enterprise IT so this became their early area of focus - working with those customers to help them implement and scale their solutions to meet ever more challenging demands.

The Daemon Way

“Plans are useless but planning is everything”

We have spent years building a better approach to technology — **the Daemon way** — which combines an intense focus on value creation, innovation, and flexibility with predictability, consistency, and detail. All while ensuring that principles, lessons and tested best practices are institutionalised to empower both Daemonites and our clients.

We understand that there is value in spending some time identifying risks, ring-fencing areas with a high degree of uncertainty, and creating detailed requirements.

But also that there will always be unknowns and hidden risks.

We emphasise clear communication, alignment, and fast reactions, to ensure that we deliver consistently and at an exceptional standard.

What We Do.

Cloud

Our mission is to guide clients successfully and securely through their cloud adoption journey. We do this in three ways:

We simplify technology and increase business agility by removing the shackles of legacy systems.

We deliver simple and appropriately sized solutions for our customer's needs.

We drive adoption of cloud innovations and deliver business value.

Performance Engineering

We believe that everyone should experience good digital performance, whether you're on an older device or in an area with slower internet speeds.

Performance Engineering is a culmination of skills and techniques we can bring to ensure that any applications you deliver can scale to meet the demands of your customers, but also deliver the user experience they expect.

Digital Engineering

We ensure your application designs are fit for now and the future. We enable your engineering teams to work at their most efficient using our applied engineering methodology.We can expand your ability to deliver your business critical services and get the products you need deployed delivered by experts in our leading engineering capability. We'll support your engineering needs and help you grow.

Machine Learning and Artificial Intelligence

You're drowning in data. We help you ask the right questions that cut through the noise, using the power of machine learning to extract the insights that propel your business forward.

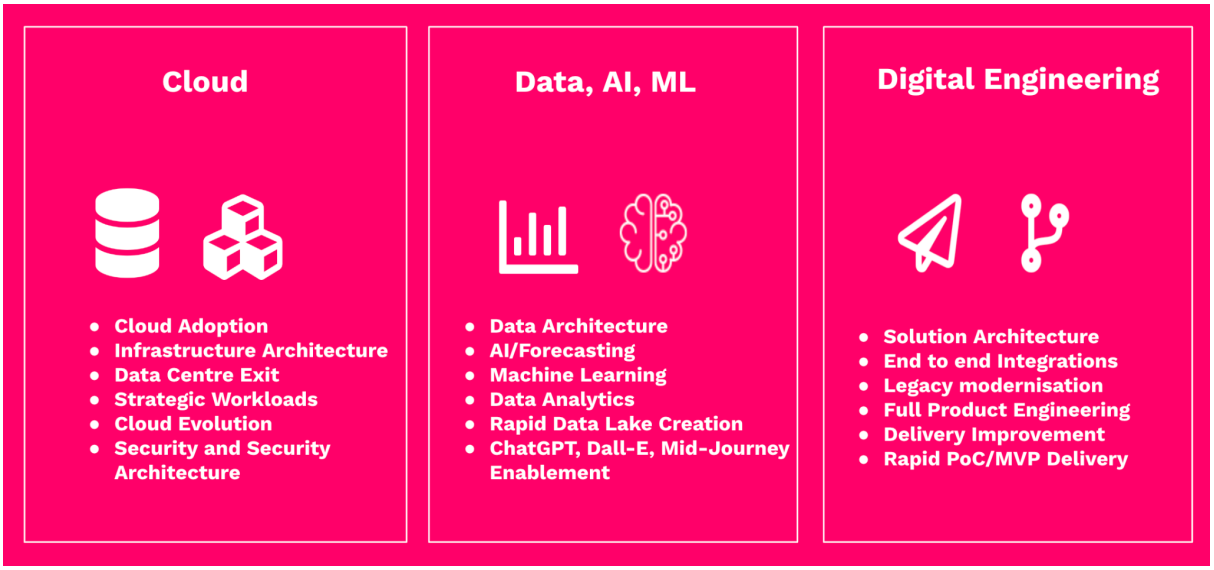
We start by defining the most burning questions for your business. The ones that drive your strategic decision-making. What data do you need to guide you? What insights can catapult you ahead of the competition?

Atlassian

Atlassian are a global technology company whose goal is to unleash the power of teams through their software, including Jira, Confluence and Jira Service Management.

