

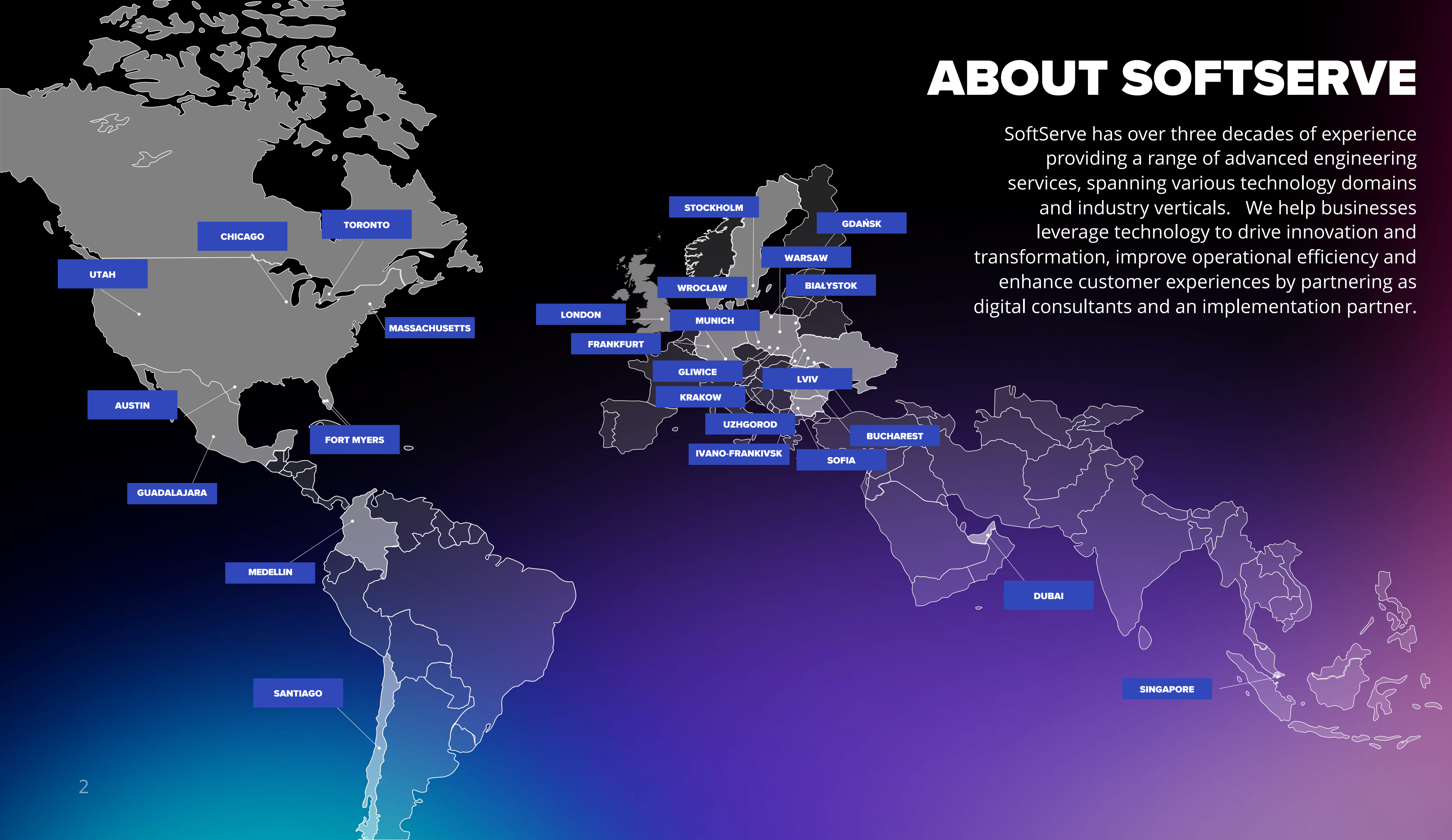
softserve

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ABOUT SOFTSERVE

SoftServe has over three decades of experience providing a range of advanced engineering services, spanning various technology domains and industry verticals. We help businesses leverage technology to drive innovation and transformation, improve operational efficiency and enhance customer experiences by partnering as digital consultants and an implementation partner.



OUR VALUES & MISSION

For over 30 years, we have been providing top-tier technology solutions. Our success in delivering sophisticated enterprise software stems from our integration of engineering expertise, cutting-edge technology, user-centric design, and a highly collaborative approach. At the heart of our business is our commitment to building strong relationships.

Our transparency and integrity have earned us the trust of our clients. We stand out due to the exceptional quality of our work, the vibrant culture we foster, and the resilience demonstrated by our team.

We pride ourselves on our straightforward approach in all our endeavours. Our agility, dedication to excellence in technology, and unwavering focus on delivering results enable us to thrive in challenging and intricate settings.

Our ability to remain flexible, combined with a staunch commitment to outstanding technical performance and a laser focus on achieving specific outcomes, consistently allows us to accomplish what others might not.

OUR MISSION IS TO

Enable talented people to change the world.



Trust

We cultivate an environment where trust thrives because of honesty, transparency, and mutual respect.



Teamwork

We value collaborative teamwork because it advances the success achieved by strong relationships and a sense of belonging.



Growth

We nurture growth, learning, and curiosity within our teams.



Innovation

We achieve technical excellence by fearlessly embracing the challenge to experiment and innovate.



Willingness to help

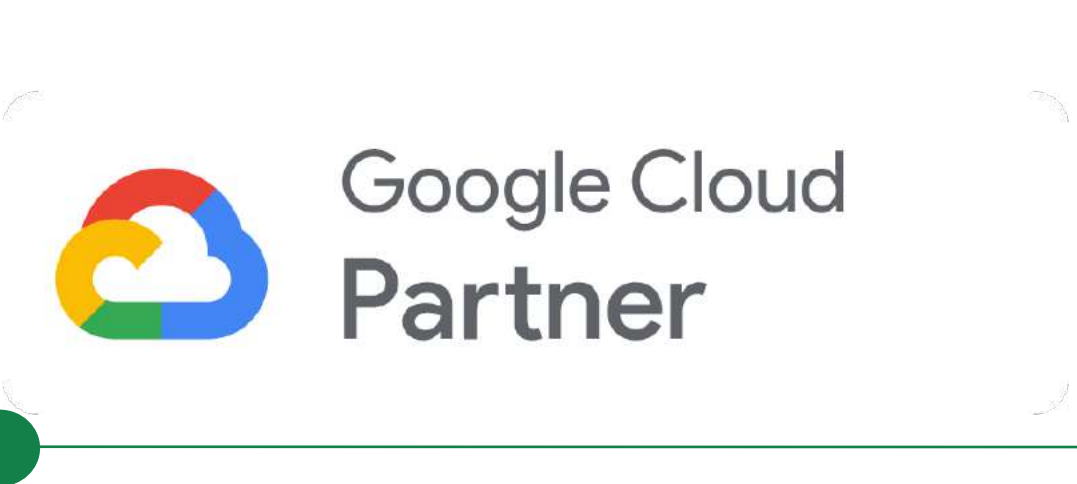
We are community builders. Our willingness to help is at the heart of what we do.



