



# Cloud Support

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Get Swarms Limited ©2024

Get Swarms Limited

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## ABOUT US

GetSwarms functions as an IT digital solutions delivery practice, working closely with clients to furnish effective technology and supply chain management solutions. Our foremost aim is to deliver tangible value, enhancing business operations and addressing end-user requirements in today's agile, digital environment.

Our consultants bring extensive experience from engagements with prominent public and private sector entities, assisting them in adopting forward-looking global and regional solutions. We excel in facilitating large-scale digital transformations, navigating intricate multi-vendor deals, and spearheading innovative technologies.

We take pride in our strong partnerships with major Government departments, where we not only oversee but also advise on, design, and execute end-to-end governance processes. Our governance frameworks cover the entire change lifecycle, including agency-wide change portfolios, ITIL and GDS service design and management, and procurement strategies.

With our team's wealth of expertise, we specialize in supporting clients transitioning from Monolithic to disaggregated IT supply chains, ensuring seamless operations and optimal performance. Fundamentally, we manage vendor interactions, comprehending both user and vendor perspectives, to drive optimal value for the client while navigating the commercial realities. Our pragmatic approach, bridging commercial negotiations and deep technical understanding, fosters collaborative momentum, instilling confidence, and filling knowledge gaps to deliver practical solutions aligned with senior stakeholders' strategic roadmap.

## THE "SWARMS" OF EXPERTS

We have organized our workforce into "Swarms". Each Swarm typically includes our own staff, associates, industry leaders, technology domain experts, SMEs and service providers from multiple locations. This provides us with a rich and diverse pool of experts whose knowledge span across industry, domain, technology and have high degree of experience in implementing typical solutions.

# CAPABILITY OVERVIEW

Get swarms provide our clients with access to high quality IT and Technical professionals to support business critical programs. Our dedicated Support Management teams deliver a range of Cloud Support services to Public and Private sector organizations across the UK, including.

- Consultancy Solutions
- Outcome Based Projects
- Process and IT Outsourced Managed Services.

We have implemented programs across multiple government entities to provide intricate Cloud Support services, including Cloud Strategy & Architecture, Programme Management Services, Service Integration, and Software Development. Our proven expertise in effectively supporting public sector clients has empowered us to cultivate a diverse range of Cloud Support services spanning various IT domains, including:

- Cyber Security
- Digital Resiliency
- Deskside Services
- Application Development
- Infrastructure
- Software Implementation
- Business Continuity
- Service Integration & Management

We adopt a strategic stance in our client partnerships, fostering close collaboration to swiftly deploy cutting-edge Cloud Support solutions. Guided by a business-centric approach, we deliver dedicated account management services led by our Swarms and offer complete flexibility, delivering both on-site and off-site hosted services tailored to meet specific client needs. Through our broad market reach and vast network of skilled IT and Infrastructure professionals, we provide access to top-notch Cloud Support solutions aimed at ensuring streamlined service delivery while minimizing disruption to our clients' regular business operations.



## **DELIVERY CAPABILITY**

At the heart of every project, we embark on lies the commitment to deliver tangible value to client organizations. We accomplish this by implementing a best-practice framework, robust project governance, and the adaptability to fulfil the diverse Cloud Support needs of our public sector clients through the expert application of industry-leading services. Aligned with ITIL v3 ITSM methodology, we integrate these principles to drive continuous improvement and uphold best practices across our engagements. Our framework for continuous improvement facilitates comprehensive performance measurement across Service Design, Service Transition, and Service Operation. Our services are categorized into four primary delivery streams outlined below, each focusing on a specific aspect of the business journey to ensure maximum impact.

## **Consultancy services**

Our consultancy services draw upon our wealth of experience to assist client organizations in navigating any challenges they face in their Cloud infrastructure journey. By harnessing our expertise and tapping into our network of specialized talent spanning various technical and business domains, we collaborate with client stakeholder groups to develop tailored solutions. Our consultancy offerings encompass a spectrum of services, including in-depth analysis of critical challenges, performance assessments, solution strategy development, insightful reporting, and more, all aimed at ensuring the effective achievement of goals.

## Project Solutions

At times, projects demand expertise that client organizations may lack internally, either in terms of resources or time for upskilling specialists. We possess the capability to mobilize a focused workforce with the requisite skills to plan, initiate, and execute specific project requirements, or even entire project scopes. In addition to augmenting our clients' internal expertise and project teams, we provide a project rescue service. This entails deploying a rapid response team comprising highly qualified professionals to ensure that projects and programs stay on course.

## Managed Projects

For projects and extensive programs where handling requirements in-house proves impractical for client organizations, our managed solutions offer an outsourcing alternative emphasizing controlled and expert, quality-driven delivery that inspires confidence. Managed solutions typically operate within a fixed timeframe, defined by milestone delivery metrics and governance. Some commonly sought-after managed solutions include:

- Enterprise Software Upgrade or Integration
- Hardware Replacement
- Data Centre Moves
- Cyber Security Maturity
- Business Continuity & Resilience
- Programme Management.

## IT Managed Services

Our Swarms possesses the capacity to manage the IT needs of client organizations. Leveraging our proven track record in IT and Business Process Outsourcing, coupled with our robust talent services and extensive project management expertise, we are equipped to strategize, execute, and oversee a diverse array of services tailored to your exact requirements. These services encompass.

- Deskside Support
- Service Desk
- Project Management Office
- Business Process Outsourcing
- Technology Development
- Service Integration and Management.

# GETSWARMS CLOUD SERVICES

With extensive expertise in Cloud Support Services, GetSwarms provides impartial advice and specialized expertise to meet all client needs. Our highly proficient Cloud specialists possess the capability and capacity to deliver a fully adaptable model aligned with client-specific specifications and objectives.

As specialists in the public sector, we employ a collaborative approach to planning and delivery, conducting thorough Cloud readiness assessments and collaborating with stakeholder groups to strategize, design, and implement services and mitigation strategies. Our focus on business priorities and our dedicated account and service management provisions are aimed at fostering service excellence across our programs, resulting in several key benefits, including:

- Optimizing Cloud capabilities
- Access to top-tier Cloud specialists and expertise
- Customized, scalable, and flexible solutions adaptable to evolving needs.
- Collaborative partnership fostering reliable delivery and trusted advisory.
- Transparent, benefit-driven solution approach
- Flexible commercial arrangements tailored to client needs.
- Extensive knowledge transfer, training, and ongoing support
- Ensured service continuity and reliability.

## **Agile Project Delivery**

Getswarms offers Agile project delivery services covering software development, delivery management, and product ownership, utilizing industry-recommended tools and best practices. Our Swarms have extensive experience in Agile GDS digital delivery for products and services, spanning Discovery, Alpha, and Beta phases, seamlessly transitioning into Live. Our end-to-end agile project delivery services adhere to GDS Standards, ensuring alignment throughout the process.

[Learn more](#)

## **Information and Records Management (ECM & EDRM)**

GetSwarms offer support services to clients adopting Electronic Document and Records Management solutions (EDRM & ECM) in the cloud. Our comprehensive services encompass planning, analysis, design, cloud hosting, business architecture, configuration,



change management, training, and post-go-live support. We specialize in assisting with various leading ECM solutions, such as Microsoft SharePoint, Opentext Documentum, and Informatica, ensuring seamless implementation and sustained operational excellence for our clients in the cloud environment.

[Learn more](#)

### **Redesign of Cloud Platform**

Our service for Cloud Platform Design offers assurance in Cloud Architecture, Platform, and Infrastructure. We provide Transition Design and delivery planning, aligning Strategic applications and Toolchains with best practice patterns. Our Cloud Design service sets the course for your transformation journey, ensuring your roadmap aligns with an optimized solution.

[Learn more](#)

### **Cloud Migration Service**

GetSwarms provide services for transferring of current applications and digital services from on-premises infrastructure to the public cloud ((AWS, Azure or Google Cloud Platform (GCP)) or between different cloud providers. This involves analyzing the current estate, creating a migration roadmap and implementation plan, and designing the architecture for 'refactoring' of workloads

[Learn more](#)

### **Oracle Cloud Application Implementation**

Get Swarms Implementation Services offers a tailored accelerator, implementation approach, and pre-configured business workflows designed specifically for client requirements. we provide implementation for all Oracle Cloud Applications (Fusion, SaaS, PaaS, IaaS) including ERP, EPM, SCM, HCM, and Payroll Cloud Fusion Applications. Cloud Architecture and Cloud Adoption support.

[Learn more](#)

### **Office 365 Services**

Get Swarms delivers comprehensive Office 365 Services, covering setup, configuration, and support for Microsoft's suite. Office 365 tools include Modules such as Outlook,

SharePoint, Skype for Business, Microsoft Teams, OneDrive, Power BI and Yammer. Azure AD Sync for Single Signon across all devices.

[Learn more](#)

### **Office 365 Configuration & Support**

Our Swarms provides Office 365 Configuration & Support, assisting in transitioning from various environments such as on-premises, hosted, or other cloud services to Office 365. We offer full support for migrations from on-premises to cloud and cloud to cloud, utilizing Binary Tree, Quest On Demand, or custom scripts and tools.

[Learn more](#)

### **Salesforce Experience Cloud Services**

Get Swarms offers Salesforce – Experience Cloud, enabling businesses to create immersive, personalized digital experiences for customers, partners, and employees. Our service provide customizable portals, AI-powered recommendations, and seamless integration with Salesforce CRM, We can offer full Salesforce support providing a complete range of services including design, architecture, implementation, migration, development across private, public and hybrid cloud deployment.