As a partner we provide services to support all your Atlassian needs delivered by our team of certified professionals. From training and licensing to migrating your Atlassian workload onto a public cloud, we have you covered.

Our Practices.



Client Stories.

Cloud

How we helped The Instant Group lay the groundwork for a new booking platform, powered by AWS, that enables businesses to rethink the way use flexible workspaces.

Many businesses know that AWS is the right choice for their project but lack the time or resources to get started. Getting over this initial hump can be tricky, but the rewards are well worth the effort.

The Instant Group (TIG) was one such business. They wanted to build a platform on AWS for booking flexible workspaces, but needed their engineering team to focus on adding business value rather than building the platform itself. They were looking for a trusted partner to fast-track the deployment while they scaled up their in-house capabilities, and this is where we came in.

Following the principles of the AWS Well Architected Framework, we built a greenfield AWS environment for TIG's platform. We also created a set of patterns for future engineers to follow, setting the company up for an easy transition to in-house management. Here's how we did it, and what our AWS team can do for you.

The problem

When TIG approached us, they were at a major crossroads in their technology strategy. They were about to begin building a category-defining platform to help employees find places to work, and to help businesses learn about how their employees engage. It would be the world's biggest flex marketplace, connecting businesses and their employees to over 40,000 flexible working locations across 170 countries and 5,500 cities.

The TIG team were already experts in AWS, having built high velocity, high scale API-driven platforms for ecommerce offerings. However, building this new platform would create some unique challenges. TIG were keen to get to an advanced state of deployment as quickly as possible, meaning there was an added time pressure compared to their previous AWS projects.

Next, there was the challenging nature of the task itself. With the platform covering so many locations, consolidating bookings into a single system would require a lot of care and attention. This was made more complex by TIG's structure as the group frequently acquires new companies, and each of these would need their own autonomous account. Security would also be a major concern as the new platform would be processing a lot of sensitive information.

Finally, TIG were keen to align their teams to standard infrastructure-as-code patterns that would allow them to start deploying workloads in a consistent way as soon as possible.

This meant finding a partner who would not only help to build the platform, but create a clear set of guidelines for its use too.

How Daemon helped

As with most of our projects, we began with a discovery phase. We gathered as much information as possible, allowing us to map out exactly what needed to be done and how long we had to do it. We found that we would have around five weeks to get the AWS environment ready for TIG's engineering team. This was a tight deadline, but one we were confident we could meet.

Our first job was to build a landing zone suitable for TIGs requirements. This meant creating a multi-account design that would allow for centralised control across the organisation and a growing number of workloads to be deployed within their own AWS accounts.

We used AWS Organizations and AWS Control Tower for creating and securing the accounts. We also configured Security Hub and GuardDuty centrally to ensure that TIG's security concerns were covered.

Next we integrated AWS IAM Identity Center for Single Sign-On with Microsoft Azure AD so that the Engineering team could access all features with a single login, and AWS Client VPN to provide secure access to internal services. Finally, we used Terraform and Terragrunt to create a scalable Infrastructure-as-code framework and created patterns for deploying resources that could be repeated as often as necessary.

Outcome

All of this was intended to simplify things as much as possible for the client. We wanted to create a clean and secure working environment for TIG's engineers, allowing them to begin building their solution immediately without having to make any complex platform decisions.

We're pleased to say that we succeeded in this aim. Using the information gained during the discovery phase, we were able to make suggestions and provide options that were tailored to TIG's working practices. This saved a great deal of time and hassle. Rather than having to learn a new environment from scratch and discover best practices as they went along, TIG's engineers were able to access the AWS environments for their workloads and begin building from day one.

This approach was also beneficial to TIG as a whole. Knowing they could rely on us to set things up properly, the company was able to focus on other areas of the business in preparation for the project. This has put them in a much stronger position for the upcoming launch of the platform.

We completed our task on time and on target, but our work didn't end there. TIG asked us to stick around for another 12 months to oversee the building of applications and the deployment of new workloads. We're also working closely with security teams to make sure that everything is up to standard when the platform goes live, and performing AWS Well Architected reviews to ensure that everything is configured according to best practice.

This ongoing engagement is testament to the level of trust we've built with the client. The Instant Group is planning to migrate all of its on-premise workloads to AWS over time, and we'll be happy to help as long as they need us.

Machine Learning & AI

Daemon builds an AI-powered historical chat engine.

