DataArt

G-Cloud 14 Support Services Training Services for Microsoft Azure

Service Definition Document

Prepared by:

DataArt

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DataArt

Overview

About DataArt

DataArt is a global software engineering firm that takes a uniquely human approach to solving problems. With over 25 years of experience, teams of highly-trained engineers around the world, deep industry sector knowledge and ongoing technology research, we help clients create custom software that improves their operations and opens new markets. Powered by our People First principle, we work with clients at any scale and on any platform, and adapt alongside them as they evolve.

25+	**6,000+**	**95%**	**26**
global locations	consultants and engineers	return clients	years in operation

DataArt as a Cloud Development Company

At DataArt, we have a solid understanding of how your business can benefit from these cloud computing models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). We help our clients create a strategy, migrate their applications to virtualized environments or refactor them for more efficient utilization of cloud-native services. Here at DataArt, our goal is to help you build cloud-based apps that are scalable, agile, fast, and secure. And that can be a game changer for your organization.

1,000+	**550**	**8**
cloud enabled projects	total cloud-based certifications	years providing cloud enablement services

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Partnerships with Top Cloud Providers

DataArt and AWS

PARTNERSHIP HIGHLIGHTS:

- Advanced Consulting Partner
- Building on AWS since 2009
- Hundreds of Completed Projects
- Services:
    - Assessment & Migration Planning
    - Cloud Enablement
    - Cloud Native Development
    - DevOps
    - Cloud Cost Optimization
- Certified Developers, Solution Architects, DevOps, SysOps, Data & Analytics, ML

DataArt and Google

PARTNERSHIP HIGHLIGHTS:

- Service and Reseller Premier Partner
- Certified Professionals:
    - Architects, Developers, Cloud Engineers, Security, Data Engineers, Sales, Account Management
- GCP Approved Expertise:
    - Cloud Native Application Development
    - Mobile Application Development
    - Enterprise Database Migration
    - MS Windows Server Migration
    - Google Cloud Analytics
    - Google Cloud Compute
    - Microsoft Azure Migration
    - Healthcare & Life Sciences

DataArt and Azure

PARTNERSHIP HIGHLIGHTS:

- Azure Consulting Partner
- 30+ Certified Developers, Architects, and DevOps
- Building in Azure since 2011
- Cloud platform design
- Cloud migration planning and implementation
- Hybrid cloud, cloud native, and cloud agnostic scenarios
- Monitoring and logging solutions

Our Cloud Support Services

Our Service is for helping the Client set up and maintain cloud software or hosting services, and it includes: cloud migration planning, set up and migration, security services, quality assurance and performance testing, training, and ongoing support.

As a critical enabler of business agility, cost efficiency, and rapid innovation, cloud has transformed the way companies deploy technology to deliver value to their customers. DataArt is the technology partner that guides and supports you in a cloud journey whether your cloud transformation is well underway, or you have yet to get started.

Whether you are in the early stages of discovering the potential of cloud technology or looking to optimize your current cloud-based solutions, we have a full spectrum of Cloud Support capabilities at DataArt.

Cloud migration is no longer just a trend; it has become an essential strategic move for businesses looking to thrive. Moving your applications, data, and infrastructure to the cloud opens the door to a vast array of benefits. Embrace the future of technology with cloud migration and let us handle the complexities, allowing you to focus on what matters most – growing your business and staying ahead of the competition with confidence.

Features That Best Describe the Services

- team of leading cloud service providers
- cloud strategy definition and consulting
- best migration solutions aligned with business requirements
- secure data transfer prioritization
- security audits, reviews, and testing
- robust encryption and security measures during the cloud migration process
- microservices, containerization, and DevOps
- cloud system integration capability
- automatic maintenance
- cloud architects, designers and engineers working with major cloud partners

Benefits the Services Provide

- helps exploring the cloud or optimize the existing system
- ensures the optimal selection of cloud solutions
- ensures effortless transition to the cloud with minimal downtime
- preserves data integrity, and secure data transfer
- guarantees reliability and security of your cloud systems
- helps safeguard valuable data to protect you against potential threats
- helps achieving business objectives faster with efficient use of resources
- provides swift cloud integrations ensuring real-time data exchange and synchronization
- ensures that your systems are always up to date
- helps scaling your business

Our Services in the Context of Specific Clouds

Below we describe our Cloud Support Services in the context of major cloud providers.

AWS Solution Delivery

DataArt provides cloud support services for Amazon Web Service capabilities, including consultancy, architecture development, cloud migration strategy definition and planning, infrastructure review and assessment, development of cloud native solutions, set up and migration, security services, quality assurance and performance testing, training, and ongoing support services.

