

Mitra's Supplier Service Definition Document



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MITRA INNOVATION LIMITED a company duly incorporated under the laws of England and Wales and having its registered office at 35 New Broad St., London, EC2M 1NH, UK.

About Mitra Innovation - Born from Partnering with Entreprises to Deliver their Vision

Mitra Innovation is a global technology company that specialises in helping enterprise clients with digital and cloud transformation and modernisation through cloud engineering, integration and automation. We are headquartered in London and our main engineering centre is run out of Sri Lanka. Mitra is a team of engineers that are committed to creating an impact, and delivering unexpected value to our clients.

With Over 100 years of co-development experience among the leadership, we service customers in multiple industries across all regions, having completed over 500 successful projects. Our clients are across the globe in North America, Europe, East Africa, Asia, Australia and New Zealand, which includes prominent logos such as Travis Perkins, Marin Dawes Systems (MDS Global), Bank of East Asia, Philips, Ramsay Health Care, CVS Health, Moneta Money Bank, WSO2, Cellcard, Wing Bank and Free Mobile to name a few. Mitra provides consultancy, engineering and ongoing support on mission critical systems for these clients as a trusted service provider.

"Our purpose is to become the trusted partner of choice in realising your full potential for Growth for Customers, Partners, Team Members, and other stakeholders."



Our Global presence and a few of Mitra's Key Client Logos

What we do

1. Cloud Engineering

Mitra starts with initial lift-and-shift migrations to the cloud, progressing to refactoring existing applications to leverage cloud-native capabilities. This allows for a faster migration and maximisation of the cloud's potential.

2. Security Focus

Security is central to all our operations. We ensure that every platform we develop is highly secure, using a comprehensive set of frameworks, tools, and reusable assets specifically designed for robust security.

3. Enterprise Integration

Our services facilitate the integration of cloud solutions into your existing business applications, whether they're with third-party services or even other cloud platforms. This integration harnesses the true power of the cloud, boosting your business agility while optimising infrastructure costs.

4. Workflow Automation

We specialise in digitising business workflows quickly and effectively. Our approach includes enabling citizen development of business workflows using low code/no code technologies, streamlining processes and increasing efficiency.

5. Business Agility and Cost Optimization

By integrating cloud solutions and automating workflows, we help your business become more agile and reduce infrastructure costs, ensuring that you get the most out of your investment in cloud technologies.

The Wide Range of Other Services That We Offer

Managed Services

- Dedicated Teams
- Shared Services
- DevOps & Maintenance

Strategic Consultancy

- Digital Maturity Assessments
- Accelerated Innovation Workshops
- Enterprise Digital Transformation

Solution Engineering Lifecycle

- Solution Discovery
- Backlog Accelerator
- Enterprise Solution Design and Architecture

Technology and Innovation

- Business/Robotic Process Automation
- System Integration
- Cloud Migration/Implementation/Hosting
- Blockchain, AI, and ML

Data Management and Analytics

- DW/BI/Data Analytics
- Data Visualization, and Architecture

Software Security

- Software Engineering
- Quality Assurance
- Software and Cyber Security

Business Support and Transformation

- Project & Program Management
- Business Analysis & Consultancy
- CX Design

Cloud expertise and experience

We provide scalable, agile, and secure cloud platform engineering services to enable seamless deployment and management of cloud-native applications and infrastructure.

CLOUD **CONSULTING** SERVICES

- Cloud Readiness Assessment
- Cloud Migration Technology Evaluation
- Architecture and Roadmap Design
- Proof-of-Concept Development

CLOUD **MIGRATION** SERVICES

- Cloud Migration Strategy
- Application Migration
- Data Migration
- Cloud Optimization and Testing
- Legacy Application Modernization

CLOUD **DEVELOPMENT** SERVICES

- Cloud-Native Development
- Containerization
- Multi-tenant Cloud Solutions
- Serverless Architecture and Development
- Cloud Services Integration

CLOUD **SECURITY** SERVICES

- Assessment, consultancy and development of:
 - Cloud Platform/ Application Development Security
 - Cloud Platform/ Application Operational Security
 - Cloud DevOps Process Security

DEVOPS SERVICES

- QA Automation
- CI/CD Implementation
- Agile Deployment
- Microservices Architecture
- 24*7 Maintenance and Support
- Infrastructure Optimization

Maturity Assessments

Using the Mitra Migration and Security First Frameworks, we provide expert evaluation of an organisation's cloud utilisation, DevSecOps maturity and digital transformation progress. We look at QA standards and data management practices, offering a roadmap for optimization and operational development.