[Learn more](#)

### **Test Automation Service**

Get Swarms provides Test Automation Service for testing cloud solutions to meet clients' requirements and develop/ implement test automation. Our testing & test automation services cover the full software lifecycle in line with DevOps and GDS principles include test scripts, frameworks, and automation tools. We develop and implement Test Automation processes involving test case design, script development, execution, and reporting for comprehensive software quality assurance. we also provide specialist consultancy across a range of Open Source and licenced Automation Test tool

[Learn more](#)

### **Data Science Services**

Get Swarms offers Data Science Services, leveraging advanced analytics and machine learning to derive insights from data and enable organisations to extract knowledge and hidden insights from structured/unstructured data leveraging cloud-based analytical

solutions. we support all the major cloud software and services. Our services encompass data exploration, feature engineering, model building, and deployment for actionable business intelligence.

[Learn more](#)

### **Digital Transformation Services**

Get Swarms provides Digital Transformation Services, modernizing businesses through technology adoption. Technical components include cloud computing, AI, IoT, and automation. Modules encompass strategy development, implementation of an enterprise information architecture process optimization, and change management. Processes involve assessment, planning, implementation, and continuous improvement to drive innovation, efficiency, and implementation of digital delivery frameworks.

[Learn more](#)

### **Oracle PaaS Implementation services**

Getswarms is renowned for its proficiency in deploying the Oracle Cloud Suite, evaluating customers' IT systems, and devising a Cloud Transformation roadmap. Our extensive Platform-as-a-Service knowledge spans Migration, Application Modernization, Custom Development, Integration, Business Intelligence, and Automation.

[Learn more](#)

### **Mobile Application Development**

GetSwarms Mobile Application Development offers iOS and Android apps, integrating UX and iterative design to ensure seamless delivery of exceptional, cross-platform mobile apps. ANDigital prioritizes user experience and accessibility (WCAG), ensuring high-quality mobile apps. We empower you to iterate, evolve, and scale your apps effectively

[Learn more](#)

### **Drupal development and consultancy**

Our Swarms specializes in Drupal Development and Consultancy, offering expert guidance for scoping, designing, and implementing Drupal as a digital services platform. From initial development to ongoing consultancy, we ensure your Drupal setup maintains optimal performance. Additionally, we provide Drupal migration services for seamless transitions.

[Learn more](#)

### **SAP Marketing Cloud**

Swarms offers consulting, development and post-implementation support of SAP Marketing Cloud solution, its a comprehensive solution for personalized marketing campaigns, customer insights, and engagement. By Leveraging AI and machine learning, our service deliver targeted messaging across channels, driving customer loyalty and revenue growth. Our service tailored for industries to tackles challenges of data integration and customer experience enhancement with ease.

[Learn more](#)

### **Azure Cloud Readiness and Assessment Service**

Getswarms "Microsoft Azure Readiness and Assessment Service" evaluates current business service(s) and will dynamically scan your existing on-premises IT environment and determines their readiness for migration to Microsoft Azure. The result is a documented assessment outlining migration options, dependencies between systems, associated costs, and recommendations.

[Learn more](#)

### **AWS Cloud Assessment Service**

Get Swarms' AWS Cloud Assessment Service evaluates infrastructure, security, and performance. By leveraging advanced analytics and AI, Our service identifies optimization opportunities for cost-efficiency and scalability. Our tailored solutions address challenges like data migration and compliance, ensuring AWS capabilities drive innovation and competitive advantage, bolstering businesses in the digital landscape.

[Learn more](#)

### **Cloud Maturity Assessment**

Get Swarms offers Cloud Maturity Assessment, to analyze cloud adoption, optimization, and security. Our advanced analytics and AI-driven tools identify opportunities for efficiency and cost reduction, tailored to the industries like finance and healthcare. Enhanced cloud capabilities improve scalability, agility, and competitive edge, ensuring optimal business outcomes in rapidly evolving digital landscapes.

[Learn more](#)**Data Maturity Assessment**

Our Data Maturity Assessment will assess your organisation's data maturity/capability level. By examining key business drivers, we deliver evidence-based maturity assessments that prioritize digital data solutions and provide actionable roadmaps. Our approach encompasses considerations for people (culture, organization, skills), processes (controls and governance), and technology (tools and architecture). We'll provide a strategic report detailing practical recommendations for improvements that consider user needs, stakeholders' views and published data strategies.

[Learn more](#)**DevSecOps Maturity Assessment**

GetSwarms DevSecOps Maturity Assessment offers evaluating processes, tools, and culture to enhance security in development pipelines. Our advanced automation and AI, identify vulnerabilities early and ensure robust security measures. Our Swarms' will review and assess your organisation's DevSecOps maturity against principals found within industry maturity models.

[Learn more](#)**Collaborative Digital Workplace Services**

GetSwarms offers Collaborative Digital Workplace Services, ensuring secure access to apps, files, and resources, facilitating efficient collaboration across devices and locations to boost productivity. Our solutions include virtual collaboration tools, document sharing, and project management integration, enhancing communication, teamwork, and workflow efficiency through advanced cloud-based technologies.

[Learn more](#)**Business Strategy Service**

Get Swarms provides Business Strategy Services aimed at assisting organizations in crafting and executing business strategies that are closely aligned with their organizational goals. We evaluate strategies against industry best practices, offering thorough analysis and actionable recommendations for enhancement. Our approach involves identifying opportunities, mitigating risks, and fostering growth. The outcome is

enhanced competitiveness, strengthened market positioning, and overarching business triumph, leading to sustained profitability and longevity.

[Learn more](#)

### **Digital Strategy Service**

Get Swarms develop a full life-cycle Digital Strategy and Road Map for the delivery of evidence based Digital by Default services. We employ an enterprise architectural approach to meet strategic objectives, ensure services are fully GDS approved and aligned with user, policy needs, understanding the “As is” and “To be” objectives.

[Learn more](#)

### **IT Service Management Service (ITSM)**

The IT Service Management Service offers thorough discovery, analysis, and roadmap development to facilitate IT service alignment with digital transformation goals while safeguarding ongoing business services. We assist clients in ensuring their IT service and operational framework aligns with organizational needs, fostering constructive IT service evolution.

[Learn more](#)

### **Cloud Content Delivery Network (CDN)**

Get Swarms Content Delivery Network (CDN) services covering direct provision of the service, and managing existing setups with alternative providers already in use by the buyer. CDN offers optimizing content delivery through distributed servers. Utilizing caching, load balancing, and edge computing. Our CDN accelerates websites by serving content from the nearest server, reducing latency and improving user experience.

[Learn more](#)

### **Web Application Firewall (WAF)**

Swarms provides Web Application Firewall (WAF) solutions along with their management and continuous support, ensuring the protection of online assets against cyber threats such as cross-site scripting (XSS), SQL injection, and cookie poisoning. Our comprehensive security measures, which include filtering, authentication, and intrusion detection, are designed to uphold data integrity and safeguard user privacy. Swarms aids clients in

designing and deploying suitable WAFs, adding an additional layer to their organizations' Defense-in-Depth security architecture.

[Learn more](#)

### **Change management service**

Getswarms offers adept change management aid for vital platform upgrades, automation, digitization, and migrations. Our consultants conduct structural assessments, continuity planning, and oversee the gradual integration of new cloud solutions, ensuring seamless transitions. Our seasoned change management team provides strategy, delivery, and evaluation services, supported by technical experts, trainers, and creatives, to bolster your change program.

[Learn more](#)

### **Cloud Financial Services**

We specialize in assisting organizations with optimizing their expenses related to public cloud usage. Our support encompasses modeling, forecasting, and workload pricing to ensure cost efficiency. Additionally, we offer financial modeling for cloud transformations and migrations, integrating strategic change costs and evaluating impacts on operating models. Our FinOps consultation services include managing overall billing, alerting, and reconciling cloud consumption across the organization.

[Learn more](#)

### **Salesforce Analytics Cloud services**

Getswarms provides robust, precise, and scalable Salesforce CRM analytics solutions, enabling businesses to transform data into actionable insights for informed, customer-centric decisions. Our specialists grasp your business intricacies, seamlessly integrating CRM analytics without disrupting current processes. With CRM analytics, organizations deliver personalized experiences, facilitate effortless customer segmentation, monitor seamlessly, and act on web analytics.

[Learn more](#)

### **Salesforce Testing Service**

Get Swarms offers comprehensive Salesforce Testing Services across all modules, detecting vulnerabilities in updates, configurations, and customizations. End-to-end

testing validates integrations for peak performance and reliability. Employing diverse testing methods such as functional and performance testing, we elevate user experience, efficiency, and business outcomes.

[Learn more](#)

### **Salesforce Health Check**

Get Swarms conducts Salesforce Health Checks to detect vulnerabilities and evaluate security efficacy. We scrutinize Salesforce instances for performance, security, and compliance, analyzing data quality, configurations, and customizations. Our comprehensive report offers clear recommendations to optimize business benefits and enhance security measures, ensuring maximum efficiency and safety.

[Learn more](#)

### **Salesforce Revenue Cloud service**

GetSwarms excels in maximising Salesforce Revenue Cloud's capabilities, transforming sales processes, refining revenue forecasting, and revealing critical customer insights. Our proficient team enables you to streamline sales cycles, attain unrivalled revenue visibility, and foster substantial revenue expansion. We address your Salesforce Revenue Cloud requirements with expert guidance and steadfast support. Employing industry-proven protocols, we pinpoint the optimal components to construct cutting-edge solutions tailored to your objectives.

[Learn more](#)

### **Amazon Elastic Kubernetes Service (EKS)**

Get Swarms provides Amazon Elastic Kubernetes Service (EKS), simplifying the deployment, management, and scalability of containerized applications on AWS. Offering auto-scaling, high availability, and seamless AWS integration, we manage the entire EKS lifecycle. From designing production clusters to 24x7x365 Kubernetes Managed Service by Certified Kubernetes Administrators (CKA).

[Learn more](#)

### **Training for Kubernetes**

Get Swarms provides comprehensive Official Kubernetes Training, offering diverse formats for individuals, teams, and organizations. Our training empowers mastery of container



orchestration, enabling streamlined deployment, scalable applications, and enhanced reliability. Our training optimize operations, reduce downtime, and foster innovation to ensure competitiveness in dynamic markets.