Know-me.ai is a history-tech startup pioneering a new way to tell historical and family stories. They bring historical figures and Holocaust survivors to life that users can interact with directly. Through technology, users can interact with a reconstructed person through video chat and text messaging and have candid conversations about their life and history, making history accessible in a way that has never been done before.

In the first instance, Know-me.ai focused on Holocaust survivors and historical figures. Later on in the roadmap, users will be able to interact with people from their own family history.

The challenge

Know-me came to Daemon with a preliminary tech demo, with the intention that we work collaboratively to improve and refine the AI behind the demo. A key requirement was to improve the latency of the system which was too high for a satisfying user experience, and the responses from the historical figures which were not true to their personality. Safety was also a key concern as the personae need to be interesting and engaging without being inaccurate or inappropriate, which requires a systematic and iterative approach to development.

Know-me were keen to get an improved working demo deployed to present to the investment community.

Our approach

Daemon started by implementing Llama2 with TGI on Amazon Sagemaker Real-time Endpoints, a change that we knew would immediately improve the latency alongside changes to the back-end orchestration of the chat model.

After initial load and latency testing, Daemon found the latency was improved by a factor of approximately three. However, the best Llama2 model, Llama-70b, necessary for the best quality of answers, still had a latency on the order of 8 seconds on the best instance type (p4d.24xlarge with 8 A100 GPUs). To address this issue further, Daemon introduced the Mixtral 8x7b LLM, which vastly improved latency while maintaining the best quality available from open source models. Later, Daemon employed the Nous Research Hermes

Mixtral derivative model in order to make use of the improved guidability of the model, such as a dedicated system prompt.

Daemon designed and implemented a back-end orchestration and templating system offering control over the model through a simplified UI. This system, accompanied by an automated qualitative evaluation system, allowed Know-me to develop new scenarios and personae with minimal training while producing strong results in safety and character personality. With latency a key concern, this was designed to keep the number of calls to the LLM to a minimum.

D-ID provided AI-generated video for the demo, the WebSpeech API performed voice recognition, and 11Labs provided personalisable text-to-speech.

Lastly, Daemon built a web app with React for use across computer and mobile screens. This app consists of an interface that emulates video calling and chat messaging for site users. Daemon adhered to best practices in designing the page and invoked security best practices.

Along the way, Daemon introduced various best practices, including deploying the back end on ECS orchestration, Terraform infrastructure as code, logging, separation of configuration and code, automation for security checks, and the framework for introducing a proper CICD system.

Outcome

Daemon was able to:

- Realise the client's vision: a fully functional demo that brings historical figures to life. This can, in turn, fulfil a social service by educating users about history in a way that was never done before.
- Enable users to engage in audio conversations with animated figures from photos, improving user experience.
- Address technical challenges, including reducing system latency and enhancing response specificity by incorporating AI best practices.
- Successfully migrate the solution to the cloud, ensuring scalability and accessibility.
- Implement user interface and chat functionality, enhancing overall usability and accessibility for Knowme.ai's target audience.
- Provide guidance and implementation around best practices so that Know-me is close to a production-ready product.

As a result, Know-me was able to negotiate support from partners and suppliers and sell their demo across funding and developer channels

Performance Testing in an Agile World

We used Performance Engineering to help a leading UK Grocery retailer deliver a scan and go application to hundreds of stores.

Our client is a leading UK grocery retailer with an estate of over 1000 stores. As part of a digital strategy they provide a till-free contactless ‘scan and go’ app for a new generation of ‘digital savvy’ shoppers.

The challenge

Initially performance was the main factor behind our clients inability to rollout their solution to their entire estate, when we first landed the solution could only handle the throughput of a handful of stores. There were a number of moving parts to this solution, with varying technology used across multiple development teams, some inhouse, some outsourced. It was also becoming increasingly important for the solution to not only scale to the desired rollout plan, but also offer a level of resilience paralleled to the criticality of the physical till solution.

What we did

A Performance Engineering team was initially put in place to identify and resolve the immediate inability to scale. Within a short time frame it was clear that one of the key services within the solution was being throttled by an unmaintained database instance. We engaged a DB technician to assist and within days the solution could now scale to several dozen stores. We continued with this approach of identifying the next “weakest link” in the solution and working with the development team to implement a fix.