Evaluate your current infrastructure, identify opportunities, and craft a tailored roadmap for a seamless and successful transformation to the cloud.

Technical Blueprinting and Roadmaps

Mitra provides highly experienced guidance for a smooth transition into a cloud-native ecosystem. Customised plans are designed to drive innovation and increase efficiency. We ensure your organisation maximises the value of cloud technology, whilst seamlessly navigating the transformation process.

Application modernization

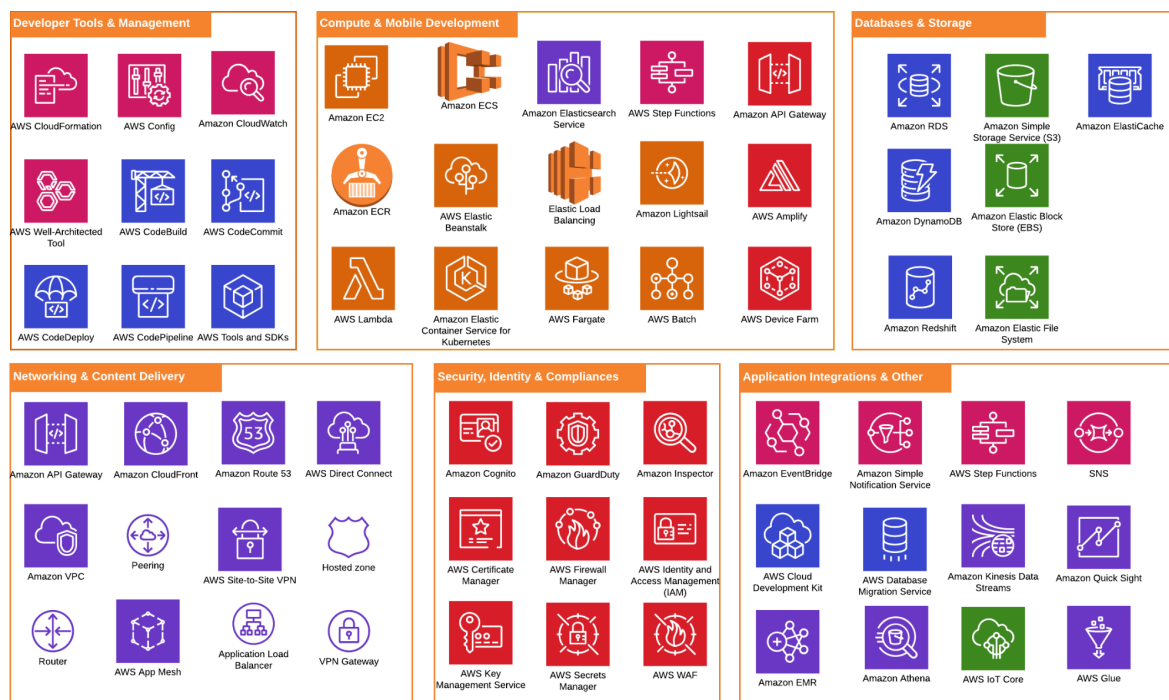
Unlock the full potential of digital innovation to elevate your business by modernising existing processes using cutting-edge languages, frameworks, and platforms. Benefit from our expertise in digital channel development, covering mobile, web, CMS, and SaaS platforms, ensuring a smooth and efficient digital transformation experience. Extend the lifespan of your infrastructure while staying at the forefront of technological advancements.

Seamless approach to migrate existing applications and data to the cloud. Minimises disruption and accelerates the journey to a more agile, scalable, cloud environment.