[Learn more](#)

### **Web applications Development**

Get Swarms delivers customized web application development, management, and ongoing support, tailored to varied business needs. Leveraging contemporary technologies and agile practices, we guarantee resilient, scalable, and safe solutions. Our applications optimize user interaction, streamline operations, and foster business growth, offering bespoke digital experiences aligned with your requirements.

[Learn more](#)

### **Web applications Support Services**

Our Web Applications Support Services providing expert assistance for seamless operation, maintenance, and optimization. Our solutions include troubleshooting, performance tuning, security enhancements, and continuous monitoring to ensure uninterrupted availability. With tailored support plans, we empower businesses to focus on growth while we handle their web application needs efficiently."Comprehensive web application support services providing expert assistance for seamless operation, maintenance, and optimization. Our solutions include troubleshooting, performance tuning, security enhancements, and continuous monitoring to ensure uninterrupted availability. With tailored support plans, we empower businesses to focus on growth while we handle their web application needs efficiently."

[Learn more](#)

### **IT Operating Model**

Get Swarms specializes in IT Operating Model Services, by crafting customized strategies to synchronize IT with business goals. We assess, design, and implement efficient frameworks like ITIL and COBIT, leveraging industry standards and best practices. Our solutions optimize resource utilization, enhance agility, and drive innovation, ensuring long-term business success and resilience.

[Learn more](#)

**DevOps services**

Get Swarms Provides DevOps services to optimize software development and IT operations. We streamline workflows, implement automation, and integrate continuous delivery practices, ensuring faster development cycles, improved quality, and enhanced collaboration. With expertise in tools like CI/CD pipelines and infrastructure as code, Get Swarms accelerates businesses' digital transformation journey.

[Learn more](#)**Information Asset Register**

Swarms provides an Information Asset Register service, crafting an extensive database to catalog and oversee all vital information assets in an organization. Swarms streamline the tracking, monitoring, and utilization of valuable data resources, ensuring adherence to compliance and security standards. By bolstering data governance, businesses can make informed decisions, mitigate risks, and enhance overall operational efficiency and effectiveness.

[Learn more](#)**Information Strategy**

We specialize in Information Strategy, guiding businesses to leverage data effectively. Through analysis, governance, and advanced analytics, we optimize data use, fostering informed decisions, efficiency, and innovation. Our strategic reports offer practical recommendations, ensuring sustained growth and competitiveness by addressing user needs.

[Learn more](#)**Knowledge and information management service**

Get Swarms specializes in Knowledge and Information Management Services, providing customized solutions to assist organizations in efficiently organizing, storing, and utilizing data. Our services include implementing, designing, auditing, migrating, and supporting robust information management systems. Our change and training teams empower your staff to create, store, share, and search information effectively. We also support your knowledge management plans to meet regulatory obligations and enhance organizational efficiency.

[Learn more](#)

### **Data and Information Audit**

Swarms will conduct thorough audits on Data and Information, by meticulously examining data integrity, security, and regulatory compliance. Employing advanced tools and methodologies, we pinpoint quality issues, identify vulnerabilities, and ensure adherence to industry standards. Our information audits empower informed decision-making, risk mitigation, and process optimization, fostering business resilience and success.

[Learn more](#)

### **ICT Infrastructure Review**

Our ICT Infrastructure Review scrutinizes technology assets to boost performance and security, identifying issues and opportunities to maximize value. Through meticulous assessments and industry standards, we pinpoint improvement areas, mitigate risks, and optimize efficiency across Cloud, Hybrid, and commodity ICT Infrastructure services.

[Learn more](#)

### **Capacity planning services**

Our Capacity planning services analyze and monitor IT infrastructures and predict future requirements to ensure sufficient capacity to meet business needs. Through thorough assessment and forecasting, these services optimize resource allocation, prevent performance issues, and support scalability, ensuring efficient and reliable IT operations.

[Learn more](#)

### **Identity and Access Management Service (IAM/IDAM)**

Our services for identity and access management encompass both process and technology aspects. We assist in designing and constructing architectures and processes for identity and access management, ensuring the desired level of identity assurance. This forms a solid foundation for your enterprise security stack. Our team has a wealth of expertise across Authentication & Access, Identity Governance and Administration and Privileged Access Management in on-premise, cloud and hybrid environments.

[Learn more](#)

### **Microservices Development and Management Services**

Swarms specialize in Microservices Development and Management Services, aiding businesses in designing, building, and maintaining microservices architectures. Our expertise in containerization, robust APIs, and DevOps methodologies for streamlined development and enhanced resilience. Swarms tailored solutions drive innovation, agility, and cost-efficiency, empowering businesses to thrive in dynamic environments.

[Learn more](#)

### **Software Engineering as a Service**

Swarms Software Engineering as a Service provides organisations on-demand access to expert engineers, proficient in development and management tasks. Our team excels in Authentication & Access, Identity Governance and Administration, and Privileged Access Management across diverse environments, aiding organisations in achieving software-related goals efficiently. Our Experienced Engineers develop products that ensure large demand creation.

[Learn more](#)

### **Oracle Cloud Applications Services**

We specialize in assisting organizations with Oracle Cloud Applications Services, offering comprehensive support for businesses adopting Oracle's suite of cloud applications. Our Service offers initial implementation to ongoing maintenance, our expert team ensures seamless integration, customization, and optimization, empowering clients to maximize the benefits of Oracle's cloud solutions for their operations.

[Learn more](#)

### **Oracle Migration and Upgrade Consultancy**

At Swarms, we excel in Oracle Migration and Upgrade Consultancy services, assisting businesses through the complexities of upgrading to newer Oracle versions. Our services encompass thorough assessment, strategic planning, and seamless execution to ensure smooth upgrades. We'll provide a strategic report detailing practical recommendations for improvements that consider user needs.

[Learn more](#)

### **Proof of Concept Solution Development service**

Swarms understand the critical importance of validating ideas before full-scale investment. Our Proof of Concept Solution Development service is meticulously crafted to help you test the feasibility of your concepts and pave the way for successful implementation. Through rapid prototyping, iterative development, and usability testing, we help clients mitigate risks and gain stakeholder confidence in innovative projects.

[Learn more](#)

### **Agile Coaching and Support**

At Swarms, we specialize in providing comprehensive "Agile Coaching and Support" services. We assist in adopting and optimizing agile methodologies to enhance project management efficiency and adaptability. Our experienced coaches offer tailored guidance, training, and ongoing support to ensure successful implementation and continuous improvement in agile practices.

[Learn more](#)

### **Scaled Agile (SAFe) service**

At Get Swarms, we specialize in delivering "Scaled Agile (SAFe) services" enabling businesses to implement the SAFe framework for large-scale Agile. Our comprehensive approach includes customized training, coaching, and implementation support with technical components such as release planning, backlog management, and continuous integration ensure efficient delivery to achieve Agile transformation goals effectively.

[Learn more](#)

### **Agile Transformation service**

GetSwarm's Agile Transformation aids in transitioning to new Agile practices, whether still in the planning phase or encountering barriers during implementation. We assess current processes, introduce Agile frameworks like Scrum or Kanban, and offer ongoing support. Utilizing our technical expertise, we enhance collaboration, efficiency, and innovation, fostering organizational agility and competitive advantage

[Learn more](#)

### **Procurement Management of cloud services**

Swarms delivers extensive Procurement Management services for acquiring Cloud Systems. This encompasses Business Case development for Cloud

Software/Hardware/Services, supporting your procurement lifecycle from review to market engagement, 3rd Party Contracts, Management, Negotiation, and Exit Strategies. Our Legal and Procurement guidance ensures compliance with Information, Security, and Data regulations, including GDPR.

[Learn more](#)

### **Oracle ERP Transformation, Implementation and Support Service**

Unlock the full potential of your enterprise with Swarms Oracle ERP Transformation, Implementation, and Support Service. Seamlessly integrate Oracle ERP systems, streamline operations, and elevate productivity. From initial planning through execution and ongoing support, our service enhances efficiency, data management, and decision-making, maximizing your investment in Oracle solutions.

[Learn more](#)

### **Artificial Intelligence and Machine Learning Services**

Our AI and ML services accelerate the deployment of advanced analytics, text and speech recognition, face and image recognition, chatbots, translation, etc. Leveraging emerging cloud tech and deep algorithmic expertise, we enhance app/platform performance, shorten delivery cycles, and extract valuable insights from vast datasets for informed decision-making.

[Learn more](#)

### **Adobe Experience Cloud**

GetSwarms offers comprehensive services spanning the entire Adobe Experience Cloud suite, encompassing Adobe Experience Manager (AEM), Analytics, Target, Campaign, and Audience Manager. Our services bolster your digital marketing endeavors, supported by top industry specialists utilizing contemporary implementation techniques and methodologies.

[Learn more](#)

### **Atlassian Migration Services**

Get Swarms offers migration services tailored to transfer clients' Atlassian deployments to their preferred (usually Cloud) platform. Our proficient team manages data migration, configuration, and optimization, boosting collaboration and productivity. Employing a

proven methodology, we ensure a secure, tested approach, minimizing disruption to your production users.

[Learn more](#)

### **ServiceNow Architecture Service**

Specializing in ServiceNow Architecture, Get Swarms crafts bespoke solutions tailored to your business needs. Leveraging expertise in system design, integration, and performance, we optimize your platform. ServiceNow adopts a multi-instance architecture strategy, ensuring scalability. Our holistic approach ensures optimal ROI and fosters enduring organizational growth.