Service Features:

- strategy definition and planning by certified cloud architects
- certified DevOps, developers and data scientists
- usage of AWS native tools and services
- AI/ML and enhanced data analytics capabilities with Rekognition, SageMaker, Textract

- data management and warehousing with Storage Gateway, DynamoDB, Redshift, Athena
- dedicated security team
- agile approach to development according to GDS principles
- leverage AWS Landing Zone
- rehosting, replatforming, refactoring, hybrid migrations

Service Benefits:

- optimizes costs by cloud-native strategy and planning
- ensures cloud, application, and data security
- enhances monitoring and operational support
- improves performance and reduces downtime by ensuring that your systems and applications are always up to date
- helps modernize your legacy systems
- helps scaling up your business
- ensures that your evolving cloud solutions remained aligned to industry-proven best practices
- helps set up secure, multi-account AWS environment based on proven best practices
- maximizes your benefits by leveraging native AWS services and capabilities
- enables lifting and shifting your workloads to the AWS cloud with minimal to no change
- helps achieve optimization by leveraging specific cloud-native services

AWS Migration Process

Our AWS Migration Process follows the following stages:

1. **Cloud Readiness Assessment:** Cloud readiness assessments are based on the Cloud Adoption Framework (CAF) and allows you to understand what should be changed, process-wise, to live in the cloud successfully. AWS has a cloud readiness assessment tool which covers all of that.
2. **Creating Business Case:** What are drivers for your company's cloud migration? What problems do you want the migration to resolve? What goals should it

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achieve? Your business case will be the number one document for your migration. All other artifacts should be based on it.

3. **Automate Discovery and Data Collection:** The more precise data you collect, the better. AWS' Migration Evaluator service will help you to do this in most cases.

4. **Manage Your Portfolio:** Create a portfolio of workloads to migrate, analyze them, choose a migration strategy for each, choose some for the pilot/first wave migration, estimate timelines and prepare a plan.
Execute the migration after that. Repeat until the migration portfolio is empty. Share the data. Have subject matter experts review it.

5. **Build a Cloud Centre of Excellence:** This is part of the Cloud Adoption Framework mentioned above. Before executing the migration, create a Cloud Center of Excellence (CCoE): a team of people responsible for creating a strategy and defining a good standard of living in the cloud.

   Your CCoE should include people with a variety of subject matter expertise, including:
   - Management.
   - Operations.
   - Platform.
   - People.
   - Finance.
   - Any other department consuming or providing services in the cloud.

   Members of your CCoE will prepare a landing zone for the migration, including hard policies and softer policies and, in general, prepare your company for life in the cloud.

6. **Do Well Architected Framework Reviews:** This should occur both during migration waves and after them. This will allow you to avoid foolish mistakes and to get a high-level overview of what you have done from a technical perspective.

7. **Plan to Modernize:** Prepare a modernization plan along with your migration plan — migration isn't the end of the story! To be effective in the cloud, you have to keep up with it.

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Azure Solution Delivery

DataArt provides cloud support services for Microsoft Azure capabilities, including consultancy, architecture development, cloud migration strategy definition and planning, infrastructure review and assessment, development of cloud native and cloud-first solutions, set up and migration, security services, quality assurance and performance testing, training, and ongoing support services.

Service Features:

- cloud maturity state assessment
- strategy definition and planning by certified cloud architects
- certified DevOps, developers and data scientists
- usage of Azure native tools and services
- AI/ML and enhanced data analytics capabilities
- dedicated security team
- agile approach to development

Service Benefits:

- helps enjoy the advantages of Azure data migration service
- helps increasing the number of hybrid and multi-cloud deployments
- optimizes costs by cloud-native strategy and planning
- enhances monitoring and operational support
- ensures compliance with best industry security practice
- ensures compliance with global regulatory practices
- improves data governance and protection features
- adds possibility to use autoscaling configuration
- uses benefits of Azure SQL database unique capabilities
- helps scaling up your business
- improves organizing data flow activity
- enables using Azure server migration services

Azure Migration Process

1. The migration process will be executed by DataArt's team in accordance with Microsoft Cloud Adoption Framework for Azure. First, we will identify key project stakeholders, project/business goals, time, and budget constraints.
2. DataArt experts will work with the team leads, as well as other stakeholders, to conduct a thorough current state and gap analysis.
3. We will gather requirements for data security, retention, compliance, and geolocation restrictions.
4. During the assessment phase, we will identify which Microsoft services are required for the project.
5. Then, we will iteratively progress with the final state for the Azure cloud migration / modernization project.
6. We will consider skills and knowledge gaps in your in-house team and plan a training/staffing session.
7. DataArt experts will develop a project transition plan aligned with uninterrupted business processes, current state, and your desired architecture.
8. We will perform a security and compliance assessment of the procedure and apply updates accordingly.
9. At the final stage, our experts will organize a project transition team and iteratively deliver the changes according to the plan.