Exceed expectations

We go the extra mile, measuring our success by exceeding expectations.

PARTNERSHIPS



GOOGLE CLOUD PARTNER

5 SPECIALISATIONS

- Infrastructure
- Security
- Data & Analytics
- Machine Learning
- IoT

37 EXPERTISE

CERTIFICATION

- 230+ GCP certified
- Hundreds under study
- 20 Apigee certified
- **3 Anthos fellows**



PREMIER TIER SERVICES PARTNER

9 COMPETENCIES

- Migration
- DevOps
- SaaS
- Data and Analytics
- Machine Learning
- Retail
- Healthcare
- Financial Services
- Energy

PROGRAMS

- Immersion Day Program
- Well-Architected Program

CERTIFICATIONS

- 500+ Aws certified
- Hundreds under study
- **2 AWS ambassadors**



SOLUTIONS PARTNER

SOLUTIONS AREA

- Data & AI
- Digital & App Innovation
- Infrastructure

ADVANCED SPECIALISATIONS

- Kubernetes on Azure

PROGRAMS

- ECIF
- AMMP
- AAAP
- Solution Assessment Partner (UAE Only)
- 13 Co-sell Marketplace Offerings

MICROSOFT PRACTICE

- 1 200+ Microsoft Certified professionals
- 150+ Azure Certified professionals
- **2 Microsoft MVPs**



ELITE PARTNER

OMNIVERSE COMPETENCY

Industrial solutions, developing connectors, extensions, Isaac Sim robotic simulation, CloudXR, and heavy focus around Digital Twins

USING GPUS IN THE CLOUD

The highest level of partnerships with AWS, GCP, Azure, and VMware

LAUNCH PARTNER FOR AI ENTERPRISES

EMBEDDED EDGE COMPETENCY

70+ People experienced in NVIDIA stack and Professional Services as an Elite SDP

500+ Experts in Big Data, AI/ML, Robotics, IoT, AR/VR, and R&D

QUALIFICATIONS AND CREDENTIALS

CISCO CYBERSECURITY EXPERTS

Over 300 engineers imbedded in Cisco's premier cybersecurity research group focusing on the industry leading AI/ML tools and Threat Intelligence as a Service.

OFFENSIVE SECURITY CERTIFIED PROFESSIONAL

Professionals who have mastered a comprehensive and practical understanding of the penetration testing process.

CERTIFIED CLOUD SECURITY EXPERTS

Engineering professionals certified in Amazon Web Services, Microsoft Azure, and Google Cloud Platform.

CERTIFIED ISO

ISO 27001 - Official recognition of high security standards and a commitment to staying at the forefront of security and data protection best practices.

ISO 20000 - An international standard defining the requirements of the quality management system for IT services. This certification indicates the high maturity level of our IT processes.

ISO 13485 (since 2019) - This certification requires companies to have established Quality Management Systems with the focus towards medical devices development.

OFFENSIVE SECURITY CERTIFIED EXPERT

Experts who have mastered advanced offensive security techniques.



CERTIFIED PAYMENT CARD INDUSTRY PROFESSIONALS

Experts who gained knowledge of the PCI standards and how the requirements may be applied to organisations.

HIPPA CERTIFIED

SoftServe adheres to and fully complies with all HIPAA privacy requirements.

GDPR EXPERTISE

Experts at General Data Protection Regulation compliance and instituting data protection by default.








CERTIFIED ETHICAL HACKERS








Our Center of Excellence organisation includes experts who look for weaknesses and vulnerabilities in systems and use the same knowledge and tools as a malicious hacker.








CYBER ESSENTIALS CERTIFIED








UK Government backed set of basic technical controls organisations should have in place to protect themselves against common online security threats.