[Learn more](#)

### **ServiceNow Design, Implementation and Support**

Elevate your enterprise with Get Swarms' all-encompassing ServiceNow Design, Implementation, and Support offerings. Our suite of services spans consulting, lifecycle planning, rollout, ongoing maintenance, support, and complete managed service execution, covering comprehensive business transformation and training. We provide customized solutions for aligning ServiceNow processes, transitioning from outdated systems, and handling Licence provisioning.

[Learn more](#)

### **Accounting Transactional Processing Services**

We handle accounts payable, accounts receivable, banking, and cash receipting, utilizing our bureau's Advanced service systems or clients' preferred platforms. Our streamlined invoice processing enhances accuracy and efficiency, eliminating manual errors, expediting payment cycles, and fortifying vendor relationships. Simplify AP processes and prioritize business growth with our services.

[Learn more](#)

### **Contract Management Service**

Get Swarms provides a thorough Contract Management Service, simplifying contract processes for compliance and risk mitigation. Our solution incorporates advanced automation and customizable workflows for improved efficiency and accuracy. With robust tracking and reporting features, you gain full contract lifecycle visibility, minimizing

errors and achieving superior business outcomes seamlessly. We offer clients digital access to contract documents, obligation management, variations, invoices, and supplier relationships.

[Learn more](#)

### **Agile Transformation Services**

Get Swarms offers Agile Transformation Services, guiding businesses through a seamless transition to Agile methodologies. We assess current processes, identifying areas ripe for Agile integration and improvement. We work closely with the team to design a customized transformation plan tailored to your unique organizational needs and goals, our expert guidance ensures a smooth transition, fostering collaboration, adaptability, and innovation.

[Learn more](#)

### **Agile Training**

Agile Training at Get Swarms equips to empower businesses in adopting Agile methodologies. Our expert-led sessions and workshop cover Agile principles, frameworks, and practices. Hands-on exercises and case studies reinforce learning, fostering collaboration and adaptability. Enhanced teamwork and innovation drive tangible business growth and customer satisfaction in today's competitive landscape through our training videos.

[Learn more](#)

### **Oracle IaaS (Integration Cloud Service)**

Get Swarms delivers Oracle IaaS (Integration Cloud Service) for seamless application and data integration. Our experts leverage Oracle's powerful cloud infrastructure to streamline processes and enhance connectivity across your enterprise. With our tailored solutions, businesses achieve improved efficiency, agility, and innovation, driving sustainable growth and competitive advantage. Our consultancy service that provides discovery, design, planning and implementation of an Infrastructure as a Service (IaaS) platform to deliver applications to the cloud

[Learn more](#)

### **Disaster Recovery as a Service (DRaaS)**



Protect your business with Disaster Recovery as a Service (DRaaS) by Get Swarms. With real-time data replication, automated failover, and rapid recovery, ensure uninterrupted operations and minimize downtime. DRaaS offers cost-effective solutions, proactive monitoring, personalized support, and RPOs/RTOs of less than 15 minutes, ensuring business continuity in any scenario.

[Learn more](#)

### **Mobile Security and Privacy**

Protect your mobile operations with our Mobile Security and Privacy services. We shield your business from cyber threats on mobile devices through advanced encryption, secure app development, and vigilant monitoring. With our services, you can ensure the confidentiality, integrity, and availability of your mobile data, safeguarding your business and preserving trust with customers.

[Learn more](#)

### **Decommissioning as a service**

Disposal as a Service, provided by Get Swarms, offers a complete solution for the efficient retirement of obsolete IT assets. From assessment and planning to data wiping and environmentally friendly disposal, we manage the entire process with expertise and adherence to regulations. Additionally, we offer top-tier cloud security advice, guidance, and services. We take pride in delivering experienced cybersecurity professionals who employ proven processes.

[Learn more](#)

### **Microsoft Power Platform Development and Integration services**

Revolutionise your business operations with GetSwarm's development and integration services for the Microsoft Power Platform. By harnessing the powerful features of Power Apps, Power Automate, Power BI, and Power Virtual Agents, we offer solutions that include low-code/no-code applications, chatbots, workflow/process automation, and comprehensive management information/reporting. This approach speeds up deployment while minimizing risks and simplifying complexity.

[Learn more](#)

### **Microsoft 365 migration and Deployment services**

Microsoft 365 Design and Deployment services, offered by GetSwarm are customized to suit company's business needs. Our skilled team evaluates your needs, meticulously strategizes the deployment, and executes flawlessly. Whether configuring user accounts or refining security measures, we facilitate a smooth transition to Microsoft 365, empowering your organization for improved collaboration, productivity, and achievement. Our proven Microsoft 365 migration uses the latest automation tools to streamline the process

[Learn more](#)

### **SAP Testing**

Get Swarms offers SAP Testing services, ensuring the reliability and efficiency of SAP systems. Our comprehensive approach involves various testing methodologies, including unit testing, integration testing, and user acceptance testing. By meticulously assessing SAP applications and configurations, we identify and rectify issues, ensuring seamless operations and client satisfaction.

[Learn more](#)

### **IT Operating Model Service**

At Get Swarms, we excel in IT Operating Model Services, aligning IT objectives with business goals. We integrate ITIL and COBIT frameworks, ensuring efficiency, agility, and innovation. Our solutions optimize resources, promote agility, and foster innovation, safeguarding long-term business success and resilience.

[Learn more](#)

### **Process Mining Services**

Process Mining Services offered by Get Swarms harness advanced algorithms and data analysis techniques to delve into digital footprints within your organization's processes. By visualizing and scrutinizing these data trails, we identify inefficiencies, streamline workflows, and optimize resource allocation.

[Learn more](#)

### **Document Management service**

The Document Management service offered by Get Swarms provides businesses with a comprehensive solution for managing digital documents. From creation to storage,

retrieval, and disposal, our service ensures efficient organization and accessibility of documents throughout their lifecycle. Using OCR and cloud storage, we optimize document management efficiently.

[Learn more](#)

### **ERP Testing Service**

Get Swarms ERP Testing service assists businesses in bug detection, data accuracy assurance, and system performance enhancement. We thoroughly evaluate functionality, integration, security, and performance to identify potential issues and ensure peak system performance. Leveraging our expertise and cutting-edge testing methodologies, we ensure the reliability and efficiency of your ERP system.

[Learn more](#)

### **Service Desk as a Service**

GetSwarm's Service Desk as a Service is a top-tier UK-based service desk, available 24x7x365. Following ITIL-aligned processes, our skilled technicians provide level 1 and 2 technical support, managing user inquiries and troubleshooting. With a dedicated team, we ensure smooth operations and high end user satisfaction for businesses.

[Learn more](#)

### **Threat Detection and Response Services**

Our Threat Detection and Response Services provide continuous monitoring of networks, endpoints, and systems, swiftly identifying cybersecurity threats. Rapid response protocols are activated upon detection, containing, and mitigating threats to minimize damage and protect critical assets. Swarm's proactive approach keeps organizations ahead of evolving threats, ensuring swift remediation actions for enhanced cybersecurity posture and asset protection.

[Learn more](#)

### **Digital Form Creation and Management Service**

Our service facilitates effortless creation, deployment, and management of GOV.UK styled digital forms, enabling data collection and API accessibility. We optimize data collection, validation, and storage, enhancing workflow efficiency. With AI-driven validation and cloud storage, we ensure data security and efficiency, improving productivity and

decision-making. This expedites migration from old form builders, paper forms, and inaccessible forms to the cloud.

[Learn more](#)

### **Release Management services**

Release Management services by Get Swarms ensure smooth and efficient deployment of software updates. We handle version control, automate deployment processes, and implement rollback strategies. By integrating Agile and DevOps methodologies, we optimize efficiency, minimize downtime, and enhance overall business productivity and competitiveness.

[Learn more](#)

### **Blockchain Services**

Blockchain Services by Get Swarms offers end-to-end solutions for businesses, spanning consulting, implementation, and optimization. We specialize in blockchain technology, smart contracts, and decentralized applications, ensuring security, transparency, and efficiency. With our expertise, businesses unlock the full potential of blockchain for sustainable growth and innovation.our Swarms help identify business drivers, technical bottlenecks and a use case for proof-of-concept implementation adaptable to production.

[Learn more](#)

### **Digital Audit Service**

Our Digital Audit Service offers a transparent assessment of your organization's alignment with digital best practices and GDS Standards. Each evaluation delves into several core areas, utilizing a tailored user-centric evaluation matrix to provide a comprehensive understanding of your organization's level of digital optimization.

[Learn more](#)

### **Digital Customer Experience Strategy**

We assist clients in crafting and implementing successful customer experience strategies that align with their business objectives. Alchemmy shapes, independently evaluates, or executes strategies, leveraging a diverse array of cloud, digital, and mobile technologies to provide an omnichannel experience.

[Learn more](#)

### **Load and Stress testing**

Our Load and Stress Testing evaluates system performance under normal and extreme conditions, identifying weaknesses and bottlenecks. By simulating high traffic and resource exhaustion scenarios, testing will identify weaknesses and areas for improvement in their software, hardware, or network infrastructure. It ensures systems can handle expected usage levels, providing a seamless user experience. Our managed service includes: scoping, feasibility checks, planning, scripting, test execution and reporting.

[Learn more](#)

### **Agile Coaching Services**

Agile Coaching Services by Get Swarms offer comprehensive support for businesses seeking to adopt or improve agile methodologies within their teams. Our experienced coaches provide personalized guidance, training, and mentoring to help organizations implement agile frameworks like Scrum or Kanban effectively. Our agile tools and practices, including sprint planning, backlog grooming, and retrospectives, successful agile implementation.

[Learn more](#)

### **Dynatrace: Application Observability**

GetSwarms provide Dynatrace Adoption Services for application performance monitoring (APM) to ensure optimal service performance and SLO's. It provides real-time insights into the performance of complex environments, including cloud-native applications, microservices and hybrid infrastructure.