To do this the team introduced an iterative process, knocking out one bottleneck at a time. This included a daily automated test run against a predetermined baseline, which allowed the development teams to get much faster, and consistent feedback on any changes made: for every change made, there is a validation exercise to check whether performance, or scalability, has improved, worsened, or stayed the same.

Outcome

Our approach allowed our client to offer their contactless shopping experience to several hundred stores, with participation increasing daily. At a time where social distancing is encouraged, yet shopping still essential, we helped deliver a safe environment for customers to shop.

We are now introducing a more frequent and targeted testing approach. This will not only accelerate the feedback loop to the development teams but will increase the rate of change whilst maintaining confidence and quality in delivery.

We have multiple case study options on our website. Please head to www.dae.mn then click on the "Our work" tab at the top of the page.

Our Values.

approachable
We're easy to talk to and work with. We like to stay open-minded: we listen, absorb and consider the ideas, views and knowledge of others.

integrity
We have a strong sense of fairness and honesty; we do the right thing in a reliable way. But we can – and will – say no when required.

pragmatic
We approach things sensibly and realistically, with a clear focus on outcomes, goals, and getting things done.

progressive
We embrace change; there are always things that could be improved. We like to do this collaboratively with our clients and colleagues, we don't do it to them.

passionate
We always commit with energy, enthusiasm and determination. Call it a 'can do' spirit or simply rolling up our sleeves. We care about what we do.

G-Cloud 14 Services.

Accelerated Cloud Build, Deployment and Management Service

Accelerated Cloud Build and Implementation Service - Build with AWS Control Tower and AWS Landing Zone. A Cloud solution scalable to 1000's of instances within days and weeks, rather than months or years. Supported by a fully functioning organisational and account structure capable of federated Identity and Access Management functionality.

Service features

- Acceleration of cloud adoption
- 18 guard-rails implemented from the onset
- Full multi-account structure and strategy compatible
- Built and underpinned with AWS Organisations
- Dynamic and automated build process - based on defined parameters
- AWS Guard duty - Security functionality included from the onset
- Supports AWS multi account structure
- Single Billing Feature
- GRC Reporting

Service benefits

- Accelerated adoption of Cloud Computing
- Can support - Multi Cloud and Hybrid solutions
- Fully compatible with existing Security controls
- Pre-configured blueprints
- Fully compatible with Active Directory
- Automates setup of an AWS Cloud environment
- Automates AWS Account provisioning
- Operates in a full DevOps environment
- Creates and supports Security Baselines
- Rich features on Security controls

Atlassian (Inc. Jira and Confluence) Migration to Cloud (Inc. AWS, Azure and GCP)

End-to-end service to migrate existing Atlassian services onto a new or existing cloud Infrastructure. Daemon is an AWS, Azure, GCP and Atlassian partner that utilises its vast expertise in cloud migrations, DevOps and automation to deliver seamless Atlassian migrations onto cloud.

Service features

- Requirements analysis
- Migration planning and preparation
- AWS, Azure and GCP Infrastructure design
- Atlassian Infrastructure on AWS, Azure and GCP design
- AWS, Azure and GCP Infrastructure build and configuration
- Atlassian suite build and configuration
- Atlassian migration onto AWS, Azure and GCP Infrastructure
- Comfort testing and handover

Service benefits

- Deliver business features faster to your cloud
- Use of Automation reduces timescales, risk and maintains quality
- Atlassian and AWS/Azure/GCP best practice
- Delivered by a trusted AWS, Azure and GCP Partner
- Delivered by a trusted Atlassian Solution Partner
- Cloud migration specialist

Atlassian Build and Configure (Inc. onto AWS/Azure/GCP)

End-to-end service to plan, build and configure Atlassian products (inc. Confluence and Jira) and apps/add-ons onto your selected cloud infrastructure. Daemon Solutions are an Atlassian partner who utilise their Atlassian expertise to deliver seamless Atlassian installations. Infrastructure options are AWS (Server/Data Center) or Atlassian Cloud.

Service features

- Requirements analysis
- Design of Atlassian solution
- Atlassian Infrastructure design
- Planning and preparation
- Atlassian build and configuration
- Comfort testing and handover

Service benefits

- Deliver business features faster to your infrastructure
- Use of Automation reduces timescales, risk and maintains quality
- Atlassian best practice
- Delivered by a trusted Atlassian Solution Partner
- Cloud specialist
- Performance engineering specialist
- Digital engineering specialist
- Technical delivery specialist

Atlassian Consultancy (Inc. Jira and Confluence)

Consultancy support for Atlassian tools, including Confluence, Jira (formally Jira Software and Jira Work Management), Jira Service Management, Atlas and Trello. Areas of consultancy - general support, installation and configuration, POCs, best practice, products and apps/add-ons, training, licensing and bespoke custom configurations.