Google Cloud Platform Solution Delivery

DataArt provides cloud support services for Google Cloud Platform capabilities, including consultancy, architecture development, cloud migration strategy definition and planning, infrastructure review and assessment, development of cloud native and cloud-first solutions, set up and migration, security services, quality assurance and performance testing, training, and ongoing support services.

Service Features:

- cloud adoption guidance

- design and implementation of organization architecture and infrastructure with GCP

- certified cloud architects, developers, security and data engineers

- AI/ML with AutoML, AI Platform, Tensorflow and Data Studio

- data management and data warehousing with Cloud Storage, Big Table, BigQuery

- disaster recovery, SRE and security

- cloud application development: cloud-native, cloud-agnostic, serverless, high availability

- BigData and high performance projects

- agile approach to development

Service Benefits:

- enables cost optimization and capacity planning

- improves security by leveraging the GCP security tools and services

- optimizes performance of core systems and applications

- helps improve infrastructure management

- boosts developers' efficiency and faster application development

- improves reliability of cloud-native apps

- shifts spending from capital to operational

- helps scaling up your business

GCP Migration Process

GCP Migration Process consists of 4 phases:

1. **Assessment:** Perform Cloud Readiness Appointment

   Within this phase, it is essential to assess the workloads to be migrated and determine the requirements.

   Discovering your apps and services inventory and mapping their dependencies can help you develop an ordered migration plan. After gathering this information, you should be able to create an app catalog highlighting the amount of effort to migrate all the different workloads.

   Key activities involved in this phase can be summarized as follows:
   - Knowledge of your current environment
   - Knowledge of your applications and workloads
   - Determination of hardware and performance requirements
   - Determination of the users, licensing & compliance needs

2. **Planning:** Develop a Strategy, Roadmap, Migration Plan

   During this phase, you will need to plan the foundational pieces of the new cloud environment.

   These are the necessary steps for the planning phase to be concluded:
   - Establishing user and service identities (determination of how users and services accounts will be created and managed)
   - Designing a resource organization hierarchy
   - Defining groups and roles for resource access
   - Designing your network topology and connectivity

3. **Deployment:** Deploy Framework, Migrate Data & Apps, Validate & Document

   After completing the planning phase, the next step is to determine the best approach to deploy your workloads to your cloud environment based on your knowledge.

   There are different types of deployments, which can be categorized as follows:
   - Fully manual deployments
   - Configuration management tools deployments
   - Container orchestration tools deployments

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- Automatic deployments

4. **Optimisation:** Use and Continuously Improve

   During this phase, you refine your environment to make it more efficient than your initial deployment.

   There are critical pieces that should be completed before cutting over live traffic. Other aspects can be optimized once the workload is serving production traffic, such as:

   - Cost optimization with autoscaling
   - Moving to managed workloads to reduce operational overhead
   - Automating the deployment process

Our Approach to Delivery of Services

Irrespectively of the cloud we work with, our approach to the delivery of cloud support services follows the stages as described below.

Cloud Migration Planning

At the Planning stage, we will define the enterprise architecture using the open group architecture framework or similar. We have architects with experience in TOGAF and Archimate frameworks. All our architects can use C4 and cloud-native conventions.
We will assess the cloud gap and provide recommendations of the right cloud service. Our Architects use best practices recommended by clouds. As a partner of 3 main cloud providers, we can use their guidance for each cloud. For identifying gaps, we use Cloud Adoption and Well Architected Review. Our Architects and DevOps Engineers are certified by corresponding cloud providers.
Our solution architects will identify the cloud architecture to deliver the cloud strategy. We will conduct interviews with stakeholders to identify requirements, drivers to migration, success metrics, and limitations. The infrastructure assessment will be done to define the current state of the architecture. The target state will be designed by Solutions Architects who have multi-cloud experience and can recommend the choice of the cloud (hybrid, public, private). We use our partnership advantages to create the best conditions in a chosen cloud.
Then we will develop cloud roadmaps. Road mapping starts from cloud readiness and existing infrastructure assessment. Based on the readiness assessment, a roadmap will be created with the main stakeholders according to cloud adoption frameworks. It will cover different layers of business: HR, Finances, IT, Platform, Operations, Security, etc., and will suggest actions and improvements for successful cloud adoptions. Technical assessment of the infrastructure will be converted into a migration portfolio to define workloads, waves for migrations, a migration strategy for each workload, and timelines for migration waves.