[Learn more](#)

### **Microsoft Azure cognitive services**

GetSwarms specializes in Microsoft Cognitive AI services, offering solution design, proof of concept implementations, and architecture planning for large-scale deployments. We focus on Microsoft Azure Cognitive Services, providing advanced AI tools for Decision, Speech, Language, Vision, and Search platforms. Empower your business with image

recognition, speech-to-text, natural language understanding, and automated data analysis.

[Learn more](#)

### **Support services for open source softwares**

Maximize the capabilities of open-source software through our customized support services. We offer technical support, troubleshooting, software updates, maintenance, customization, training and more. With our Service, businesses can ensure the smooth operation, security, and performance optimization of open-source software solutions.

[Learn more](#)

### **MuleSoft Services**

GetSwarms MuleSoft consultants offer comprehensive support services for clients utilizing MuleSoft for in-application integration or microservices development. Our services encompass planning, analysis, design, technology architecture, business configuration, integration, training, governance, release management, and post-go-live optimization. We also specialize in legacy ESB platform migration to MuleSoft, including upgrades from previous versions

[Learn more](#)

### **Data Retention and Archiving Services**

Our Data Retention and Archiving services aim to assist clients in implementing cloud-focused information archiving strategies, including application decommissioning and load shedding. GetSwarms supports customers by facilitating migration and archive services across various platforms, tailored to specific requirements. This includes ETL tool selection, development, and implementation.

[Learn more](#)

### **Amazon Connect Service**

Amazon Connect is a cloud-based contact center service, empowering businesses to enhance customer service while reducing costs. GetSwarms offers comprehensive AWS managed services, spanning design, deployment, and support, including full management of the platform, associated services, and integrations.

[Learn more](#)

### **Open Source Hosting services**

Our open-source hosting service provides a reliable platform built on community-driven software. With flexible configurations, robust security measures, and scalable infrastructure, we offer seamless deployment for websites, applications, and digital projects. Benefit from cost-effective solutions and the freedom of open-source technology for your hosting needs.

[Learn more](#)

### **SIAM Design and Build Service**

SIAM (Service Integration and Management) Design and Build Service is a comprehensive solution offered by Get Swarms, dedicated to orchestrating and optimizing multi-vendor service delivery. Our expert team meticulously designs and implements robust frameworks, skills development, process development and service management tooling ensuring seamless coordination, efficiency, and quality across diverse service providers.

[Learn more](#)

### **SIAM Support Services**

Get Swarms provides SIAM (Service Integration and Management) Service Desk (Level 0, Level 1, 2 and 3) for a range of cloud-based ETS and PMRV services. streamlining the coordination of multiple IT service providers. With expertise in integrating and managing diverse IT services, Get Swarms ensures smooth operations, effective communication, and optimal performance, allowing clients to focus on their core objectives with confidence. While we handle the intricacies of service integration and management.

[Learn more](#)

### **Low Code/No Code Consultancy**

Getswarm offers process evaluation, advice, automation, and backing, leveraging cutting-edge workflow technologies, electronic forms, Business Intelligence (BI), and Business Process Management (BPM) tools. We specialize in providing low-code and no-code solutions tailored to meet your business and user requirements. Our expertise spans

a variety of platforms, including PowerApps, Flow, Office 365, SharePoint, Outsystems, Appian, Unqork, Be Informed, Mendix, among others.

[Learn more](#)

### **Alpha Services for Cloud**

Getswarm excels in executing Alpha projects, blending user research, swift prototyping, service design, and technical prowess to produce GDS-compliant Alphas that are both economical and validate service viability early on. Our approach to delivery follows the Alpha-Beta-Live stages, supported by a robust Delivery Framework designed to guarantee a low-risk, successful Alpha phase.

[Learn more](#)

### **Business Case Development**

Our specialized support services cover various business cases like SOC, OBC, and FBC for cloud adoption and investment initiatives. We ensure alignment between business case rationale and organizational strategy, supported by data insights. Operating as vendor-neutral, we offer impartial advice, full-service delivery, and assurance to ensure compliance and best-fit solutions.

[Learn more](#)

### **NCSC IT Health Check (ITHC)**

Our NCSC IT Health Check meticulously evaluates and fortifies an organization's IT infrastructure security. Through thorough analysis of systems, networks, and configurations, we pinpoint vulnerabilities and risks. Our fully managed, fixed-price assessments extend across SaaS, PaaS, and IaaS, whether hosted locally or on cloud platforms like Microsoft Azure, AWS, or VMWare-based and open-source virtualization setups.

[Learn more](#)

### **SAP/4HANA Cloud Implementation Service**

Our S/4HANA Cloud Implementation Service is designed to captivate clients by offering a transformative journey to SAP's cutting-edge ERP platform. Seamlessly integrating data migration, customization, and integration, we ensure a smooth transition. Swarms



Experience optimized processes, enhanced scalability, and real-time analytics, to meet the evolving needs of our clients.

[Learn more](#)

### **Incident Management service**

Our Incident and Problem Response & Investigation service entails swift and thorough resolution of security incidents and technical issues. Through advanced forensic analysis and root cause identification, Get Swarms experts mitigate risks, ensuring rapid response. Our approach minimizes future occurrences, safeguarding businesses against potential threats.

[Learn more](#)

### **Serverless Applications Development and Migration**

GetSwarms provides a complete end-to-end service from design to software development to support for your serverless Application. Our Service facilitates the transition of businesses from traditional server-based architectures to serverless computing paradigms. Through meticulous planning, development, and migration strategies, Swarms ensures seamless integration with serverless platforms, enabling improved scalability, reduced costs, and enhanced application performance.

[Learn more](#)

### **Case Management Services**

The GetSwarms Case Management Service encompasses comprehensive analysis of requirements, design, implementation, and upgrade services, complemented by continuous support options. Our objective is to deliver a tailored cloud-based case management solution that precisely addresses your intricate case management needs. This includes various aspects such as general case management, complaints handling, investigations, inspections, and grant management.

[Learn more](#)

### **Oracle HCM Cloud Solution Audit Services**

Our expert team reviews and evaluates the organization's Oracle HCM Cloud deployment, by examining system configurations, usage patterns, and compliance levels to identify areas for improvement and optimization. Through comprehensive analysis and

recommendations, Swarm ensures Oracle HCM Cloud solution aligns with industry best practices, maximizes efficiency, and meets regulatory requirements, ultimately enhancing your HR processes and system performance."

[Learn more](#)

### **Software Development as a Service**

Revolutionize your development process with Swarms SdaaS. Imagine having a dedicated team of expert developers at your fingertips, ready to transform your ideas into reality. With SDaaS, you can streamline your software development lifecycle, from conceptualization to deployment, without the need for an in-house development team by minimizing costs and maximizing efficiency.

[Learn more](#)

### **React JS and React Native Development services**

Our Swarms are highly experienced in all aspects of ReactJS and React JS and uses the latest JavaScript technology to develop user interfaces, implement functionality, and ensure seamless performance across platforms. From sleek web apps to native mobile experiences, we deliver innovative solutions that elevate your digital presence and set you apart from the competition.

[Learn more](#)

### **Cloud Native Development Services**

Our Services involve the creation, deployment, and management of applications using cloud-native principles and technologies. Swarms approach emphasizes scalability, resilience, and agility through containerization, microservices architecture, DevOps practices, and automation. It enables organizations to build and operate applications more efficiently in cloud environments, enhancing innovation and competitiveness.

[Learn more](#)

### **Cloud Native Application Support**

Swarms Services involves operations, versioning, maintenance, and upgrading of Cloud Native. Leveraging microservices, containerization, and DevOps practices, we ensure scalability, resilience, and cost-efficiency, allowing businesses to maximize the benefits of cloud-native architectures while minimizing operational challenges.

[Learn more](#)

### **SAP Data Intelligence Services**

SAP Data Intelligence enables organizations to manage and unify various data forms, including audio, video, images, text, and IoT data, alongside structured corporate and third-party information. It facilitates data-driven innovation and enhances intelligent processes by integrating data orchestration and machine learning services. This platform allows enterprises to efficiently harness their diverse data sources, apply intelligent processing, and operationalize machine learning, ensuring optimized utilization of data in business operations.

[Learn more](#)

### **OpenText Identity and Access Management services**

Swarms OpenText Identity and Access Management services offer businesses a comprehensive solution to control and secure user access to resources while ensuring data integrity and regulatory compliance. Our robust authentication, authorization, and privilege management features, safeguard your organization against cyber threats and unauthorized access and data breaches.

[Learn more](#)

### **Cloud Procurement service**

Revolutionize your procurement process with our Cloud Procurement service. Seamlessly manage vendors, streamline contracts, and optimize purchasing workflows using cutting-edge cloud solutions. From cost savings to compliance assurance, with Swarms organisations can ensure compliance and focus on strategic initiatives while benefiting from efficient and scalable procurement solutions.

[Learn more](#)

### **Salesforce Commerce Cloud Service**

Are you facing challenges with intricate sales procedures, irregular customer interactions, and ineffective order handling? Through GetSwarms' B2B Commerce consulting, your clients can relish a smooth self-service journey akin to the simplicity of B2C purchasing. By establishing a contemporary, engaging, and tailored eCommerce platform, you'll witness a substantial uptick in internet sales. Teaming up with GetSwarm guarantees that your

sales staff gains access to enriching insights, lightening their workload and hastening revenue expansion. Embrace top-tier solutions to revolutionize your B2B interactions and attain eCommerce success in the digital realm.

[Learn more](#)

### **Geographical Information Systems (GIS) service**

GetSwarm's Cloud Geospatial Information Systems (GIS) Services offer expertise in geospatial analysis and geomatics, enabling organizations to execute sophisticated cloud-based GIS projects effectively. We support projects from their inception through planning, design, and execution, equipping you with the necessary skills to derive the greatest benefit from your cloud-based GIS systems and geospatial data.