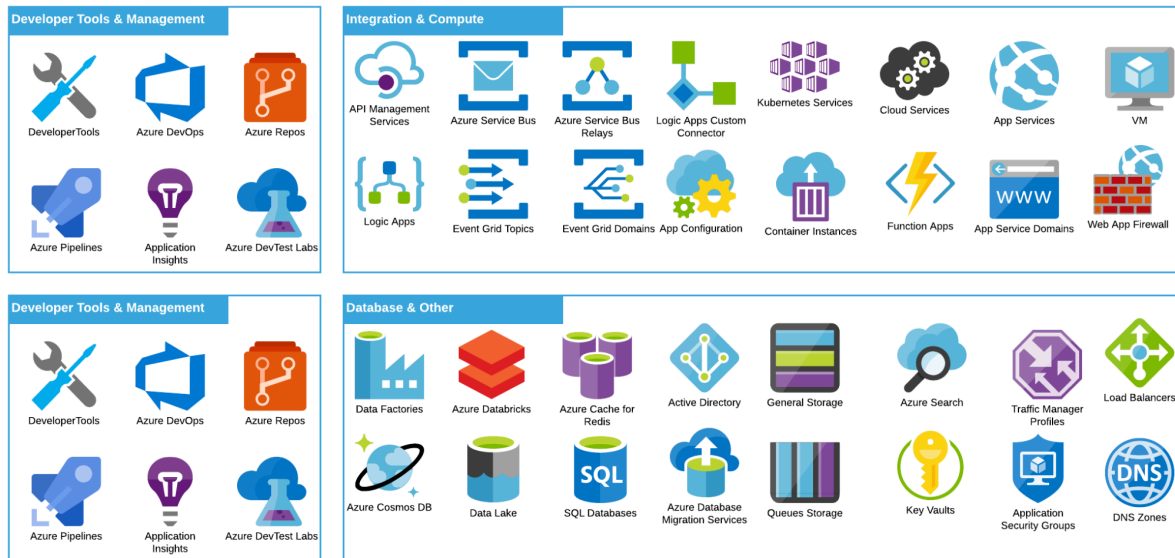
Update and optimise existing applications to harness the scalability, agility, and cost-efficiency of cloud computing. Ensure your apps stay relevant, secure, and high-performing.

Our Azure and AWS cloud capabilities

AWS Cloud Competency



Azure Cloud Competency



Other cloud capabilities

Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP)

CloudHealth, CloudCheckr, and Azure Cost Management

AWS Identity and Access Management (IAM), Azure Active Directory, Google Cloud IAM

AWS CloudWatch, Azure Monitor, Google Cloud Monitoring

AWS CloudFormation, Azure Resource Manager (ARM) templates, Google Cloud Deployment Manager

Docker, Kubernetes, Amazon ECS, Azure Kubernetes Service (AKS), and Google Kubernetes Engine (GKE)

GitLab, Jenkins, Ansible, Terraform

Low-code workflow automation

No-code Automation

Transform your organisation's no-code automation journey in three planned phases – Democratisation, hyper automation and business composition. Enable organisations to create and manage automated workflows throughout all phases efficiently.

Test Automation

Leverage our low-code test automation accelerator Tall Elf to increase testing efficiency and high quality delivery, ensuring efficient and reliable software testing, enhancing product quality while saving time and resources for your organisation.