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Set Up and Migration

During this phase, we will audit and organise customer data/info in advance, provide recommendations for data/info structures for the future service, develop internal communication plans for staff engagement, ensure management and governance of migration project plans, optimise customer requirements and migrated services, will work with outgoing service providers to ensure successful and secure migration.

For auditing and organising customer data/info, we will use automated tools to collect and analyse workloads & data during the assessment phase that we complete prior to migration. If a cloud provider is already chosen, we use cloud native services (migration hub and similar) to collect and organize information about systems and data for boosting further analysis and migration process.

Our Solutions Architects and Data Engineers will propose designs for the system, and data pipelines, according to cloud best practices to be sure that a cloud is leveraged optimally. If data restructuring is required, we will include this in the proposed solution. DataArt always focuses on clear and transparent communications. We create internal and external communication plans at the stage of building a proposal. We include communication strategy description into our proposals. Before starting the migration, we help our clients establish CCoE (Cloud Center of Excellence) that enables communication between stakeholders in a company.

There are 2 layers in governance and management of migration project plans. First, the CCoE enables proper governance and planning of all migration waves and migration projects. The second layer is how DataArt organizes the engagement. We create account management team that aligns migration project plans between different teams.

Optimization/right-sizing starts from the assessment phase. We use automated tools to analyse a resource consumption of the systems and after the assessment we have a right-sized target infrastructure. In the next phases it's adjusted by DevOps Engineers according to actual resource consumption in the cloud and planned load increase/decrease.

Successful and secure migration is a focus for our cloud certified specialists during migration. We apply well architected techniques; processes recommended by cloud providers and use reference architectures of cloud providers to be sure the migration is executed securely according to best practices. As cloud partners, we have access to their

dedicated partnership architects and managers who help us, and our clients validate our architecture and migration plans.

Quality Assurance and Performance Testing

During the next stage, if requested by the Client, we will provide services to continuously ensure that a service does what it's supposed to do to meet user needs. Our Quality Assurance and Performance Testing scope of services is detailed below.

Migration validation and testing are always part of a migration wave plan. Depending on a client's technologies and specific requirements, test plans are created by QA engineers. When test automation is required, either QAA engineers are engaged, or software engineers cover that on their own depending on the situation. Automated tests are always part of CI/CD process.

We have a dedicated team of Performance Testing Engineers who decide what kind of performance testing is to be done, automate them and run. They also help to assess architecture, find bottlenecks, and help the development team with performance issues. They can do any kind of Load Testing, Stress Testing, Volume Testing, Soak Testing, Scalability Testing and Capacity Planning.

Testing and validation plans are always implemented during migration. We recommend validation automation as the most robust method for validating, especially in migration with zero-downtime or when downtime is very unlikely. Our QA engineers are very experienced and can implement validation and testing for projects of all scales.

System infrastructure performance is validated by performance tests. We often practice 'Chaos Engineering' approach to test resilience of the infrastructure and behavior of the system.

Operation excellence is part of a target architecture when we design it. Automated operations are what we do for our clients. For the unautomated part of the operations, we create playbooks, do knowledge transfer, and appropriate handover.

We have a dedicated team of UX experts who can validate, measure, test and provide recommendations on User Experience, including accessibility. They engage on demand. Our QA engineers have qualifications to test accessibility on demand as well.

Security Services

Security is a major concern for customers of cloud service providers as more companies transfer their applications to the cloud. DataArt is your trusted security expert that can help you with a full spectrum of cloud security testing services. We have hundreds of certified cloud experts and maintain active partnerships with all major cloud providers. DataArt's cloud security testing specialists review cloud environments to ensure risks are identified, managed, and reduced as well as consult on upcoming cloud migration projects. You can rely on our cloud security consulting expertise at any time.

Our services will fully cover your systems and infrastructure as well as overall business processes, ensuring that all the critical information is protected, the security team is aware of the latest industry developments, and your employees follow all security best practices. Problems we help you solve with our Security Services:

Revenue Loss and Brand Damage: Detect security vulnerabilities early within your IT environment to save money and preserve your reputation.

Hacking & Targeted Attacks: Reduce attack surface and minimize hackers' chances to penetrate your applications and network.

Non-Compliance with Regulations: Comply with worldwide requirements and avoid penalties.

Social Engineering: Educate your staff with our security training and awareness programs.