[Learn more](#)

### **ISO 27001 Audit and Support Services**

GetSwarms' ISO 27001 Audit and Support Services furnish a structured framework comprising policies, procedures, and controls to mitigate legal, physical, and technical information security risks. We conduct meticulous audits, aid in implementation, and offer ongoing support to attain and uphold certification. Our proficiency guarantees stringent security measures, safeguarding data integrity and fostering stakeholder trust. Our internal audit service adopts a top-notch approach, assisting buyers in crafting and executing an effective ISMS audit program, ensuring sustained ISO 27001 compliance and opportunities for system enhancement.

[Learn more](#)

### **Cloud Operating Model Service**

Get Swarms offers a comprehensive service to develop and implement a cloud-centric target operating model. Aligned with ITIL standards and adaptable to any cloud platform, it ensures SIAM readiness and reduces total cost of ownership. Expertise spans strategic planning, infrastructure optimization, DevOps integration, and governance frameworks, enhancing agility and competitiveness.

[Learn more](#)

### **Business Operating Model Service**

We offer a structured approach to refine and optimize the way businesses operate. Get Swarms assists businesses by analyzing current processes, identifying inefficiencies, and designing tailored solutions to redefine their operational framework to align with their objectives and supercharge efficiency, maximizing profitability.

[Learn more](#)

### **Target Operating Model (TOM) Service**

Swarms Service offers comprehensive solutions designed to optimize and refine businesses operational structures. Through meticulous analysis and strategic planning, we tailor solutions to align operations with organizational objectives. By leveraging process mapping, technology integration, and change management, we empower clients to achieve their desired operational targets seamlessly.

[Learn more](#)

### **Enterprise Architecture services**

Our Service involves analyzing, designing, and implementing organizational structures to align business objectives with technology solutions. We assess current systems, define future state architectures, and develop strategic plans to optimize efficiency, agility, and innovation. Leveraging Swarms proficiency in TOGAF and BPMN, businesses receive tailored solutions to drive sustainable success.

[Learn more](#)

### **Cloud Architecture**

GetSwarms Cloud Architecture service emphasizes establishing standardized, resilient cloud services to streamline intricate legacy architecture. We prioritize developing business capabilities for long-term utilization of cloud services, employing agile methodologies and leveraging digital platforms. With vast experience in government and supplier collaboration, we offer secure design, delivery, and assurance services, operating across public clouds (AWS, GCP, Azure, OCI) and aiding in service migration.

[Learn more](#)

### **Infrastructure as a Service (IaaS)**

GetSwarms IaaS offers comprehensive support for the development, configuration, and deployment of Infrastructure as a Service (IaaS) solutions aimed at delivering

applications via the cloud. Our suite of services includes provisioning virtual machines, managing storage, and configuring networking elements for our clients. Through remote access via the Internet, organizations can efficiently oversee and control these resources. IaaS streamlines the process of scaling IT infrastructure dynamically, reducing the need for substantial upfront investments in hardware and ongoing maintenance expenses.

[Learn more](#)

### **Software as a Service (SaaS)**

Get Swarms offers Software as a Service (SaaS), covering the entire implementation lifecycle. From initial analysis and cost estimation to design, architecture, development, testing, deployment, and support, our teams collaborate seamlessly. We create customized, robust, secure, and scalable SaaS solutions, tailored to address your business's intricate needs.

[Learn more](#)

### **Multi Cloud Managed Service**

Our Multi-Cloud Managed Service empowers helping UK government organisations support digital services to efficiently manage and optimize their cloud operations across multiple platforms. From optimized performance to enhanced security, Swarms offers holistic management solutions tailored to your unique needs. Scale effortlessly, reduce costs, and stay ahead in today's dynamic digital landscape with our expert guidance.

[Learn more](#)

### **Multi-Cloud Health Check Service**

GetSwarm's conduct a precise evaluation of Cloud Operational Capabilities, emphasizing Multi-Cloud perspectives. Assessing across best practice towers, we collaborate with stakeholders to evaluate current operations and platform utilization against a Multi-Cloud Reference Architecture. Our assessment delivers comprehensive findings and recommendations for implementing a centralized Multi-Cloud Architecture effectively.

[Learn more](#)

### **NoSQL Database services**

Our service offers a flexible approach to storing and handling data, ideal for managing large volumes. Utilizing NoSQL databases such as MongoDB, Cassandra, or Redis, we

ensure effective management of unstructured and semi-structured data. our service provides expert support and assistance with all aspects of NoSQL databases potentially running on cloud-based infrastructure. From database design through to physical build, performance tuning and security optimisation. In-life operations such as upgrades and one-off or regular ETL (Extract, Transform and Load) operations can also be supported.

[Learn more](#)

### **Backup as a Service (BaaS)**

GetSwarm's Backup as a Service (BaaS) delivers a standardized backup solution suitable for standalone use or as a complement to existing on-premise and public/private cloud setups. Our BaaS operates as a managed service, featuring monitoring, alerting, and optional regular backup testing.

[Learn more](#)

### **Microsoft Azure Support**

We offer dedicated Microsoft Azure Support to organisations, ensuring smooth operations of their Azure cloud environments. Our services encompass technical assistance, troubleshooting, performance optimization, security guidance, and cost management. With Get Swarms, organisations can maximize the potential of Azure, focusing on growth and innovation while leaving the technical complexities to the experts.

[Learn more](#)

### **AWS Design and Implementation services**

Our service aids organizations in architecting and executing AWS migration initiatives securely and expansively, ensuring optimal outcomes. We assist in designing, constructing, migrating, and maintaining secure, high-performing, resilient, and efficient infrastructure for applications, scalable over time. Additionally, we facilitate the transformation to a cloud-native service delivery model.

[Learn more](#)

### **AWS security services**

Swarms' AWS Cloud Security service enables organizations to develop and enact a proactive cloud security strategy, empowering them to launch new products and services on Amazon Web Services with confidence. Leveraging extensive experience, including

large-scale critical national infrastructure projects in government, we implement enterprise-level security within AWS. Our DevSecOps engineers and architects offer security assessments and construct assured platform landing zones to establish preventative, detective, and remediation measures within AWS.

[Learn more](#)

### **AWS Cloud Migration Services**

Our service enables the smooth transfer of your operations, data, and applications from on-premises setups to the AWS cloud platform. We offer comprehensive assessment, planning, design, execution, and optimization phases for a seamless migration journey. Leveraging AWS best practices ensures a secure, well-architected, and user-friendly environment. Additionally, AWS Managed Services provide infrastructure management to expedite and automate cloud operations.

[Learn more](#)

### **Microsoft Dynamics 365 CRM service**

Microsoft Dynamics 365 CRM is a cloud-based solution that empowers businesses to manage their customer relationships, sales processes, marketing campaigns, and service engagements effectively. With a comprehensive suite of tools, it fosters customer relationship development, sales acceleration, and superior customer experiences throughout the entire lifecycle. GetSwarm's offer a comprehensive range of consulting and support services for Microsoft Dynamics 365 CRM.

[Learn more](#)

### **Quality Assurance (QA) Services**

At Get Swarms, we provide Quality Assurance (QA) Services to guarantee flawless product performance for businesses. Our skilled professionals use rigorous testing methods, both automated and manual, to detect and resolve any issues. By continuously improving and adhering to industry standards, we enhance client trust, minimize risks, and foster sustainable business expansion.

[Learn more](#)

### **Discovery as a Service (Daas)**



GetSwarm's Discovery as a Service offering enables businesses to uncover concealed insights about their customers—both internal and external—along with their challenges and requirements. This empowers informed decisions for digital transformation initiatives. Our service delivers thorough documentation, facilitating smooth transition to the Alpha phase with comprehensive knowledge transfer.

[Learn more](#)

### **Internet of Things (IoT) service**

We boast a proven history of aiding in the development and roadmap creation of expansive IoT frameworks, encompassing process and policy establishment across business, process, and technical domains. Offering Maturity Assessment and Health Check services, GetSwarm facilitates organizations in seamlessly integrating real-world devices into scalable automated business workflows, leveraging IoT integration's competitive advantages.

[Learn more](#)

### **SAP S/4HANA Services**

Swarms offers comprehensive SAP S/4HANA services covering system implementation, migration, customization, and continuous support. We facilitate a seamless transition to SAP's advanced ERP platform, providing enhanced agility, real-time insights, and streamlined processes. Eviden focuses on automation and cloud-based solutions to drive efficiencies for our customers.

[Learn more](#)

### **Windows 10/11 Enterprise E3 Suite**

GetSwarms is equipped to handle every facet of a comprehensive transition to Windows 10/11, covering the entire transformation journey. Starting with the initial evaluation, followed by planning and analysis, onto design and deployment, and through to pilot testing and migration, we ensure a seamless switch to the operating system built for modern cloud efficiency and enterprise services. Additionally, our support and management services facilitate a smooth adaptation to this new OS environment.

[Learn more](#)

### **Upgrade to Windows 11**

GetSwarm's comprehensive Windows 11 upgrade solution offers assessment, planning, application readiness, data migration, scheduling, rollout, training, and support services. Prior to deployment, our pre-deployment process includes discovery and assessment to comprehend the organization's needs and technical prerequisites.

[Learn more](#)

### **SAP Sales Cloud services**

GetSwarms can provide implementation of SAP Sales Cloud solution which is a comprehensive cloud-based solution designed to streamline and optimize sales processes within organizations. It provides a range of features and functionalities to support sales teams in managing leads, opportunities, and accounts efficiently. The service encompasses consulting and development expertise on SAP Sales cloud.

[Learn more](#)

### **Regression Testing as a Service**

The regression testing service offered by GetSwarms is crafted to guarantee extensive test coverage, resulting in heightened stability of operational code. Our regression testing solutions utilize efficient test automation to minimize overall testing expenses, encompassing regression of both conventional and cloud-based applications.