Service features

- General Support
- Installation and Configuration
- Migration onto AWS
- Bespoke Atlassian Solutions
- POC
- Best Practice
- Atlassian Products

- Atlassian Marketplace Apps (add-ons)
- Atlassian Licensing

Service benefits

- Consultancy provided by an Atlassian Partner
- Consultancy delivered by certified Atlassian Consultants
- Consultancy delivered by an AWS partner

Atlassian Custom/Bespoke Solution (Inc. Jira and Confluence)

End-to-end service to plan, design, build and configure bespoke solutions within your Atlassian products (Inc. Confluence, Jira Core, Jira Service Management and Jira Software) and apps/add-ons. Daemon Solutions are an Atlassian partner who utilise their Atlassian expertise to deliver seamless Atlassian solutions.

Service features

- Requirements analysis
- Atlassian solution design
- Creation of a POC solution
- Planning and preparation
- Atlassian suite configuration
- Comfort testing and handover

Service benefits

- Deliver business features faster to your infrastructure
- Atlassian best practice
- Delivered by a trusted Atlassian Solution Partner
- Performance engineering specialist
- Digital engineering specialist
- Technical delivery specialist

Atlassian Licensing (Inc. Jira and Confluence)

Licensing for Atlassian products (Inc. Jira and Confluence) and Atlassian Marketplace Apps. We handle your licensing for you. Expert advice and guidance on value for money, cost savings and streamlining your licensing, including co-terming your licences. Including Jira, Confluence, Jira Service Management, BitBucket, Atlassian Access, Crowd and Atlas.

Accounting and finance

- Billing and invoicing
- Purchasing

Collaborative working

- Task management

Information and communications technology (ICT)

- Licence management

Project management and planning

- Agile project management and issue tracking
- Project management
- Task management

Software development tools

- Agile project management and issue tracking
- Bug tracking

- Development tools
- Version control

Atlassian Training (inc. Jira and Confluence)

Atlassian products training for Jira (formally Jira Software and Jira Work Management), Confluence, Jira Service Management, Atlas and Trello. We offer bespoke training tailored to your company's needs. Our training team is comprised of Atlassian Certified Consultants who have a proven history in the public sector.

Service features

- Atlassian Jira Training
- Atlassian Confluence Training
- Atlassian Jira Service Management Training
- Bespoke Atlassian Training
- Atlassian Admin Training (Inc. Jira and Confluence)
- Atlassian User Training (Inc. Jira and Confluence)
- Atlassian Cloud Training (Inc. Jira and Confluence)
- Atlassian Data Center Training (Inc. Jira and Confluence)

Service benefits

- Training provided by an Atlassian Certified Expert
- Training provided by an Atlassian Partner
- Training delivered by a certified Atlassian Consultant
- Training tailored to your own Atlassian configuration
- Training for either Cloud or Data Center installation types

Business Intelligence and Data Analytics

We can help you design and implement a Business Intelligence, Data Analytics and Reporting strategy along with a roadmap to become a data driven business. Use your data to transform how you do business and make better and more informed decisions, faster and more accurately, based on actual data.

Service features

- Design, Implementation and operation of Business Analytics (Tableau & PowerBI)
- Design, Implementation and operation of Business Intelligence (Tableau & PowerBI)

Service benefits

- Gain insight into your business using data
- Understand and use your data to improve your business
- Increased business and operational efficiencies
- Improved and faster decision making

Cloud Automation Maturity Assessment

Daemon Solutions End to end maturity assessment of your cloud implementation. We will look at how your AWS, Google Cloud Platform or Azure public cloud is architected, secured and scaled. Also how your provisioning is carried out and provide recommendations on best practice implementation and automation.

Service features

- Review current cloud architecture
- Review maturity of cloud implementation vs best practice
- Provide recommendations for increase in maturity
- Well Architected Reviews

Service benefits

- Understand the current architecture
- Define the right steps to improve the business processes
- Ensure solutions are architected in line with best practice

Cloud Cost Optimisation

For those who have adopted Public Cloud, getting the right guardrails and practices in place for the optimisation and cost management of the consumption based charging can be a challenge. This service helps establish the capabilities required for a team to run Cloud services in a controlled way.