OUR EXTENDED PARTNERSHIPS
































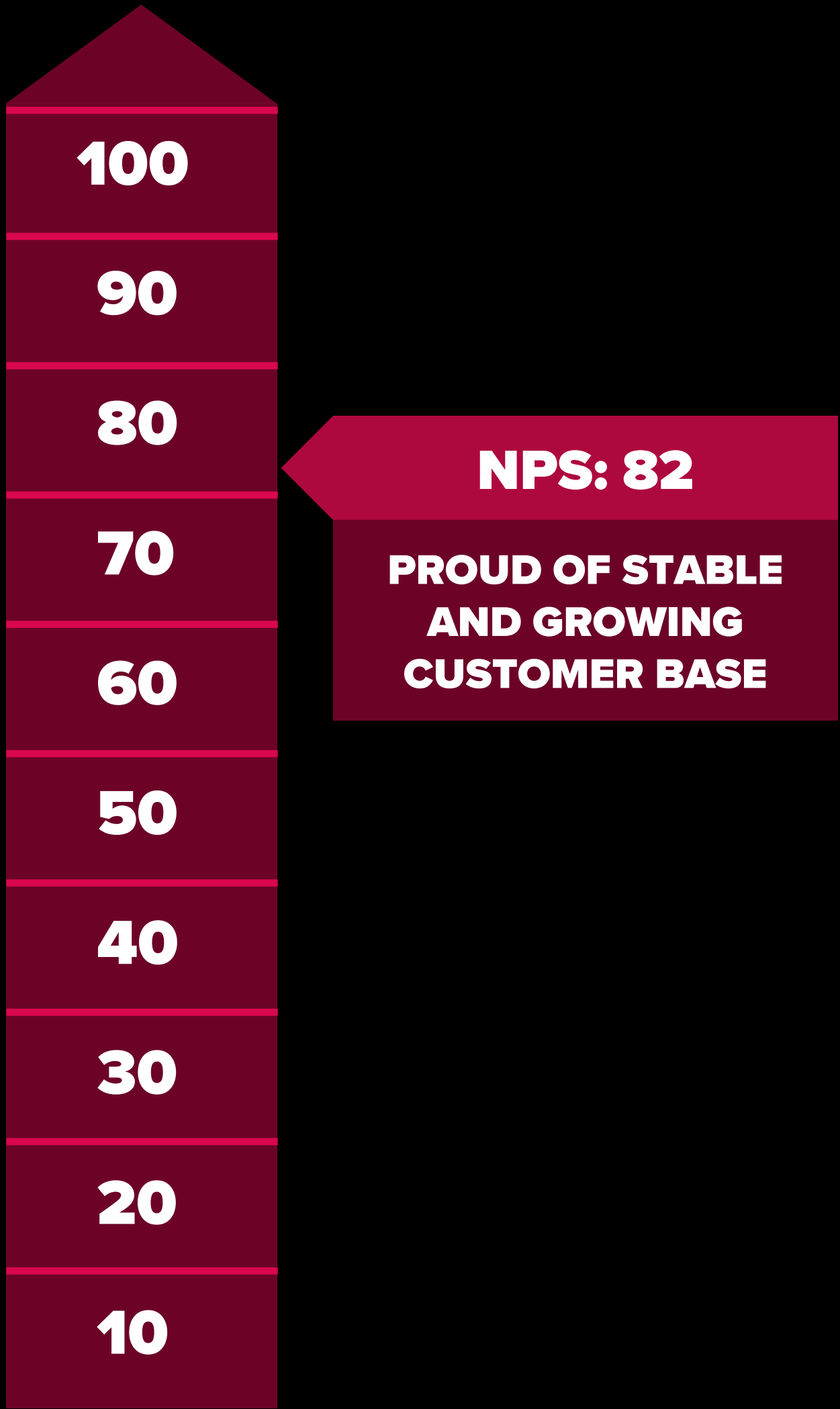




AWARDS AND RECOGNITION



CLIENTS' FEEDBACK



"SoftServe's team has the highest level of security expertise. After security assessment and finding critical vulnerabilities, we decided to continue our collaboration to mitigate the risks. We are confident in our partner and strongly recommend to work with SoftServe."

ALEXANDER SHEVCHUK

IT Manager
Shell Retail



"We needed a sophisticated and innovative team who could meet the challenge of developing both hardware and software for this complex project, and SoftServe UGE fully exceeded our expectations. The resulting Panasonic Smart Cloud Climate Control system paves the way for more innovative solutions as we expand into new markets and work with SoftServe on bringing the future into our customers' everyday lives."

JOSE ALVES

Head of Marketing
Heating and Cooling Systems
Panasonic Appliance Air-Conditioning
Europe



"We knew that we needed a very experienced and strong team of technology experts, who are both analytical and innovative. We were happy to find this partnership with SoftServe. SoftServe's active participation and partnership approach towards this project, whereby OBH supported SoftServe's technical delivery with specifications and research on outcomes measurement, has made the difference between an app which merely 'does the job,' and one which is able to be sustainably deployed as a routine health tracking innovation."

DR. NASRIN HAFEZPARAST

CTO and Co-Founder
Outcomes Based Healthcare



SOFTSERVE UNIVERSITY

ENSURES QUALIFICATION OF OUR ASSOCIATES

GLOBAL RECOGNITION

2022 BRANDON HALL GROUP EXCELLENCE IN LEADERSHIP DEVELOPMENT AWARD

Delivery Directors Leadership Program has been globally recognised with one of the most well-known awards in talent development.

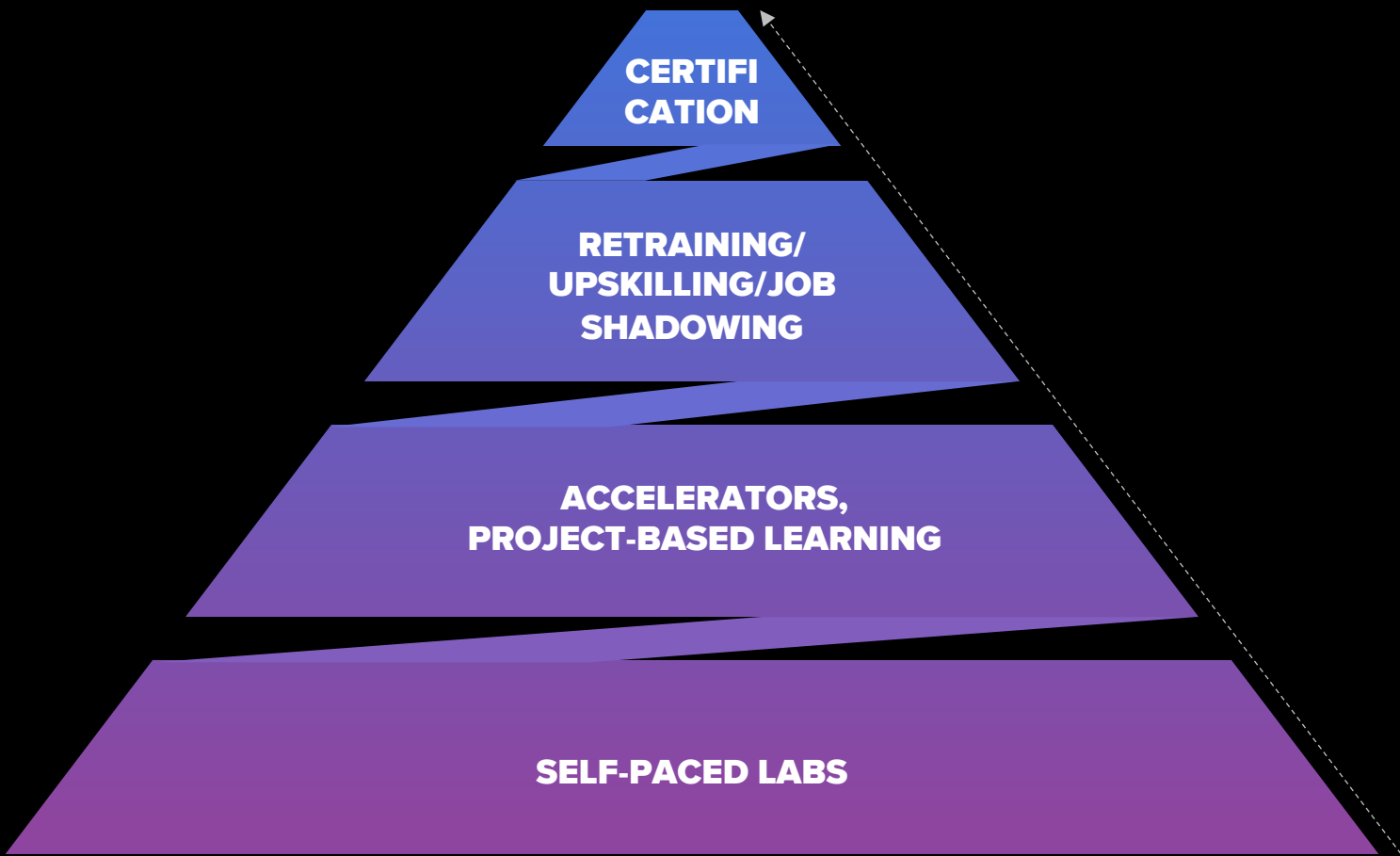
EXCELLENCE IN PRACTICE AWARD 2023 BY ASSOCIATION OF TALENT DEVELOPMENT

The Transformation of the Learning Function was globally recognised by ATD in December 2022. This change has brought an instant boost to associates' performance, increased the capability of delivering better outcomes at work, bringing more value to the clients.