Our security services include:

- **Security consulting:** By assessing the security of your solutions and infrastructure, we help you improve the company's security environment and implement a set of effective measures to safeguard your systems against cyber-attacks that includes:
  - Security strategy development
  - Security risk management
    - Vulnerability and threat management
  - Security design
  - Cyber security consultancy

- Red Teaming: Assess your organization's cyber security, uncovering how real attackers can compromise the system by testing technical defenses, people, and procedures during the Red Teaming exercise.

- **Security testing**
  - Penetration testing: Through an authorized software security testing process that imitates a real cyber-attack, we look for security system defects and estimate the level of damage these attacks can bring.
  - Social engineering test: We train your employees and clients to be cautious while working with personal information. We also teach them to identify and report phishing emails and be ready for any suspicious activity from third parties.
  - Secure code review: We run a thorough check-up of the source code and identify its flaws and weak spots. We use both automated and manual evaluations for maximum accuracy in our security assessment services.

- **Security incident management:** The purpose of Incident Management is to restore normal service operation as fast as possible after disruptions. Moreover, once Incident Management practices are introduced to an organization, it allows for minimizing damage after security incidents: reducing post-breach costs and reputational losses, legal and compliance fines as well as eliminating services disruptions. DataArt can help to build and introduce the Incident Management process that enables your company to handle incidents quickly and effectively. Our Incident Management practices are designed to help you save time and diminish vulnerabilities for your customers. For Incident Management we adopt the guidelines described in SANS, NIST and ISO.

- **Security audit services**
  - Cloud security assessment: We inspect the entire cloud environment for security issues and misconfigurations, compile reports, and offer recommendations for future actions.
  - Compliance management: We ensure your compliance with ISO 27001, PCI DSS, and GDPR standards and make sure that security protocols like SOX, GLBA, and HIPAA are in place. We also advise you on how to stay on top of all regulations.

Training

We provide training services to ensure that knowledge and expertise are retained when moving to the implementation of the solution. This may include but not limited to: how to use the services provided at basic through to super user levels; basic and advanced troubleshooting skills to identify problems and the necessary remedial actions; optimisation of service functionality through knowledge/skills transfer.

It consists of several parts. As part of cloud strategy, we help the clients create a strategic educational path for employees to upskill them with cloud services. We always involve the client's representatives in the processes so they could learn more about the cloud and the solution in the cloud. We create playbooks to help customer's team with problem identification, troubleshooting and remediation. We propose 'lunch & learn' sessions to our clients to share our expertise. We also perform series of knowledge transfer workshops for this purpose.

Ongoing Support

We consider no-downtime to be the most major performance indicator of the support service. Unlike many vendors promising quick resolution of issues that arise, we focus on preventing situations that cause downtime. In this paradigm, incidents are considered as exceptions, and we take all measures to resolve them at top speed, ideally before end users notice anything. Our service proposition is structured around either a dedicated or shared team of experienced engineers working on a 24x7 basis, including weekends and public holidays. We also assume to utilize our DevOps expertise to make our team perform as efficient as it could. This approach allows us to make our proposition cost-efficient without sacrificing performance.

With that in mind, we invest in well-educated, smart and experienced professionals, preferring quality over quantity. Having stable and reliable infrastructure combined with modern DevOps tools and practices substantially reduces the need for the out-of-hours urgent work; simple tasks can be handled automatically or by the personnel with more generic knowledge of the system.

While considering incidents as exceptions, we take all measures to resolve them at top speed, ideally before end users notice anything. This is achieved by planning, documenting, training and monitoring. Various failure scenarios are analyzed and documented before our team takes responsibility for the infrastructure. Our team works on ensuring that servers and network components log enough information to trace the root cause of any potential problem. Monitoring systems watch infrastructure and network health, alerting the team immediately should an issue or issue indicating condition occur. Action plans are elaborated, documented, tested, and continuously updated to reflect changes in the infrastructure, procedures, applications, etc. Backup strategies are elaborated and tested before being finally accepted. The team is trained to quickly collect all information about the problem, identify root cause, create or access a plan and act accordingly. We keep the team small to avoid blurred areas of responsibility, extra delays from bouncing issues between engineers and communication overheads.