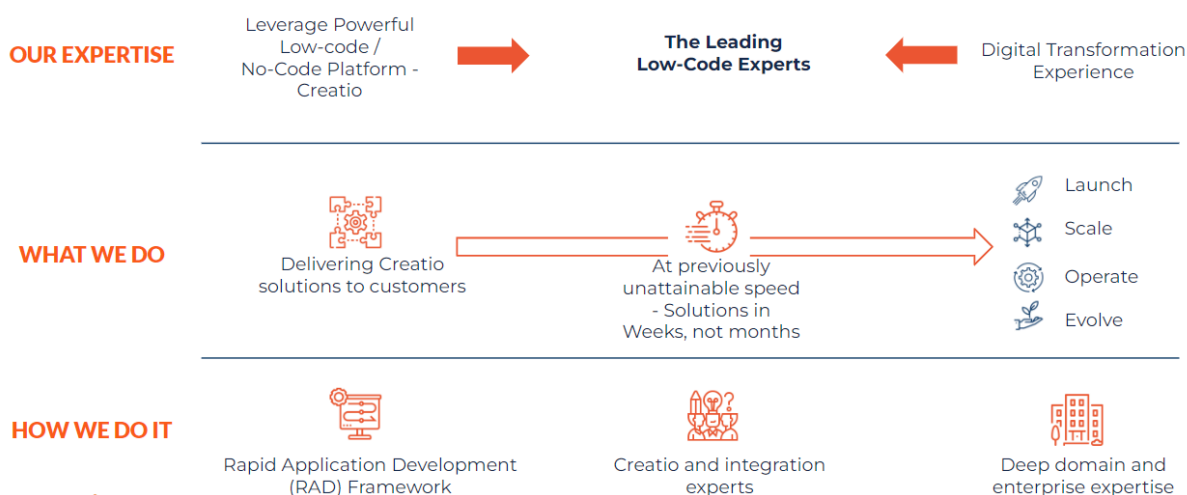
Robotic Process Automation

Leverage intelligent, no-code bots to replicate human interactions, streamline repetitive workflows, minimize errors, and enhance efficiency, enabling seamless and scalable process automation for your business.

Low-code workflow automation using Creatio platform

A transformative journey with Creatio's no-code automation through three well-defined phases: Democratisation to make automation tools and processes accessible to a wider range of employees.

Hyper-automation, focuses on leveraging advanced technologies to streamline and optimise workflows. Business Composition helps to effectively create, manage, and adapt automated workflows to align with their unique business needs.



Integration Services

Effortlessly integrate your Enterprise Applications, to optimise data flow and communication. Ensure efficient connectivity, enhance overall functionality and productivity. Streamline the integration process, making it a seamless experience for the business. Empower organisations to maximise the potential of their systems, driving efficiency, and productivity.

Mitra has successfully implemented robust integration solutions designed to handle complex networks of divisions and brands. Our solutions manage a wide array of integration scenarios, from straightforward API calls to intricate large file processing and transfers.

Key Features of the Integration Solution

- Enhanced Customer Service** - Leverages real-time data to improve service delivery.
- Efficient Process Management** - Ensures the integrity and security of information, delivering high performance and scalable responses across the organisation.
- Comprehensive System Integration** - Efficiently links disparate systems through an Enterprise Service Bus (ESB).

Capabilities of the WS02 Integration Platform

- Capacity for High Volume** - Some of our clients supports approximately 40 million calls daily through our solutions.
- **Quick API Deployment** - We have deployed over 500 APIs within a six-month period for some of our clients.
- **Broad Connectivity** - Integrates a wide range of legacy and bespoke back-end applications along with numerous front-end applications.
- Optimised Performance** - Achieve an average response time of over 200 milliseconds for integration services, inclusive of business service call time.
- Expanded Business Services**

We have 100+ Integration categories spanning,

- Mobile App Integrations
- Cloud Storage Providers
- Financial Systems
- CRM Systems
- Social Network platforms
- Back end Systems
- Communication Providers
- CMS Systems
- Payment Gateways

120+ Customers spanning,

- Technology
- Retail
- Telco
- Banking & Finance

- Manufacturing
- Transportation
- Healthcare
- Travel Finance
- Pharmaceuticals

500+ Project with following Integration technologies,



Boomi



DevOps Services

Design & Implement

- Secure, Scalable and Highly available and Observable Infrastructure
- Self and Fully managed Kubernetes Clusters (Cloud or On Prem)
- CI/ CD pipelines for applications and Infrastructure using self hosted (Jenkins, TeamCity, etc) or SaaS (GitLab, GitHub, BitBucket) solutions with minimal human intervention.
- CI/CD pipelines for databases
- Monitoring and Observability

Benefits

- Cost reduction plans to reduce operational costs
- Migrate self-managed infrastructure to Cloud and vice versa
- Database administration with migration, scaling, performance improvements
- Workload Automation using Ortom8
- Analyze & Suggest infrastructure optimizations.