SEVEN TRAINING DIRECTIONS

BUSINESS & MANAGEMENT	TECHNOLOGY & DEVELOPMENT	PERSONAL EFFECTIVENESS & LEADERSHIP	LANGUAGE & CROSS-CULTURE COMMUNICATION
CERTIFICATION	PROJECT & PROGRAM MANAGEMENT	BUSINESS ANALYSIS & PRODUCT MANAGEMENT	

LEARNING FORMATS TO SUIT DIFFERENT NEEDS



82
NPS

13 870
Unique learners

401 000+
Total training hours

11 300+
Learning solutions

CORPORATE SOCIAL RESPONSIBILITY

CHARITY FUND **OPEN EYES** | **DEI** | PRO BONO PROGRAM **OPEN TECH**

OUR SUSTAINABILITY ECOSYSTEM

VOLUNTEERING & CHARITY

Creating positive changes in our communities

ENVIRONMENT

Addressing global and local environmental challenges

DIVERSITY, EQUITY & INCLUSION

Providing equal opportunities and an inclusive corporate culture

IT EDUCATION

Enabling major changes in educational approaches to talent development

WELL-BEING

Creating comfortable and healthy working environments

OPEN EYES CORPORATE CHARITY FUND

Driving charitable projects to help those in need

COMMUNITIES

Supporting the development of tech communities

DEI



OPEN EYES



HUMANITARIAN AID

327

tons of humanitarian aid collected



IT EQUIPMENT

5,800+

items of IT equipment shipped



PROTECTION FOR DEFENDERS

15,673

Items of personal protection for defenders



WORK WITH MEDICAL INSTITUTIONS

24,282

medicine packages delivered



COOPERATION WITH NGOS

57

partners worldwide

A SELECTION OF OUR CUSTOMERS



Nordea

illi zilliant

cloudera



Deutsche Bank

Panasonic



logitech



LIEBHERR



P I M C O

OUR SERVICES

TECHNOLOGY & ENGINEERING

- [Advanced Technology Services](#)
- [API Development and Integration](#)
- [Cloud-native Application Development](#)
- [Container Management](#)
- [Continuous Delivery and Integration](#)
- [DevOps Services](#)
- [Identity and Access Management](#)
- [Mobile Application Development](#)
- [Site Reliability Engineering](#)
- [Software Application Modernisation](#)
- [Testing Services](#)
- [Web Development Services](#)

CLOUD & PLATFORM

- [Cloud Architecture Design Services](#)
- [Cloud Landing Zone](#)
- [Cloud Maturity Assessment](#)
- [Cloud Migration Services](#)
- [Cloud Platform Delivery](#)
- [Cloud Proof of Concept Services](#)
- [Cloud Software Development Services](#)
- [AWS Well-Architected Framework Assessment](#)
- [Azure Well-Architected Framework Assessment](#)
- [GCP Well-Architected Framework Assessment](#)

DATA & AI

- [Artificial Intelligence and Machine Learning](#)
- [BI and Data Visualisation Services](#)
- [Conversational Artificial Intelligence Accelerator](#)
- [Data as a Service](#)
- [Data Governance Service](#)
- [Data Maturity Assessment](#)
- [Data Operating Model](#)
- [DataOps Services](#)
- [Data Platform and Architecture Services](#)
- [Data Strategy](#)
- [Analytics](#)
- [Intelligent Products](#)
- [IoT Services](#)
- [Natural Language Processing Services](#)
- [Generative AI](#)

DESIGN

- [Accessibility Services](#)
- [Content Design and Strategy](#)
- [Conversational Design](#)
- [User Experience and Product Design](#)
- [User Research](#)

STRATEGY & CONSULTING

- [CIO Advisory](#)
- [Cloud Strategy](#)
- [Enterprise Architecture](#)
- [IT Strategy](#)
- [Strategic Advisory](#)
- [Sustainability Strategy](#)
- [Technology Assessment](#)

MANAGED SERVICES

- [Cloud Modern Managed Services](#)
- [Managed Applications](#)
- [Managed Data Platforms](#)
- [Managed Service Desk](#)
- [Managed Atlassian Services](#)
- [Managed Salesforce Services](#)