Service features

- Policies, processes and guardrails established.
- Optimisation, resource-type alignment, and utilisation reporting.
- Right-sizing, service reservation strategy definition.
- Tooling selection based around Cloud workloads and MIS needs.
- Creation of 'front door' process approach.
- Flexible model - embedded experts, augmentation or periodic review.
- One-time assessment and remediation plan option.

Service benefits

- Reduces waste.
- Ensures high visibility of resource usage.
- Lowers cost.
- Drives better decision making.
- Increases financial governance and confidence in cloud adoption.
- Provides insights into grouped procurement opportunities.
- Enables charge-back and show-back requirements.
- Supports ESG position

Cloud Data Warehouse on Amazon AWS, Microsoft Azure and Google Cloud

We can help centralise your data to extract value from it and use it to understand and improve your business. The data will be easily and securely accessible, usable for any business case and ready for Business Analytics/Intelligence and Machine Learning (which we can also help with).

Service features

- Identify strategic business use case for end-to-end Proof of Value
- Ingestion, ELT/ETL, Data Pipeline and Data Warehouse
- In-depth workshops and focus group meetings
- Collaborative design and feedback loops
- Roadmap (step by step actions)
- High Level Design + detailed summary

- Low Level Design with Documentation

Service benefits

- Improved customer interactions
- Improve R&D innovation options
- Increase operational efficiencies
- Elimination of data silos
- Batch and streaming data together (strong governance, security, and control)
- Ability to get new analytic solutions to market quickly
- Multiple workloads — data loading, analytics, reporting, and data science
- Establishment of a robust, fully managed, extensible environment
- Democratise Your Data
- Get Better Quality Data

Cloud Migrations to AWS, GCP & Azure

Daemon's Cloud Delivery provides the technical consultancy skills needed to ensure cloud projects are delivered successfully. We provide technical project delivery services to manage the design and build of complex systems in the cloud. We will identify technical dependencies, solve technical challenges and bring extensive experience to deliver projects successfully.

Service features

- Experienced cloud consultants
- C-Level stakeholder engagement
- Cloud business case
- Cloud vendor assessment
- Cloud architecture roadmap
- Cloud technical architecture
- Cloud transformation roadmap
- Proof of concept delivery

Service benefits

- A realistic cloud strategy that works in the enterprise
- Aligned cloud strategy with IT and business strategy
- Expedite cloud adoption
- Focus on cloud performance and scalability
- Identify and mitigate cloud adoption risks

Cloud Performance Architecture

Daemon Solutions performance architecture guarantees that performance is built into the architecture of your critical applications.

Service features

- Identification of performance targets and requirements
- Define performance quotas across diverse environments
- Cloud application design with a performance focus
- In-house developed end to end methodology for successful performance delivery
- Definition of Cloud performance standards and upskilling of internal teams

Service benefits

- Meet customer performance expectations
- Drive increased application usage and adoption
- Increase user efficiency
- Reduce downtime

Cloud Performance Engineering

Daemon Solutions Cloud Performance Engineering service partners with your in-house development, test and operations teams to ensure that all of your business critical applications are performing to the level that your customers expect. Our performance teams will quickly diagnose application performance issues and identify appropriate solutions.

Service features

- Tailored cloud application performance assessments
- Implementation of best practice performance tuning
- Identification and triage of performance bottlenecks
- Tuning of Network, Databases, Application/Web servers and applications
- Performance KPI monitoring

Service benefits

- Meet customer performance expectations
- Drive increased application usage and adoption
- Increase user efficiency
- Reduce downtime

Cloud Provisioning and Automation

Daemon Solutions help enterprise organisations adopt Cloud and DevOps technology. We provision public cloud infrastructure using terraform, cloudformation or JSON templating This service is for Azure or AWS, infrastructure as code includes provisioning of cloud assets and application hosting services.

Service features

- Automation of cloud service provisioning
- Infrastructure as code for cloud services
- Setup of cloud security features as code
- Terraform code for application infrastructure build

Service benefits

- Deliver business features faster to your cloud
- Increased release velocity
- Consistency of environment state
- Reusable assets / accelerators

Cloud Strategy and Architecture for AWS, GCP, Azure

Daemon's Cloud Delivery provides the technical consultancy skills needed to ensure cloud projects are delivered successfully. We provide technical project delivery services to manage the design and build of complex systems in the cloud. We will identify technical

dependencies, solve technical challenges and bring extensive experience to deliver projects successfully.