Technologies used

- Azure DevOps
- AWS CodePipeline, AWS CodeBuild, AWS CodeDeploy
- Google Cloud Build, Google Cloud Deployment Manager
- Terraform
- Ansible
- Puppet
- AWS CloudFormation
- GitLab Bitrise, Jenkins CI/CD
- AWS CloudWatch, Azure Monitor, Google Cloud Monitoring
- AWS Security Hub, Azure Security Center, Google Cloud Security Command Center

Quality Engineering

- Multi-Dimensional Coverage
 - Covers Functional, Performance, Security, Usability, and Compatibility aspects.
- Continuous Automation
 - Reduces the testing window, enabling quicker market entry. Minimises testing effort, thus cutting costs.
- T-Shaped Resources
 - Mitra's Quality Engineering (QE) resources are proficient in manual testing and at least one technical testing area. They focus on more than traditional functional testing, adopting a proactive 'shift left, fail fast' approach.
- Enhanced ROI on Quality
 - Implements a Quality Governance process across the team. Our Quality Assessments specify necessary quality standards at each project stage. Collaboration between QA and QC focuses on Defect Prevention, shifting away from mere Defect Detection.

Mitra Test Automation Accelerator - TallElf

Tall Elf is a framework built by Mitra that can accelerate test automation through a simple low code interface by even non technical users. Tall Elf stands for Test Automation Low-code Library Execution Lean Framework and Can simplify, accelerate, and optimise your test processes to create higher quality code and generate fewer bugs.

Tall part of the Tall-Elf is a powerful Low-code accelerator that can generate automation scripts for multiple paradigms such as Web, Web Services, Mobile and Databases. It has the capability to 1) Write test cases using Low-Code, 2) Convert Low-Code into Automation languages and 3) Execute, debug and report

Here are some of the key features:

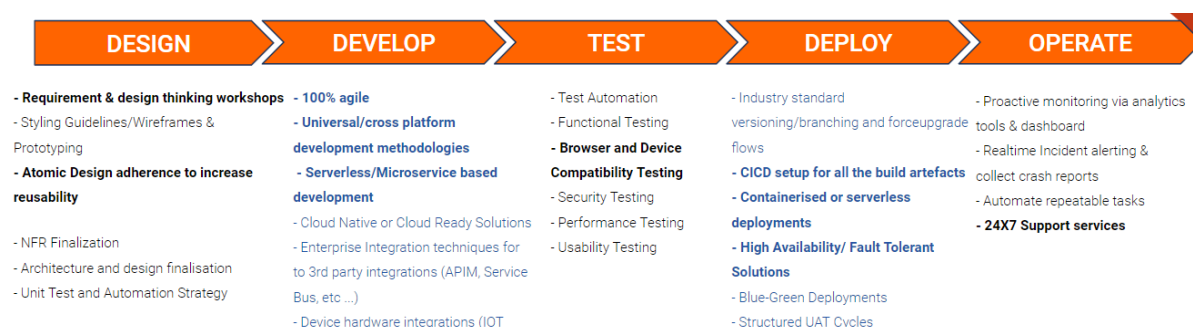
- Automate with English like keywords - Democratise and expand test automation through citizen developers
- Capture web elements automatically - Capture elements for test automation automatically speeding up UI automation
- Parallel and remote executions - Run automation in remote machines in parallel increasing automation efficiencies
- Create reusable code modules - Create independent code blocks that can be called within test flows Improving reusability
- CI/CD Pipeline Integrations - Automate smoke, regression tests within CI/CD pipeline
- Detailed Reporting - Be informed on test progress and issues in detail

Some of our other Test automation capabilities

Katlon studio, Appium, Karate (API, Performance, UI etc), Gauge, Selenium, Rainforrest AI, UIPath, Playwright