CYBER SECURITY

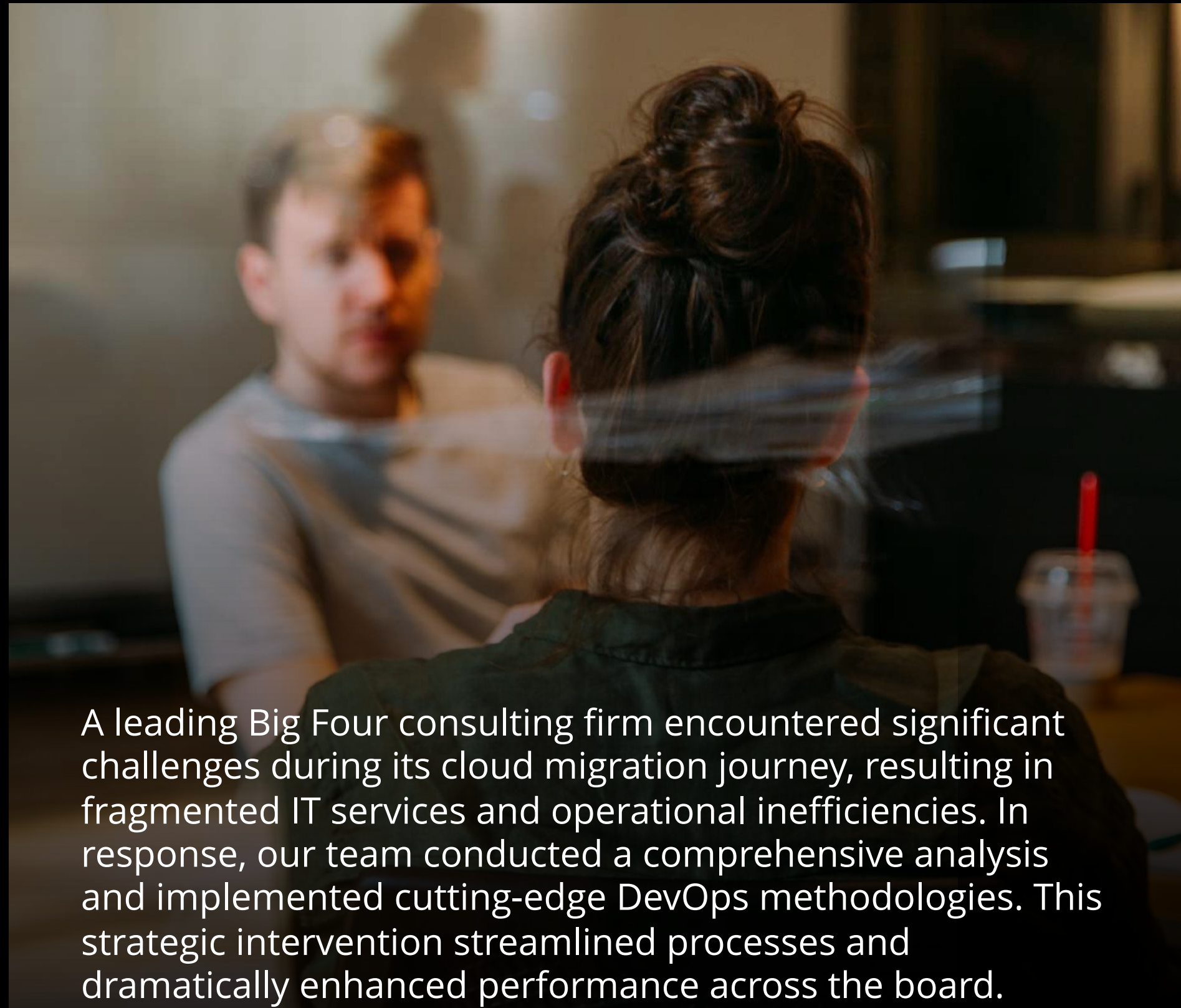
- [Cloud Readiness Assessment](#)
- [Cloud Security Assessment](#)
- [Manual Penetration testing](#)
- [Automated Penetration testing \(DAST\)](#)
- [Manual and Automated Source Code review \(SAST\)](#)
- [Secure Cloud Landing Zone](#)

DIGITAL TRANSFORMATION

- [Alpha](#)
- [Digital Transformation](#)
- [Beta](#)
- [Digital Twin](#)
- [Accelerated Innovation](#)
- [Citizen Experience Strategy and Design](#)
- [Discovery](#)
- [Low Code](#)
- [Digital Strategy](#)
- [Power Platform](#)
- [Robotic Process & Intelligent Automation](#)

TECHNOLOGY & ENGINEERING

CASE STUDIES



A leading Big Four consulting firm encountered significant challenges during its cloud migration journey, resulting in fragmented IT services and operational inefficiencies. In response, our team conducted a comprehensive analysis and implemented cutting-edge DevOps methodologies. This strategic intervention streamlined processes and dramatically enhanced performance across the board.

The results were transformative: Accelerated deployment times, maximised resource efficiency, and bolstered confidence in IT operations, marking a significant turning point. These pivotal improvements are now driving the firm towards sustained success in a dynamic and competitive business environment.



Our client embarked on a transformative digital journey, migrating to cloud-based solutions to lay the foundation for a robust architecture that facilitates cross-brand feature sharing. By optimising their API layer and leveraging AWS, we have developed reusable APIs that not only boost performance but also reduce operational costs.

This strategic approach has enabled rapid deployment of new features and seamless scalability across different markets. Our comprehensive API monitoring also ensures that companies gain invaluable insights, enhancing decision-making and driving continued growth in a competitive landscape.



ABOUT

SoftServe's advanced technology services enable clients to leverage cutting-edge technologies with speed and flexibility. Our comprehensive suite of offerings encompasses the entire technology lifecycle, from assessing current capabilities and defining strategic direction to prototyping and bringing services to production using the latest advancements. We innovate with technology to enhance outcomes for users, ensuring that our clients stay ahead of the curve and achieve their business objectives efficiently

[BACK TO OUR SERVICES](#)

ADVANCED TECHNOLOGY SERVICES

SERVICE FEATURES

- Conduct executive workshops to identify opportunities for advanced technology implementation.
- Perform maturity and readiness assessments, develop strategies, roadmaps, and operating models.
- Organise hackathons involving client staff and expert engineers.
- Facilitate innovation sprints for idea generation, validation, and backlog prioritisation.
- Manage delivery from the Discovery phase to Live production launch.
- Explore the potential of cognitive AI to enhance human decision-making processes.
- Investigate the benefits of IoT and Digital Twin technologies for your organisation.
- Conduct experiments with advanced user interfaces, including virtual, augmented, and mixed reality.
- Gain understanding of Blockchain and Distributed Ledger Technologies (DLT).
- Provide support for independent technology and vendor selection.

SERVICE BENEFITS

- Clarify understanding for precise application of advanced technology
- Implement cutting-edge technology from conception to live deployment
- Advocate advanced technologies to executives through tangible examples and prototypes
- Utilise data-driven approaches to transition from subjective opinions to factual insights
- Embrace experimentation and rapid iteration, advancing ideas with optimal outcomes
- Achieve cost-effective outcomes with our established product launch methodology
- Explore technology solutions centered around user needs
- Adopt lean, agile delivery methods to enhance confidence with increasing investment
- Enhance staff expertise through collaborative ideation, design, and delivery processes





ABOUT

SoftServe's API Development and Integration service is dedicated to supporting the formulation and execution of comprehensive strategies. Leveraging industry best practices, we meticulously design, develop, test, and support delivery across diverse scenarios, including on-premise package integration, cloud-native application delivery, and highly-scalable micro-service architecture. Our expertise extends to building and integrating APIs across all major cloud platforms, ensuring seamless connectivity and optimized performance for our clients' systems and applications..

