

# CLOUDSOFT CLOUD DEVELOPMENT AND DEVOPS

## CLOUD SUPPORT SERVICE DESCRIPTION

**CONFIDENCE IN THE CLOUD.**

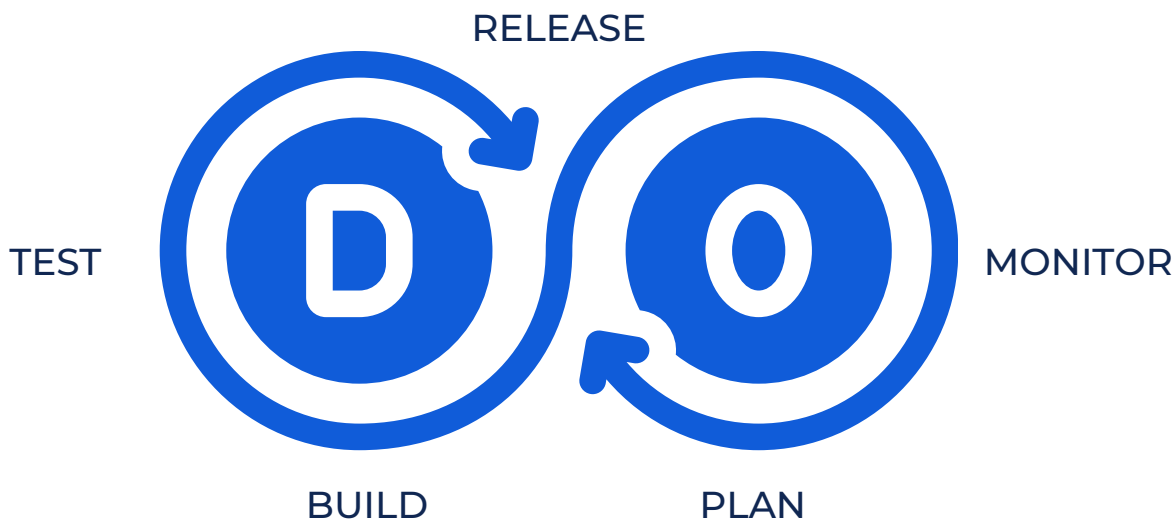
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# CLOUD DEVELOPMENT AND DEVOPS

## Service Overview

DevOps is a best-practice model for delivering applications and services at high-velocity.

By bringing developer and operations teams together, and using automation, DevOps teams work across the full application lifecycle and develop a broader range of skills.



Cloudsoft provides customers with the option of Managed, Extended or Advisory DevOps to meet their unique requirements.

Whether it's building a whole DevOps capability or using DevOps best practices to deliver a new application, or just to adopt AWS tools for DevOps: Cloudsoft can help you develop an approach that suits you.

## CLOUD DEVELOPMENT AND DEVOPS

# Benefits of Cloudsoft Cloud Development and DevOps

The Cloudsoft Cloud Development and DevOps service can:

- reduce time to deliver applications and services;
- embed cloud best practices into your development cycle;
- ensure operational readiness for cloud DevOps;
- deliver smoother, faster and safer release processes;
- free up your time to focus on delivering value;
- minimise manual intervention, increase speed and reduce errors;
- upskill staff to adopt DevOps best practices.

## The Cloudsoft approach

As an AWS Advanced Consulting Partner with DevOps competency, we are dedicated to supporting customers on their DevOps journey.

The service provides access to Cloudsoft's in-house experts, who will start by assessing your organisation's current development practices and make recommendations for improvements in line with your goals.

The service includes:

- assessment of current DevOps capability;
- adopting a DevOps culture and processes;
- building DevOps capability in your organisation;
- adoption of the most suitable DevOps tools;
- improvement of the DevOps toolchain;
- release pipelines for faster and safer deployments;
- automation to simplify and improve operations;
- production readiness, such as monitoring, alerting, runbooks and playbooks;
- DevOps knowledge transfer.



## CLOUD DEVELOPMENT AND DEVOPS

### Service Details

#### Planning

When migrating services to AWS, or developing new ones, it is important to consider how you will adapt your development practices to make the most of the agility and innovation the cloud provides.

The Cloudsoft Cloud Development and DevOps service can be used during or post-migration to help customers plan how they will adapt to developing in the cloud.

#### Training

Knowledge sharing and training is a core component of the Cloud Development and DevOps service. This takes place via dedicated sessions with expert AWS and DevOps engineers. These sessions will be tailored to the organisations' needs.

Our goal is to build skills and knowledge within organisations as part of our service delivery, making sure that teams are confident with developing in the cloud, and with DevOps best practices.

#### Support

Cloudsoft provides a range of support levels for our users:

- Our managed support solution comes with a full Support Service Level Agreement including the provision of a self service portal with ticketing solutions and help desk.
- Services include the provision of dedicated and expert consultants to support the customer through the agreed engagement period.

# About Cloudsoft

*"Cloudsoft is a keynote example of a world-class Scottish cloud computing business"*

DIGITAL SCOTLAND,

Cloudsoft are experts in using powerful software and transformational services to help organisations get value from their technology investments and in turn, achieve their digital ambitions faster. We're headquartered in Edinburgh, UK, but wow clients in the public and private sector around the world.

## CL-CLOUDSOFT | AMP Our powerful software

Our flagship AMP software delivers a service and governance lens to orchestrate and govern critical services across hybrid IT environments, regardless of environment or location. This helps maximise value from technology investments, drives down costs and reduces non-financial risks.

## CL-CLOUDSOFT | TEMPO Our transformational services

Our public cloud IT transformation expertise is embedded our Tempo cloud services, helping our clients to transform faster and exploit the benefits of cloud, cost-effectively.

We're an AWS Advanced Consulting Partner with Well-Architected, Immersion Days, Migration Acceleration Program, Microsoft Workloads and DevOps Competencies, a FinOps Foundation Member and a FinOps Certified Service Provider.



# CL-CLOUDSOFT

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