Service features

- Take ownership of technical delivery
- Provide technical leadership to your cloud delivery teams
- Define non-functional requirements and success criteria
- Identify critical technical deliverables
- Identify technical project issues
- Take ownership of technical issue resolution
- Cloud transformation roadmap
- Proof of concept delivery

Service benefits

- Excellent technical solutions
- Production ready solutions
- Scalable, high performance solutions
- Compliant solutions which meet data legislation
- Identify and mitigate cloud adoption risks

Container delivery Kubernetes, Docker, Helm, AWS ECS and RHOSA

Daemon Solutions' end-to-end DevOps service delivers cloud enabled change quickly and reliably. Delivery of containerised pipelines for infrastructure and application deployment as part of a CI/CD strategy. We architect and build the following as part of this service - Kubernetes - Helm - Docker - Amazon Elastic Container Service.

Service features

- Creation of Containers & Clusters via infrastructure as code
- CI and CD pipelines with Containers
- Test automation within CD pipelines
- Creation of Helm charts and automation
- Continuous integration with GIT, Jenkins, Sonar and Nexus

Service benefits

- Deliver business features faster to your cloud
- Reduce risk through small, iterative releases
- Increased release velocity
- Reduced deployment failures

Customer Data Hub copy

Understanding your customer is essential to providing experiences that work. For a competitive edge, understand your customer in real-time from vast multichannel streams of data and respond swiftly and intelligently. We work with you to build a customisable and integrated data platform that ingests, understands and actions this data.

Service features

- Collaborative design and feedback loops to ensure the best outcome
- In-depth workshops and focus group meetings
- Identification of highest impact applications of customer data hub
- Ingestion, ELT/ETL, Data Pipelines and Data Warehouse

- A data model linking customer and other data across channels
- A 360 degree view customer profile
- Analytics engine for generating insight
- Optional graph database for improved integration and querying
- Downstream push and APIs for responding quickly to events
- Integration with CDPs, marketing automation, call centre, logistics, etc.

Service benefits

- Collect and activate 1st and 3rd party data
- Get value from non-customer data sources
- Obtain insights for reducing costs, and increasing engagement
- Exploit best of breed customer data and marketing platforms
- Build out your own differentiating and customisable capabilities
- Automate customer flows using the newest and most integrated data
- Understand your customers and give them the best

Customer Data Hub, ELT/ETL, Data Pipelines and Data Warehouse

Understanding your customer is essential to providing experiences that work. For a competitive edge, understand your customer in real-time from vast multichannel streams of data and respond swiftly and intelligently. We work with you to build a customisable and integrated data platform that ingests, understands and actions this data.

Service features

- Collaborative design and feedback loops to ensure the best outcome
- In-depth workshops and focus group meetings
- Identification of highest impact applications of customer data hub
- Ingestion, ELT/ETL, Data Pipelines and Data Warehouse
- A data model linking customer and other data across channels
- A 360 degree view customer profile
- Analytics engine for generating insight
- Optional graph database for improved integration and querying
- Downstream push and APIs for responding quickly to events
- Integration with CDPs, marketing automation, call centre, logistics, etc.

Service benefits

- Collect and activate 1st and 3rd party data
- Get value from non-customer data sources
- Obtain insights for reducing costs, and increasing engagement
- Exploit best of breed customer data and marketing platforms
- Build out your own differentiating and customisable capabilities
- Automate customer flows using the newest and most integrated data
- Understand your customers and give them the best

Data Lake in 6 Weeks

Take your critical business case idea to Production in the cloud with a fully deployed, end-to-end Data Lake implementation - in just 6 weeks.

Service features

- Best practice data pipeline using best practice tools and platforms
- All infrastructure deployed and ready to point to data sources
- Tools and platform configurations done to best practices
- A highly opinionated and proven technology stack
- A standardised, best practice implementation / configuration
- High Level Design and Low Level Design
- Detailed Implementation Plan
- DevOps stack, ready for continued use and enhancements
- Ingestion, ELT & Data Pipeline
- Productionised Cloud Data Lake

Service benefits

- End-to-end data lake, ready for unlimited business cases
- 1x critical business case in Production
- Ready for Business Analytics (BI) and Predictive Analytics (ML)

Data Strategy, Roadmap and Implementation

We can help you get all your data in one place to extract value from it and use it to understand and improve your business. The data will be easily and securely accessible, usable for any business case and ready for Business Analytics/Intelligence and Machine Learning.