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API DEVELOPMENT AND INTEGRATION

SERVICE FEATURES

- Define and establish a clear vision and strategy for API development and integration.
- Create APIs from scratch or extend existing services to meet specific requirements.
- Evaluate the maturity of current architectural structures and engineering practices, offering recommendations and a roadmap for improvement.
- Employ Agile and DevOps methodologies to ensure rapid development cycles and efficient deliver of API solutions.
- Utilise automation tools to streamline the build, testing, and deployment processes, ensuring greater reliability and confidence in the final product.
- Generate industry-standard OpenAPI (Swagger) documentation to enhance understanding and ease of use for developers.
- Seamlessly integrate APIs with gateways and implement robust authentication mechanisms such as OAuth and OpenID Connect.
- Design APIs with appropriate resilience, scalability, performance, and security measures to meet the demands of modern applications.
- Benefit from the expertise of engineers with extensive experience in both the public and private sectors.
- Embrace a technology-agnostic mindset, supporting various platforms and languages including Java, .NET, NodeJS, TypeScript, AWS, Azure, and GraphQL.

SERVICE BENEFITS

- "•Develop resilient, easy-to-maintain APIs that minimise total cost of ownership.
- Ensure services can scale efficiently to meet demand without inflating costs.
- Implement secure, rigorously tested APIs with continuous performance and usage monitoring.
- Adopt regular release cycles to quickly deliver value and gather user feedback.
- Achieve high software quality through automated processes, reducing the likelihood of human error.
- Mitigate integration challenges through robust testing methodologies like contract-based testing.
- Identify and address recurring operational costs and service risks to optimise efficiency.
- Leverage extensive experience in software delivery within the public sector and adherence to GDS standards.
- Utilise multi-disciplinary teams capable of seamless collaboration with your own staff.
- Foster skill enhancement within your existing teams through effective knowledge sharing initiatives."



ABOUT

SoftServe's Cloud Native Application Development service is a leader in building and deploying applications across all major cloud platforms, including single-cloud and multi-cloud/hybrid environments. Specializing in integrating containers, hybrid-cloud apps, and architectures with advanced tools, we ensure exceptional user experience, top performance, reliability, and robust security in every application.

[BACK TO OUR SERVICES](#)

CLOUD-NATIVE APPLICATION DEVELOPMENT

SERVICE FEATURES

- "Design and implement applications as modular, independently deployable services for agility and scalability.
- Seamlessly connect your cloud-native applications with service mesh, API management/API gateways for efficient data flow.
- Build on your preferred platform (containers, serverless functions) using Docker and Kubernetes for a future-proof approach.
- Focus on clear benefits like increased efficiency, responsiveness, service scalability, and portability.
- Break down monolithic structures into loosely coupled, secure, and independently deployable components.
- Enhance operational processes, testing practices, and overall application maturity.
- Develop a strategic roadmap to guide your journey towards a robust and efficient cloud-native architecture.
- We offer automated build, test, and deployment pipelines for a streamlined greenfield development process.
- Leverage DevOps principles with continuous integration, delivery, and a strong focus on security and governance.
- Realise benefits quickly with agile development options and flexible hosting solutions to showcase prototypes."

SERVICE BENEFITS

- Gain access to leading cloud-native development and delivery expertise.
- Receive unbiased advice and guidance tailored to your specific industry needs.
- Benefit from comprehensive planning, minimising risks and complexities associated with cloud-native adoption.
- We assess the full impact on your systems and business to ensure a smooth transition.
- Collaborate with us on all aspects, from serverless development to deployment orchestration and capability building.
- Simplify and unify your development practices to align with best practices in cloud-native development.
- Utilise scalable and repeatable infrastructure and application automation tools for faster delivery.
- Develop applications that can seamlessly run on any cloud platform, ensuring portability and flexibility.
- Reduce operational overhead and focus your resources on core development activities.





ABOUT

SoftServe's Container Management Service offers streamlined solutions to optimise the deployment, scaling, and operation of containerised applications across various environments. Our comprehensive service encompasses strategy, development, and support, focusing on security, efficiency, and reliability. With deep expertise in major cloud platforms and technologies like Kubernetes, OpenShift, and Istio, we ensure seamless integration and scalability. Our flexible engagement models and extensive experience empower your organisation to leverage container management for strategic innovation and growth.

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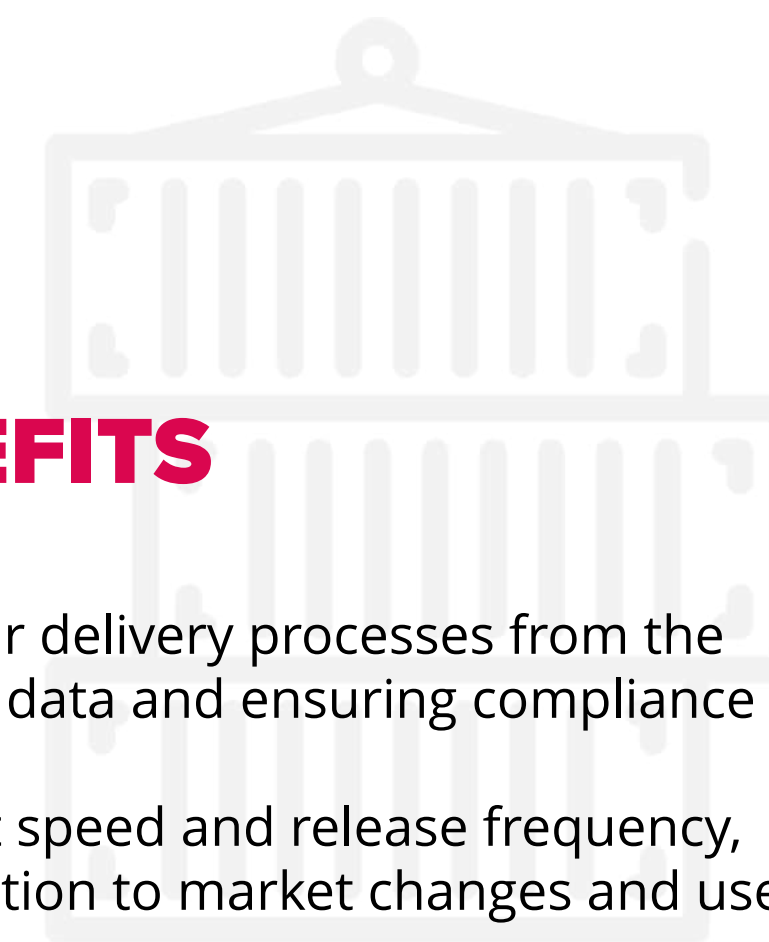
CONTAINER MANAGEMENT