[Learn more](#)

### **Functional Testing**

GetSwarms provides functional testing services ensuring application functionality verification and validation. Our emphasis lies in validating individual business components and conducting end-to-end verification across all business domains, encompassing digital and non-digital aspects. We facilitate rapid and ongoing functional testing by embracing cutting-edge testing methodologies and tools such as HP QC/ALM, Bugzilla, JIRA, Microsoft Test Manager. We use our risk-based approach, expertise and knowledge to improve functional testing practices.

[Learn more](#)

### **GDPR Audit Service**

GetSwarm's GDPR Audit service aids organizations in upholding GDPR compliance. Our service offers objective evidence for prioritizing remedial actions. Audits are vital for

meeting GDPR's accountability standards. Essential for organizations with privacy frameworks, audits measure compliance, assess risks, offer remediation guidance, and affirm commitment to data protection with certified GDPR practitioners.

[Learn more](#)

### **Agile Project Management**

Our Agile Project Management service provide end-to-end management of cloud projects large and small that are compliant with GDS and other HMG's digital standards. Our Agile project consultants provide strategy, design, implementation, testing hosting and support. our project managers focus on the business outcome – delivering the right results at the right price at the right time. Our team of Project Management has extensive experience of helping clients with the understanding and application of Agile within complex programmes, ensuring that the necessary, iterative and user-centred methods are embedded, followed and coached throughout delivery.

[Learn more](#)

### **Web and Mobile Application Testing**

Our Swarms provide Web and Mobile Application Testing services that encompass a set of processes, methodologies, test procedures, and techniques designed for the thorough and efficient testing of both web and mobile applications. Our dedicated Center of Excellence (CoE) for Application Testing is focused on delivering industry-standard processes, offering flexibility in meeting specific demands, and ensuring scalability at reduced costs.

[Learn more](#)

### **Atlassian Training service**

GetSwarms offers the complete spectrum of Official Atlassian training courses. We deliver training in diverse formats tailored to individuals, teams, and organizations, covering various applications and approaches. Our training curriculum includes courses on Jira, Confluence, Trello, and custom training, among others.

[Learn more](#)

### **Cloud Business Intelligence Services**

We'll lead your organization in navigating the data collection, extract-transform-load processes, data modeling, and dashboard creation to facilitate flexible reporting and business insight on the cloud. A robust and secure business intelligence platform, featuring a user-friendly interface, empowers individuals at every level of your organization to leverage data for informed decision-making.

[Learn more](#)

### **Cloud Health check**

We offer a number of services to review current states of cloud projects and provide guidance on their state, opportunities to improve. GetSwarms will perform a health check on your cloud environment and operations to realise opportunities in performance, spend, agility, security, and maintenance.

[Learn more](#)

### **Cyber Security and Phishing awareness Training**

Employees are given security training anti-phishing training to engage every employee, keep education relevant, and deliver training automatically to those it needs, through industry leading platform which is been consistently ranked as one of the top solutions of the security awareness space and its players. We hope that by providing you with knowledge checks, simulated phishing assaults, and interactive training, we will lessen the number of times you fall for a scam and end up with malware.

[Learn more](#)

### **Cybersecurity Operation Centre (COC) Management and Support with Managed SIEM**

As part of our Cyber Enhanced portfolio, this service monitors an IT estate for potential security breaches and supplies regular reports detailing activity in the IT estate.

GetSwarms provides 24/7 monitoring, alert investigation, containment and response.

Range of Managed Security Service Provider (MSSP) Services covering SIEM management, SOC, Azure Sentinel Management, EMS Management, ATP Management, AlienVault Management, Security Incident Management. All of which can be included in our Security Operations Detection and Response Service.

[Learn more](#)

### **Analytics and Data Science Services**

Our Advanced analytics & Data Science services enable organisations to extract knowledge and hidden insights from structured/unstructured data leveraging cloud-based analytical solutions that deploy Data Science, Machine Learning and cutting-edge Data Visualisation tools and techniques to meet business requirements by identifying and align innovative Cloud solutions and new business models. GetSwarms Healthcare Analytics solution enables healthcare organisation to leverage a deeper understanding of data, identifying patterns and developing predictive capabilities. Accelerating your organisation's Digital Maturity through innovation.

[Learn more](#)

### **Oracle ERP Implementation and Support**

Our Swarms provide a wide range of Oracle ERP products, such as Financials Cloud, PPM Cloud, Procurement Cloud, Accounting Hub Cloud, Fusion, PeopleSoft, and JD Edwards EnterpriseOne. We provide the capacity of connecting Oracle Fusion Accounting Hub (FAH) with the Customer's current eBusiness. Our Services include end to end implementation. It includes requirement gathering to business process designing, Configuration, Data Migration, Training, User Acceptance Testing and Support.

[Learn more](#)

### **NCSC IT Health CHECK/Penetration Testing service**

We offer a range of different penetration testing services from internal, external (infrastructure), Web Application, Mobile Application, Code Review, VPN, Wireless, Build Review, Database Review and Operational Technology (OT)/IoT Testing. Our swarms follow government standard testing documentation such as Pentest Scoping document. SRA and RTP to ensure organisations understand the risks vulnerabilities pose and highlight the true business impact if these were exploited.

[Learn more](#)

### **Performance Testing Services**

Our Swarms provide Performance Testing service that offers the capability to ascertain application behavior under load, analysing its peak performance and scalability levels. We have experience with all the latest performance testing and monitoring tools across a range of technologies. Our performance testing helps pinpoint the specific issues with the underlying system and the code that are causing the failure.

[Learn more](#)

### **Scaled Agile (SAFe)**

Scaled Agile Framework (SAFe) implementation involves adopting a structured approach to agile development at an enterprise level. Our Scaled Agile (SAFe) team provide strategy, design, implementation and support throughout the cloud project including best-practice Scaled Agile (SAFe) advice. We will emphasize alignment, collaboration, and synchronization across multiple teams, enabling organizations to scale agile principles effectively. SAFe provides guidance on roles, ceremonies, and processes to achieve agility in large, complex environments.

[Learn more](#)

### **Programmes and Project Assurance Services**

Our project assurance and validation services provide an objective independent assessment of the status key IT related projects/programmes. Programme Assurance feature in GetSwarms may be run either continuously or periodically to track progress toward goals, identify issues, and ensure that deliveries are as expected.

[Learn more](#)

### **Project Support Office Services**

Project Support Office (PSO) services are cost effective solutions for the support and co-ordination of projects and programmes. Operating within an Agile, cloud-based environment, Cloud Project Support Office Services are able to act as a feeder cell into the Project Management Office. We provide a holistic, complete range of project and programme support, including technical project management, acceptance and assurance, and all aspects of delivery to enable and support successful service outcomes.

[Learn more](#)

### **Threat and Risk Assessment**

Our Cyber Threat and Risk Assessment service is the ideal mechanism to take a high-level view across the business to identify and prioritise the key risks to your information. Our Risk Assessment professionals have deep industry knowledge and provide the most cost effective and pragmatic approach, based on industry best practice, proven risk assessment methodologies and recognised experience. We have experienced CCP

accredited Consultancy team support clients from Defence, Government, Private Sector, Critical National Infrastructure and Charities in the UK and abroad.

[Learn more](#)

### **Robotic Process Automation Services (RPA)**

By eliminating the need for humans to do repetitive operations, RPA frees up workers to concentrate on higher-value activities. Repetitive process automation (RPA) automates routine tasks, operates independently, and complies with predefined business requirements. Get Swarm's RPA service delivers a cost-effective, robust and scalable solution in the cloud based.

[Learn more](#)

### **Security Architecture service**

Our Security Architect consultancy service provides professional, knowledgeable, skilled, and experienced Security Architect (s). We provide security design and information assurance to HMG / NCSC standards throughout the project delivery lifecycle for Public, Hybrid, and Private cloud capability. We provide an agile-delivery approach, consisting of preventive, detective and corrective controls that will be implemented to protect the enterprise security posture.

[Learn more](#)

### **Software Testing service**

Our Swarms provide Functional and non-functional testing, including performance testing and test automation. Our testing process ensures the software system is defect-free. It provides users with independent information about the quality of software and a risk-based assessment. It's a process to evaluate the functionality of a software application to find whether the developed software meets the designated requisite standards. Provision of test cases, plans and testing strategy. Provide on-site and off-site testing resources. Support all major testing tools.

[Learn more](#)

### **Technical Architecture Service**

Our Technical Architecture services establish a technology strategy and roadmap aligned to a client's defined business goals. We evaluate and mitigate risk to develop robust,

resilient and scalable solutions. Our Services, are tailored to you, ensuring high performance, availability, resilience, recoverability, scalability, security and serviceability for your business.

[Learn more](#)

### **Third-Party (Supplier) & Partner Assurance**

A thorough examination of your Supplier Management procedures, encompassing both internal and external partners, with a focus on assessing their security and data protection practices. Our approach involves a systematic evaluation of mission-critical, key, and influential entities, ensuring they have policies and controls in place to mitigate security risks and comply to NCSC standards. Obtaining reasonable levels of assurance that policies are followed in practice. ensuring you can have confidence in the resilience and security capabilities of your suppliers and supply chain.

[Learn more](#)

### **User Acceptance testing services**

It is possible to utilise UAT services to check whether an organization's procedures are up to par and meet all regulations by using a third-party service provider. Managed services, as well as guidance and support, are included. We work closely with clients to ensure successful adoption of Cloud services - aligned to their business goals/priorities, using best-in-class techniques/structured models including UAT Strategy, planning, execution and reporting.

[Learn more](#)

### **Website Health check (ITH)**

With a track record spanning over fifteen years, we have expertise in constructing prominent platforms for major global brands. We possess the capability to evaluate your site's performance, security, and scalability, and, crucially, assist you in implementing these enhancements.