We execute an onboarding procedure when taking responsibility for the infrastructure. The onboarding procedure is required to gain knowledge, create documentation, setup monitoring, elaborate and implement recovery plans and train the team. Depending on the complexity of the infrastructure it might take 3-4 weeks of work:

- Team is built
- Initial overview of the system to be supported in made
- Responsible persons on the client side are identified
- Relevant documentation is received from the client
- Client documentation is studied
- A set of technical documentation is generated
    - Architecture of the system
    - Deployment diagrams and server descriptions
    - Credentials are received from the client, access is verified
    - Scenarios for typical support cases (runbooks) are created and verified
- Monitoring is established
- Backup and recovery strategy are elaborated and implemented
- 24x7 technical support team is trained and assessed
- Transfer of the responsibility is started. The documentation is continuously updated
- Support team ultimately takes full responsibility for the infrastructure

Requesting and getting support is quite straightforward: this could be done by placing a ticket into an issue tracking system or by sending an email to a prescribed email address watched by the issue tracking system. Once the ticket is created, all communications and status changes are reflected there:

- Support team receives a request or automated alert
- A ticket is created in a bug tracking system
- Support team confirms the request was received and starts working on it
- Initial investigation can result in following:
    - Corrective action is taken and problem resolved
    - More information is requested
    - Problem is escalated
        - To a hosting provider
        - To an internet service provider
        - To a development team
        - To another vendor

- Client/user is kept updated on the status of the request
- Once the problem is solved the ticket is closed; time spent on ticket is tracked
- Knowledge base is updated when appropriate

Support Levels

We propose three levels of support to our clients.

L1 – a dedicated support team working 24x7 for a client at a fixed monthly fee

L2 – a shared team working 24x7, 80 hours a month for the client at a fixed monthly fee plus enrollment fee, extra hours are billed in addition

L3 – a dedicated DevOps team (scalable depending on the project) working 9 to 5, Mon to Fri, on duty fee is paid

24x7 technical support team is available 24x7, including weekends and public holidays.

Response time:

- Critical priority within 30 (thirty) minutes,
- High priority within 1 (one) hour,
- Medium priority within 4 (four) hours during business hours,
- Low priority within 12 (twelve) hours during business hours

Critical issues are defined as those which result in the failure of the complete software system or of any critical components in the way that no work or testing can be performed after the occurrence of the defect (e.g. an application is down, or a database is unavailable).

High priority issues are defined as those which also cause failure of entire system or its part, but there are some processing alternatives which allow further operation of the system.

Social Value

We believe that our commitment to sustainable business practices will guide us to make the right decisions across our operations and focus on areas where we can make a difference. Following the launch of our Environmental and Social Performance Program, sustainable development at DataArt will generate long-term value for us, our stakeholders, the communities and societies we operate in, and the planet as a whole.

In July 2020, DataArt adopted the Sustainability Manifesto and Social and Environmental Policy. DataArt is committed to compliance with legislation in all locations where it operates, in accordance with its Compliance Policy. DataArt also accepts the following groups of standards as guidance for sustainability management:

- IFC Performance Standards on Environmental and Social Sustainability
- The UN Sustainable Development Goals (SDGs) of the 2030 Agenda
- UN Conventions on environment and labor
- International Labor Organization (ILO) documents

The Environmental and Social Performance Program signifies DataArt's commitment to the United Nations Sustainable Development Goals (SDGs) and indicates the following SDGs that align most closely with DataArt's core values.

Fighting Climate Change

As socially responsible individuals, we acknowledge that human activity is transforming the world. DataArt recognizes the stark reality of man-made climate change and its considerable threat to the planet. We assume responsibility for our impact on the climate, waste, energy, water, and other natural resources, implementing technically feasible and cost-effective measures to improve our resource efficiency.

- **Carbon Footprint:** DataArt is mindful of the carbon footprint we leave behind, and we continually strive to enhance our office operations' sustainability.
- **Recycling:** DataArt is committed to adopting waste separation practices, increasing the proportion of recyclable equipment, and adhering to the recycling requirements for waste products like batteries, and electrical and electronic equipment.
- **Green Energy:** DataArt is dedicated to supporting facilities for environmentally-friendly personal transport and enforcing a local travel policy favoring trains over

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planes. We are committed to calculating and improving the climate impact of all our business trips.

- **Local Procurement:** DataArt is committed to adopting the "buy local" principle for certain goods and materials to reduce the environmental impact resulting from the transportation of goods and materials within DataArt's supply chain.

Covid-19 Recovery

Main vector of recovery activities was directed at internal communications and support of our colleagues and their families. Emergency Response Team (ERT) was created in 2020 due to COVID-19 issue and dealt with monitoring of health of our colleagues; informational and organizational support for vaccinations, notifications to colleagues on changes in the working process, responding to all inquiries (colleagues could reach out to ERT at any time with any question), managing other force majeure corporate actions.

The Emergency Response Team (ERT) is comprised of representatives from all corporate functions and primary locations.

Despite the economic hardships of the COVID-19 pandemic, when many businesses were laying off staff, we managed to retain all our staff, maintaining total compensation and benefits packages.