SERVICE FEATURES

- Leverage cloud-native container services from industry leaders like AWS, Azure, and GCP to ensure scalability and performance.
- Rely on our expert engineers for the deployment and operation of enterprise-level container management systems, enhancing infrastructure robustness.
- Benefit from unbiased, independent advice on technology selection to ensure the best tools and strategies are utilised for your project.
- Integrate container management seamlessly into existing Continuous Integration and Continuous Delivery pipelines to streamline development workflows.
- Utilise advanced service mesh technologies to simplify complex service network management, improving reliability and observability.
- Depend on the vast experience of our engineers in managing production deployments and workloads for dependable and efficient systems.
- Engage in collaborative training with SoftServe experts for on-the-job skill enhancement and adoption of best practices.
- Choose from a variety of engagement models, including resource augmentation, consultancy, or fully managed services, to suit your project needs.
- Access a comprehensive suite of container technologies, including Kubernetes, OpenShift, Fargate, Docker, AKS, EKS, Istio, and Helm, for a modern container management solution.

SERVICE BENEFITS

- Embed security into your delivery processes from the start, safeguarding user data and ensuring compliance with industry standards.
- Accelerate development speed and release frequency, enabling quicker adaptation to market changes and user needs.
- Implement sophisticated deployment techniques, such as canary and blue/green deployments, to mitigate risks and ensure seamless rollouts.
- Ensure consistency across all environments—from development and testing to production—to facilitate predictable and reliable deployments.
- Minimise the effort required for container management deployment through expert guidance, streamlining the process and reducing operational overhead.
- Optimise cloud infrastructure costs by effectively utilising available resources, improving overall return on investment.
- Seamlessly integrate container management practices into broader CI/CD and operational frameworks, enhancing efficiency across the board.
- Leverage significant production experience to navigate complex container management challenges, ensuring smooth and efficient operations.
- Enhance your team's expertise through knowledge transfer and shared best practices, fostering a culture of continuous improvement and innovation.



softserve



ABOUT

SoftServe's Continuous Delivery and Integration Services are tailored to enhance your software delivery process, ensuring rapid, reliable, and efficient deployment of updates. Our services are designed to foster a culture of continuous improvement, integrating cutting-edge automation, testing, and DevOps practices to streamline your development lifecycle. By partnering with SoftServe, you gain access to a wealth of expertise and innovative solutions that drive agility, quality, and operational excellence.

[BACK TO OUR SERVICES](#)

CONTINUOUS DELIVERY AND INTEGRATION

SERVICE FEATURES

- Seamless integration of continuous delivery and continuous integration pipelines, facilitating zero downtime deployments and ensuring high availability.
- Comprehensive review and optimisation of your change management processes and release cadence, identifying areas for improvement and efficiency gains.
- Design and construction of automation pipelines, enabling smooth and consistent build and deployment of services to production environments.
- A team of experienced specialists, adept in the latest continuous delivery pipeline design and automation techniques, ensuring best-in-class service.
- Implementation of automated testing and security tooling within pipelines, embedding DevSecOps principles for enhanced security and compliance.
- Adoption of various deployment strategies such as blue/green, rolling, canary, and load balancing, to minimise risk and maximise uptime.
- Development of a governance model for new delivery pipelines, ensuring alignment with industry best practices and regulatory standards.
- Guidance on tool selection, offering impartial recommendations tailored to your specific needs and technology stack.
- Integration of service assurance measures, confirming that services remain secure, operational, and compliant with industry standards post-deployment.

SERVICE BENEFITS

- Enhanced agility and speed in delivering new features, updates, and fixes, reducing the time-to-market and increasing competitive advantage.
- Improved reliability and stability of services, with automated pipelines minimising human error and ensuring consistent quality across deployments.
- Reduced operational costs through efficient use of cloud environments and automation, optimising resource utilisation and minimising waste.
- Increased developer productivity and collaboration, facilitated by streamlined processes and clear guidelines, freeing up time for innovation.
- Higher quality releases, with integrated testing and security checks ensuring that each deployment meets stringent quality and security criteria.
- Flexibility in deployment strategies, allowing for tailored approaches that best suit your operational needs and risk appetite.
- Strategic insights and continuous improvement, with ongoing reviews and optimisations ensuring your pipelines evolve in line with industry trends.
- Access to SoftServe's deep expertise in continuous delivery and integration, providing you with the knowledge and support to excel in your initiatives.
- Assurance of compliance and security, with every aspect of the delivery pipeline designed to meet the highest standards of regulatory compliance and data protection.

softserve



ABOUT

SoftServe's DevOps services are tailored to streamline business transformation across large-scale deployments and migrations, emphasising Continuous Integration/Continuous Deployment (CI/CD) and automated configuration management. Utilising agile transformation methodologies, we offer comprehensive technical project management to facilitate continuous delivery and integration. Our support encompasses a wide range of offerings, including Cloud roadmap development, cloud engineering services, secure application development, and tooling/testing, ensuring seamless integration and efficient operation of your business in the cloud environment.

[BACK TO OUR SERVICES](#)

DEVOPS SERVICES

SERVICE FEATURES

- Automatising software delivery and application releases.
- Designing custom CI/CD automation pipelines.
- Expertise in IaaS, PaaS, Serverless, Kubernetes, and Hybrid cloud architectures.
- Proficiency in DevOps tools and deploying a unified toolset.
- Guiding DevOps adoption and facilitating cultural change management.
- Supporting various cloud platforms (Azure, AWS, GCP) agnostically.
- Defining cloud migration roadmaps and strategies.
- Establishing DevOps processes, change management, and release management.
- Implementing best practices and refining processes.

SERVICE BENEFITS

- Accelerate release cycles with higher-quality outcomes through DevOps practices.
- Boost revenues by maximising work efficiency with DevOps solutions.
- Enhance team productivity with streamlined DevOps methodologies.
- Access a variety of DevOps tools for diverse needs and demonstrations.
- Receive impartial advice on DevOps best practices and tool preference.
- Connect directly with DevOps tool vendors through established partnerships.
- Obtain expert support and assurance from seasoned DevOps professionals.
- Create sustainable in-house DevOps capability through assured knowledge transfer.
- Improve automation through continuous integration and continuous deployment.
- Establish a clear implementation roadmap to accelerate DevOps adoption.
- Deliver software that delights users through continuous feedback and measurement.
- Reduce costs by continuously optimising cloud provider usage and charges.
- Ease the path-to-live with a standardised, streamlined, consistent approach.
- Minimise waste through the application of lean delivery principles.
- Reduce cycle time from idea to development to release.
- Ensure the delivery of high-quality software through automation, reducing human error.
- Decrease recurring operational costs and operational service risks.

softserve



ABOUT

SoftServe's Identity and Access Management (IAM) Services are designed to fortify your organisation's security posture by efficiently managing and protecting digital identities across on-premises and cloud environments. Our comprehensive suite of services ensures that the right individuals access the right resources at the right times for the right reasons, enhancing security and compliance while improving efficiency and user experience.