[Learn more](#)

### **Application Performance Management service**

GetSwarm's Cloud application performance management service proactively monitors application performance. provides the resources and technical capability



for detecting, diagnosing, and resolving intricate application performance issues to ensure a positive end-user experience. Utilising before and after performance metrics, along with real-time application activity overviews, we help you proactively manage critical business applications.

[Learn more](#)

### **Database Migration and Upgrade Service**

GetSwarm's data migration and database upgrade services offer economical migration of data to or between cloud-based platforms. Our service ensures seamless upgrading of underlying cloud database platforms while preserving service levels. These vendor-neutral services support all major data platforms.

[Learn more](#)

### **HCM Cloud Implementation Services**

GetSwarms Implementation Services is a custom-designed Cloud Methodology meticulously crafted to streamline the swift deployment of Oracle Cloud Applications such as HCM, Benefits, Payroll, Talent, Learning Management, Compensation, Performance Management, Taleo Recruitment, Taleo Learn as Software as a Service.

[Learn more](#)

### **Alpha Services for Cloud**

GetSwarms' Beta service refines and enhances the solution developed during the Alpha phase, guaranteeing its readiness for launch. By building on Alpha's outputs, we ensure they adhere to accessibility standards and successfully pass service assessments. Our expertise lies in providing cost-efficient, continuous Beta iterations that consistently meet user demands, delivering significant value promptly and frequently.

[Learn more](#)



# PROCESS METHODOLOGY

Our services aid customers in efficiently and meticulously planning and migrating their systems, applications, and data from existing on-premises environments to the cloud—whether private, public, or hybrid, whether on-premises or hosted. Throughout the planning phase, GetSwarms leverages our expert in-house Swarms to thoroughly assess, analyze, and document existing environments, offering guidance on elements ready for the cloud and identifying areas requiring attention prior to migration. We collaborate closely with our customers to determine suitable solutions aligned with current organizational objectives, capable of scaling according to needs. A primary objective of this planning process is to minimize the risk of downtime and data loss during future migrations. Following the planning phase, we develop controlled, step-by-step cloud implementation and migration plans, ensuring each phase instills confidence that apps, data, and infrastructure will transition securely and seamlessly.

## Setup and Migration

We establish robust engagement with stakeholder groups, setting up a transparent communication schedule to guide and shape our delivery models while fostering a partnership approach from day one. Initially, we conduct comprehensive cloud readiness assessments with clients to understand business, technology, and user requirements. Through a structured communication program, we collaborate with client stakeholders tasked with executing our implementation and delivery programs, supporting ongoing innovation to craft a customized roadmap guiding delivery throughout the project or program lifecycle. While we follow a clear methodology, roadmaps are developed in consultation with client stakeholders to ensure alignment with requirements and organizational objectives.

Our project or program roadmap enables us to define a rigorous project implementation plan with well-defined, streamlined processes to support all cloud activities at each stage of delivery. Recognizing the importance of continuous improvement, we understand that as key deliverables become standard, we must persistently challenge the status quo, collaborating closely with clients to prevent service stagnation.

To ensure effective management of our service from the outset, we align subject matter experts with individual workstreams, collaborating with stakeholders during update

sessions and meetings to formally agree on strategy and address any issues as they arise. Our delivery team conducts regular internal checkpoints, focusing on tracking the progress of each workstream area of focus.

## **Continuous Improvement**

Recognizing the significance of continuous improvement and innovation, we prioritize enhancing and optimizing delivery and service excellence for our clients over the short, medium, and long term. To ensure the success of our contracts, we understand the importance of integrating lessons learned at each stage of the contract period. GetSwarms acknowledges the necessity of providing clear and documented actions for improvement opportunities identified.

We value both quantitative and qualitative feedback in assessing our performance. Expected performance levels, where measurable key metrics can be recorded, are discussed and refined post-contract award, and established as Key Performance Indicators (KPIs). These KPIs are incorporated into our jointly agreed Service Level Agreement (SLA), thereby driving expected performance from the outset. Continual measurement of performance against all agreed metrics is conducted, with a detailed Management Information report formally presented as part of the agenda for formal service reviews and update sessions.

Throughout all our Cloud projects and programs, we collaborate with clients to monitor and measure the quality of our service, adapting our delivery structure as necessary to ensure consistent achievement of continuous improvement.

## **Disaster Recovery and Business Continuity**

GetSwarms maintains a comprehensive Business Continuity Management System (BCMS) encompassing all structures and procedures for responding to crises or incidents. Within the BCMS are Business Impact Assessments (BIAs), internal Business Recovery Plans (BRPs), and Client Onsite Business Recovery Plans (COBRPs). In collaboration with our clients, we develop and agree upon a Client Onsite Business Recovery Plan (COBRP) that can be promptly activated following a crisis event affecting onsite service provision.

The COBRP guarantees that GetSwarms possesses sufficient infrastructure and provisions to respond effectively to a crisis event. It enables us to:

- Ensure the continuity of critical business functions for both our company and clients.
- Identify the essential resources required to sustain critical functions.
- Facilitate a seamless transition from normal to alternative modes of operation.
- Provide full support throughout all phases of business resumption.
- Adhere to the principles outlined in ISO22301.

Recognizing the uniqueness of each contract or account, we collaborate with our clients to establish specific recovery plans as needed. It is integral to our approach to ensure that the COBRP aligns with the client's approach and plans for Business Continuity.

## SERVICE SUPPORT

GetSwarms offers continuous support to our clients for buyer hosting or software, whether developed in-house or provided by a third-party organization. We provide access to 1st-3rd line support through dedicated service desks, available during standard 09:00–17:30 hours or 24/7 as needed. All operators are based in the UK and undergo vetting processes relevant to client requirements.

Additional email or online ticketing support is available at an extra cost. Response times vary depending on the priority of the ticket, ranging from 1 hour to 24 hours excluding bank holidays, tailored to individual client needs.

Online ticketing support accessibility	WCAG 2.1 AAA
Phone support is available:	24 hours, 7 days a week
Web chat support is available	24 hours, 7 days a week
Web chat support accessibility standard	WCAG 2.1 AAA
Web chat accessibility testing	All our software undergoes accessibility testing in accordance with our global equality and diversity standards. This testing encompasses additional features tailored for users

	with sight or hearing impairments, ensuring inclusivity and usability for all.
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## Training

Our training programs are tailored to individual needs, typically comprising a mix of in-person sessions and online training, accessible to all users but customized to their specific roles. Our online programs offer a variety of elements such as activities, training resources, webinars, and instructional videos. Detailed documentation is readily accessible online.

Additionally, we can assist client stakeholders in delivering formal training sessions through webinars or coordinated classroom training. If on-the-job and floor walking (user) activity training is necessary, we have the capability and capacity to support this provision.

## Ongoing Support

Throughout all our Cloud Services, GetSwarms provides comprehensive end-to-end training covering all aspects of the services we offer, including:

- Buyer hosting or software
- Hosting or software provided by our organization.
- Hosting or software provided by a third-party organization.
- Explanation of how the support service operates.

We employ robust, industry standard ITIL service management across all our engagements, ensuring rigorous maintenance of delivery and engagement quality. Each customer is assigned a dedicated service delivery manager as the primary point of contact in case of any issues. Our in-house expert consultants are also available to address any uncategorized service faults or irregular failures once the environment is live. Prior to the go-live phase, our team is always accessible and actively resolves any faults as they arise.

To complement our service, we offer a dedicated cloud self-service portal that allows you to log and track incidents from any location or device. This portal includes dynamic dashboards and a customer-centric knowledge base, facilitating rapid resolution of common issues. Our support services are flexible and scalable, enabling buyers to adapt quickly to market changes. We provide both standard and customized Service Level Agreements (SLAs), delivering KPI-driven operational reporting through GetSwarms online ITSM portal and interactive service dashboards.

## SERVICE LEVELS

We implement a strategic method in developing service levels, identifying target performance levels and timelines, and continually refining them based on measurable service metrics to ensure transparency throughout the entire service experience. Targets in areas where key metrics can be quantified are designated as Key Performance Indicators (KPIs), which are then integrated into any finalized SLA to ensure expected performance standards are established from the beginning.

In addition to defining delivery specific KPIs, we also establish strategic goals and targets aligned with client procurement objectives, thereby fostering contract enhancements and efficiencies throughout the project or program lifecycle.

Our service operation is built to ensure the rapid scaling of operations in line with client demand, operating a 24/7 facility for clients demanding 'around the clock' and 'follow the sun' services.

Operating hours	9-5, Mon-Fri
Enhanced Service	9-5, 7 days a week
Premium Service 24/7	P1 IRT (Initial Response Time) 15mins, 4-hour fix P2 IRT (Initial Response Time) 30mins, 8-hour fix P3 IRT (Initial Response Time) 45mins one business day fix P4 Service/Change Requests Only IRT (Initial Response Time) 1 hour

## Contract Terminations

GetSwarms collaborates with our clients to customize our standard terms and conditions to align with the unique requirements of each client organization. Our terms and conditions are specifically tailored to accommodate the nature of the project or service engagement, ensuring complete adaptability in accordance with client service objectives. Specific terms related to contract termination clauses are negotiated and finalized following contract award, ensuring mutual agreement and clarity.

## Pricing

The price of our services is contingent upon customer requirements, with these factors exerting significant influence on the overall pricing structure. GetSwarms offers various managed services models, including pricing based on factors such as per device, per user, and fixed monthly rates. Each customer is assigned a dedicated service management representative to oversee the service and facilitate ongoing continual service improvement.

Check out our Rate Card and SFIA attached to the service you're interested in.



# CONTACT US

If you're interested in discovering how GetSwarms Ltd can assist with your cloud needs, feel free to reach out to us via email at [hello@GetSwarms.com](mailto:hello@GetSwarms.com). Alternatively, you can contact our operations Director, who will gladly provide guidance on the most suitable solution to fulfil your requirements:

**Amit Jain**

Director

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Ealing, UB5 6LJ

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