As the COVID-19 pandemic has increased reliance on mobile devices for accessing our EDU portal, we've enhanced its adaptive design, introduced personalized course recommendations, and added feedback fields and a new analytics tool. In response to the shift to a 100% work-from-home model, we've improved courses on compliance and security, updated onboarding courses, and added gamification elements to mandatory courses.

Tackling Economic Inequality

On our way to becoming an international company, we've learned how important it is to understand the problems of local communities. We are determined to help our colleagues trying to improve life in the regions by leveraging DataArt's global IT expertise.

We realize that war in the XXI century remains a major threat, and several of our locations, such as Ukraine and Armenia, are finding themselves in an active armed conflict. Our management and employees are committed to helping these societies in their efforts to

overcome the destructive consequences of modern-day armed conflicts through such initiatives as Support Ukraine.

We are a community of highly educated individuals in science, technology, engineering, and math. We are uniquely positioned to share our knowledge and experience with other people around the world and promote free mechanisms for self-education.

Equal Opportunity

As a multinational company, DataArt is committed to promoting equality, diversity, and inclusion. We firmly believe that this commitment helps us to better serve a diverse range of customers, retain motivated and content staff, and prevent issues such as bullying, harassment, and discrimination. We encourage equality, diversity, and inclusion at all levels. We ensure that all recruiters and interviewers follow our non-discrimination and equal opportunity policies, which apply to newcomers and existing colleagues taking on new roles. Our grades system, with a specified skill set and salary level for each grade, allows for unbiased assessment and avoids pay discrepancies.

DataArt promotes gender diversity, closely collaborating with various "Women in IT" initiatives and sponsoring events to attract female IT specialists. Our partners include "Women TechMakers," "Python Community for Women," "Toastmasters International," and "Geek Girls Carrots."

We promote equal opportunities and diversity in employment. All job applicants receive equal treatment regardless of age, disability, gender, marital or civil partner status, pregnancy or maternity, race, color, nationality, ethnic or national origin, religion or belief, sex, or sexual orientation.

We closely monitor potential gender inequality risks at DataArt, aiming to prevent practices such as unequal pay, limited opportunities for advancement, hostile work environments, and lack of representation.

We are committed to creating a workplace that is free of harassment and discrimination, where co-workers, candidates, and other stakeholders are respected. We aim to provide an environment that encourages good performance and conduct at all our working locations, always.

Wellbeing

We employ a systemic approach to organizing work, human resource management, and staff wellbeing within the company.

We maintain high standards for ethics, personal and professional behavior based on the company's values. These standards ensure comfortable and productive working relationships among DataArt employees.

We unwaveringly adhere to local and international anti-slavery, human trafficking, and child labor laws, following all applicable international guidelines and national labor legislative requirements. Policy UN Goals:

- Goal 5: Gender equality;
- Goal 8: Decent work and economic growth.

We have established and maintain high standards for the office environment in terms of comfort and safety. We understand how important it is for our offices and IT infrastructure to be comfortable for people with special needs; we consider this when opening new locations and designing internal systems.

The Corporate Business Continuity and Disaster Recovery program prioritizes staff well-being and safety. We provide extensive medical insurance and have mental help programs. We consistently invest in employees' professional development and have a state-of-the-art education approach coordinated by a cross-functional group at the corporate level. This activity includes, but is not limited to, an internal EDU platform, language courses, professional development programs, and certifications.

We recognize the importance of public health and wellbeing. We contribute through health and safety initiatives, anti-epidemic measures, conducting public awareness seminars, and supporting local industry sports events.

Previous Experience. Use Cases and Testimonials

Migration to Azure for CIFC Asset Management: According to CIFC Chief Technology Officer Adrian Iosifescu, "Moving the CIFC Asset Management technology ecosystem to the cloud has been an essential component of our technology strategy." A cloud platform offers the elasticity, scalability, and flexibility needed to support the company's rapid business development and diversification.

The firm asked DataArt for assistance. As a Microsoft Gold Certified Partner, DataArt brought 20 years of enterprise IT consulting expertise to the CIFC project. Phase one of CIFC's cloud journey began with the rapid retirement of the existing datacenter in an Azure lift-and-shift, but it didn't stop there. To take full advantage of the performance, scale, and cost benefits that cloud hosting provides, shifted workloads must be optimized. For CIFC, that meant working with DataArt to refactor monolithic application architectures using modern microservices and containers.

CIFC's Iosifescu acknowledges the power of the partnership, saying "DataArt brought to bear expertise, knowledge, and qualified resources to help us realize the goals of this and other projects. They also have been our venue into Microsoft."