Service features

- Full analysis of the business data landscape
- In-depth workshops and focus group meetings
- Collaborative design and feedback loops
- Mapping to the 13-step Data Driven business methodology
- Data Strategy (to enable a Data Driven business)
- Roadmap (step by step actions)
- High Level Design + detailed summary
- Low Level Design with Documentation
- Identify strategic business use case for end-to-end Proof of Value
- Ingestion, ELT/ETL, Data Pipeline, Data Lake and Data Warehouse

Service benefits

- Elimination of data silos
- Improved customer interactions
- Improve R&D innovation options
- Increase operational efficiencies
- Batch and streaming data together (strong governance, security, and control)
- Ability to get new analytic solutions to market quickly
- Multiple workloads — data loading, analytics, reporting, and data science
- Establishment of a robust, fully managed, extensible environment
- Democratise Your Data
- Get Better Quality Data

Data Streaming Cloud Data Lake

The Daemon Cloud Streaming (Real-time) Data Lake enables businesses to acquire insight in real-time. This capability can be deployed from scratch or if you already have a Data

Lake that doesn't have real-time ingestion, processing and consumption capability then you can add this capability to enable streaming analytics.

Service features

- Fully integrated service
- Data collection
- Streaming and real-time ingestion
- Transformation and schema deployment
- Structured and unstructured queries
- Data security
- Data lifecycle
- Real-time analytics

Service benefits

- Data security at rest and in transit
- Exploit data in real time

DevOps, Engineering & Delivery

Daemon Solutions' end-to-end DevOps service delivers cloud enabled change quickly and reliably with everything as code. We will architect and build CI and CD pipelines for any application deployment or migration requirement. We have several reference solutions, Open Source (jenkins based), AWS (codedeploy) and Container (Kubernetes).

Service features

- Infrastructure as code (terraform) for cloud provisioning
- CI pipelines for application build
- Testing automation - functional and performance
- Continuous integration with GIT, Jenkins, Sonar and Nexus
- Creation of continuous deployment pipelines

Service benefits

- Deliver business features faster to your cloud
- Increased release velocity
- Reduced deployment failures
- Reduce risk through small, iterative releases

Machine Learning and Artificial Intelligence Starter

Get started on your artificial intelligence (AI) or machine learning (ML) journey while getting quick return on investment. We work with you to identify your most compelling AI/ML use case and install for you a modern, reliable and adaptable framework that will be your starting point for exploration.

Service features

- Use case identification workshop
- Discovery and Design
- Proof of Concept
- Build and Delivery
- Support and Training

Service benefits

- AI/ML solution owned by you

- Quick ROI
- Use-case specific benefits
- AI/ML platform capabilities

Software Engineering, Web Applications and Delivery

For customers requiring Software Engineering, including microservices and web apps. We architect and implement digital solutions including Kubernetes, containers, lambda, fargate, dynamo, aurora, SQS, SNS and API gateway. Everything as code using tools including terraform and appropriate frameworks. TDD and BDD delivered in an agile methodology.

Service features

- Software engineering design according to well architected principles
- Everything as code (IaC)
- Rapid implementation of services
- Web apps and database
- SaaS applications
- API and connectors
- Cross platform and multi cloud container architecture

Service benefits

- Deliver business features faster to your cloud
- Increased release velocity
- Reduced deployment failures
- Reduced AWS costs versus traditional compute model
- Create compelling end user propositions

Daemon Value Propositions

Ignite	Leap	Create	Enable	Modernise	Run
Prove value in a new concept fast.	There's a game-changing tech-enabled initiative and it requires an A-Team to do whatever it takes to seize it.	Realise the full potential of a tech-enabled vision with a heavy-weight, experienced team.	Deliver more, move faster and level up your tech capability to control your destiny.	Legacy systems and processes are holding the business back.	Need someone to run my systems and ensure they don't fall into legacy.
Test the future faster.	**Seize the day to realise potential.**	**Make your vision a reality.**	**Take control of your journey and destination.**	**Freedom from constraints holding you back.**	**Relentlessly deliver continuous system improvement and run it efficiently.**

To try and leave this world a little better than we found it.