Application Development

Application Development Delivery Framework



Technologies used for cloud application development

C#, ASP.NET Web forms, .NET MVC, Web API, .NET Core
 PHP, NodeJs, NextJs, Typescript
 Angular, React, Bootstrap, JQuery, Sharepoint
 Xamarin, Flutter, React Native for Mobile Development
 Teamcity, Jenkins, Git, TFS, SVN, Docker
 MS SQL Server, PowerBI, Data Warehousing
 Wordpress, Episerver CMS, Kentico CMS, Strapi CMS
 Azure DWH, Azure DevOps, Azure ADF, Azure Analysis services, Azure SQL
 AWS CodeCommit, AWS EC2, AWS S3
 WSO2 APIM, WSO2 IS
 Rocket Universe
 Java , Selenium , TestNG , JMeter , Postman

Managed Services

Mitra offers IT management with DevOps and in-life managed services 24x7. With an Agile approach to delivery, Mitra helps organisations change processes, solve operational problems, and improve business outcomes with DevOps and Managed Services.

Mitra's MS framework leverages industry best practices and provides a logical approach to setup, operate, manage and optimise Level-2 (L2) and Level-3 (L3) Support and Maintenance for Application, Platform, DevOps support works. (ISO 27001 Certified)

Below outlines the scope of our managed services

Level 2

Provide initial investigation

Picking up calls for Priority 1 (P1) and Priority 2 (P2) incidents

Production issue troubleshooting and reviewing logs to identify root cause and recreate issues

Monitoring

Applications

Infrastructure

Liaising with Creatio for troubleshooting hosted environment related issues

Reporting

Level 3

Code changes to resolve defects and enhancements (which are less than 2 days effort as QA services are not available)

Fixing configuration related issues

Liaising with Creatio platform provider to resolve issues related to platform.

Release coordination with Mitra team and client product owner

Provide knowledge transfers on the platform basics and platform configurations carried out for Enterprise CRM implementation.

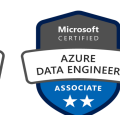
Provide training on the platform basics and features.

Working with identified key team members from Mauritius Telecom in order to make them certified on Creatio platform with Creatio analyst certification.

Monitoring activities & Tools used

Activities	Tools
Monitoring Website and their servers Availability Critical Services and their status Website certificate validity Domain expiration Vulnerability scanning Network connectivity and performance Ticket Management	Pingdom, ELK stack, Grafana Prometheus New Relic UpTimeRobot (No additional charges) Naemon/Nagios Wazuh GFI LANGuard Nessus ServiceNow

Team certifications



**We help organizations
scale at business speed**

70% Of issues captured
via Automation

99.99% Average
Up Time

0 SLA Breaches
in 2020

Availability



All our managed systems
run at 99.99% availability



Round the clock coverage
from offshore



0 SLA breaches to our
existing customers for since
2020

Security



Automated Vulnerability
scans



Proprietary network
monitoring tool - Cloud Patrol



Enabling Logs and periodical
audits

Automation



Proprietary Zero touch
solutions Control M & self
healing



Internal and client facing
dashboards

80%

70% of all incidents & 80% of
P1 & P2 incidents have been
proactively identified

Process



Battle hardened ITIL based
Governance Process



Rapid Transitions made
possible via our SWAT Teams
approach



Average incident resolution
time is under 4 hours

Cost Efficiency



Optimized resource cost
through an offshore
resource pool



Service credit schemes. Mitra
will provide credit for customers
if any SLAs are missed



0 Cost for Ticketing and
monitoring

Co-Development Delivery Model

Mitra has a proven approach to managing remote development teams, with effective processes and tools to keep distributed teams productive.

We have years of experience working this way and can leverage what we have learned to help you rapidly transform a business to now run remotely.

We will rapidly assess the requirements your teams to work remotely. This includes reviewing the work your employees perform and how co-development process and tooling can support remote working. We are happy to share our lessons learned.

One way to rapidly adopt this way of working is to partner with Mitra: our client teams are already working distributed. The experience and process of managing/measuring remote teams is well established within Mitra.

We will support you to set up the right processes and technologies to:

- Collaborate,
- Communicate,
- Manage-track-review activities,
- Measure Productivity of remote working teams
- Provide human resources for co-development
- Provide technical tools to support distributed software development

Our framework and experience can help you rapidly transition into an effective remote working organisation, and stabilise your development operations.