Maximizing Cost Efficiency and Cloud Value Through Migration to GCP for BestDay: Having built and deployed multiple systems in the cloud, Best Day realized that the cost of running these systems in their cloud environment was unreasonably high. Their cloud platform was also not meeting their business needs and constraining the company's development. Even after restructuring, the company was struggling to extract value from the platform's features. Fundamental changes had to take place quickly, before the holiday travel season.

Best Day turned to DataArt, the company's strategic IT partner, to plan and implement the migration to a more suitable cloud platform—a project that would entail restructuring and migrating virtual machines and databases underlying multiple business lines (B2B, B2C, and B2B2C). DataArt was tasked with the largest and most complex migration phase within four two-week sprints.

To achieve this ambitious goal within a limited timeframe, the DataArt team collaborated closely with Best Day stakeholders and the in-house development team, applying our proprietary Solution Design methodology for project planning and validation.

In just two months, the joint team migrated over 300 VMs and more than 20 TB in HA SQL and Kubernetes clusters. The client is now fully on-board with GCP and runs high-load B2B and other lines of business on this cloud platform.

DataArt also helped Best Day improve design architecture and security and to establish cloud governance. In close collaboration with in-house teams, we connected the on-premise infrastructure with GCP and automated it. Google's Kubernetes Engine was utilized to simplify Kubernetes cluster management, and we harnessed CloudEndure to expedite VM migration. We also added BigQuery to the ecosystem of data analytics tools.

How DataArt Helped IDeaS Migrate Its Core Platform to AWS: IDeaS has been one of the earliest pioneers of multi-tenant SaaS offerings. Its market-leading core SaaS platform has been leveraging private and hybrid cloud for over 20 years.

In recent years, IDeaS business exploded, posing new challenges. These growth-based challenges required a new approach to datacenter and application development strategy.

As an AWS Advanced Consulting Partner and a technology partner to IDeaS for more than three years, DataArt was invited to participate in IDeaS' migration initiative from the beginning. Leveraging the existing AWS governance provided by SAS, IDeaS were able to focus exclusively on migrating the workloads.

Migration Project to Facilitate Datacenter Exit for Trader Interactive: Following a recent acquisition, Trader Interactive was looking to migrate their infrastructure to AWS cloud to optimize infrastructure costs and achieve a more robust backup and disaster recovery capability.

Due to time constraints imposed by the datacenter exit deadline, the "Migrate-Then-Modernize" approach was adopted, with rehosting as the primary strategy to maximize speed and minimize changes to application architecture and code. Through the automated discovery exercise performed by DataArt at the start of the project, the team built the inventory of existing application servers, databases, and data servers, as well as the network topology. DataArt's architects then proposed a target cloud architecture.
The migration was executed successfully and on an aggressive timeline. Following the cutover from on-premises servers to the new AWS environment, some additional configurations had to be created quickly, as certain custom configurations were missed during initial testing. Even with that extra stabilization period, in a matter of days the

system was safely running in production in AWS cloud, and the customer was able to turn off all physical servers in the datacenter, meeting the original business objectives.

From Legacy System to Salesforce: How DataArt Tackled a Complex CRM Migration: For more than ten years, the company in this case study — a service provider with thousands of employees in offices around the world — had been using a homegrown Customer Relationship Management (CRM) system. As time went on, the company began expanding its sales force and formalizing its sales operations in an effort to improve its market presence and sales pipeline. The company also opened itself up to outside investment, bringing a greater need for transparency in its sales processes and prospects. In 2019, senior management decided the time had come to evaluate whether the company's CRM needs were being met.

By migrating to Salesforce, the company was able to consolidate its legacy CRM systems and components in a single, modern Cloud-based system. The migration to Salesforce also provided the impetus for the company to harmonize the pipeline management processes across all of its offices, resulting in a single, unified process that is also more streamlined and efficient.

Penetration Testing of a Multi-Cloud Platform: The client is a US firm that develops innovative solutions in multi-cloud infrastructure for distributed enterprise cloud journeys. Cloud-forward enterprises, including Fortune 100, have adopted the client's platform to improve operational efficiency and accelerate business outcomes. To satisfy enterprise client requirements and ensure the platform's overall security, the client needed a penetration test.

DataArt was chosen as a trusted partner with solid cloud security experience. Penetration tests were carried out using a "gray box" technique with basic knowledge of the target environment and solution architecture. The client provided access to the control plane as well as to cloud environments (AWS, Microsoft Azure, and Google Cloud) used in the test setup.

To accurately evaluate the security of the platform, DataArt experts performed various tests utilizing industry-accepted penetration testing methodologies. As a result, the platform was recommended as a secure solution that can be safely used by their clients.