[BACK TO OUR SERVICES](#)

IDENTITY AND ACCESS MANAGEMENT

SERVICE FEATURES

- Expertise in a broad range of IAM technologies including Microsoft Active Directory, Azure AD, and OKTA, ensuring a best-fit solution for your environment.
- Custom design and implementation of scalable, enterprise-ready IAM solutions tailored to your specific needs.
- Strategic migration planning and execution for seamless identity transitions across various platforms and services.
- Comprehensive policy and control development to govern and manage digital identities effectively.
- Streamlined processes for administration, management, monitoring, and reporting of IAM activities.
- Seamless integration of IAM solutions with existing applications, systems, and processes for enhanced security and functionality.
- Access to on-demand expert advice, guidance, and support to navigate complex IAM challenges.
- Alignment with industry standards and compliance requirements to ensure robust security practices.

SERVICE BENEFITS

- Flexible engagement models tailored to your organisational needs, ensuring optimal alignment and efficiency.
- Access to IAM subject matter experts for guidance and strategic insights, reducing the risk and complexity of IAM initiatives.
- Minimal impact on your organisation during identity migrations, thanks to our expert planning and execution.
- Empowerment of your teams with the knowledge and skills needed to deliver and manage effective IAM solutions.
- Enhanced visibility and control over user access, significantly reducing security risks and improving compliance posture.
- Improved operational efficiency through streamlined IAM processes, reducing administrative overhead and costs.
- Increased agility and responsiveness to changing business needs, enabling faster adaptation and innovation.
- Enhanced user satisfaction through seamless access experiences, boosting productivity and engagement.



ABOUT

SoftServe delivers cutting-edge Mobile Application Development, focusing on user-centric design and accessibility. We guide projects from concept to production, ensuring seamless integration with cloud services. Our expertise spans native and hybrid apps, enhancing service access for all, including those with accessibility needs. Leveraging UX design and iterative development, SoftServe guarantees quality mobile solutions that are adaptable and scalable, meeting the evolving demands of users.

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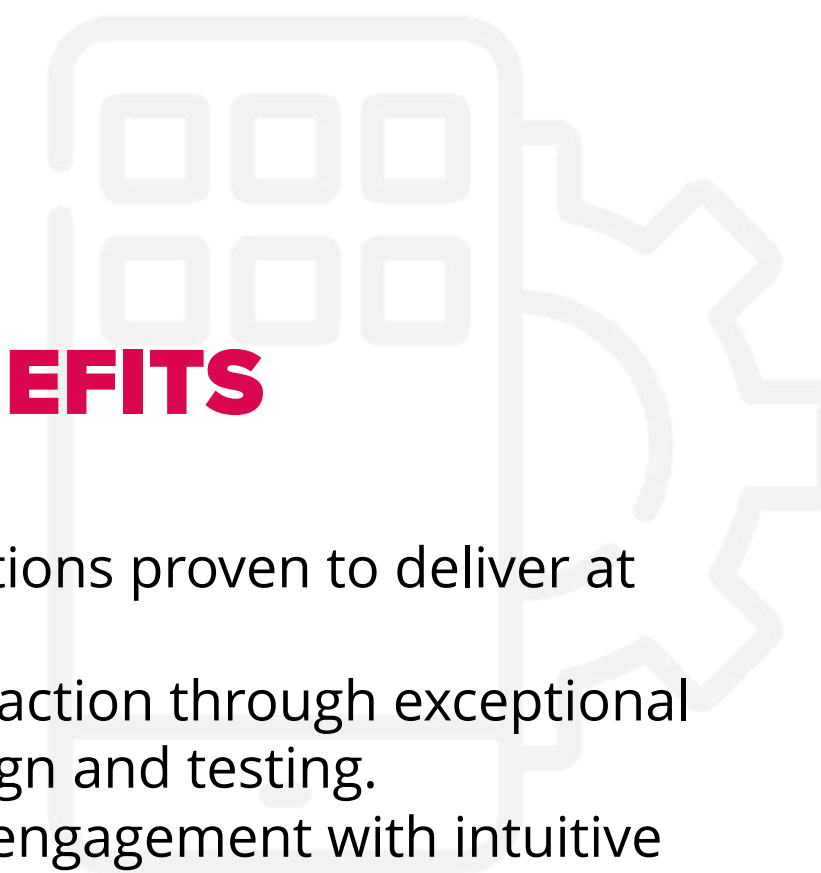
MOBILE APPLICATION DEVELOPMENT

SERVICE FEATURES

- Adherence to GDS Digital Service Standards for mobile application development.
- Comprehensive support for a variety of mobile and tablet devices.
- Emphasis on user experience through rigorous user research and testing.
- Cutting-edge User Interface (UI) and User Experience (UX) design services.
- A highly skilled mobile development team proficient in the latest technologies.
- Architecture designed for scalability and integration with cloud-based services.
- Development tailored for low bandwidth and intermittent connectivity environments.
- Utilisation of secure development practices and thorough testing protocols.
- Capability for both online and offline application functionality.
- Continuous improvement through application instrumentation and feedback loops.

SERVICE BENEFITS

- Scalable mobile solutions proven to deliver at an enterprise level.
- Enhanced user satisfaction through exceptional user experience design and testing.
- Increased customer engagement with intuitive and accessible applications.
- Reliability and performance backed by open source mobile frameworks and DevOps practices.
- Cross-platform application development for Android and iOS from a single codebase.
- Cost and risk reduction in application design and development through efficient frameworks.
- Frequent updates and improvements with agile and user-driven development methodologies.
- Adherence to platform-specific guidelines, ensuring compliance and best practices.
- Strategic alignment of mobile applications with broader digital objectives.
- Rapid prototyping and proof of concept development to accelerate innovation cycles.





ABOUT

SoftServe offers premier Site Reliability Engineering (SRE) services, blending software engineering with IT operations to ensure digital platforms are reliable, scalable, and efficiently maintained. Our approach prioritises automation, continuous improvement, and proactive monitoring to enhance performance and minimise downtime.

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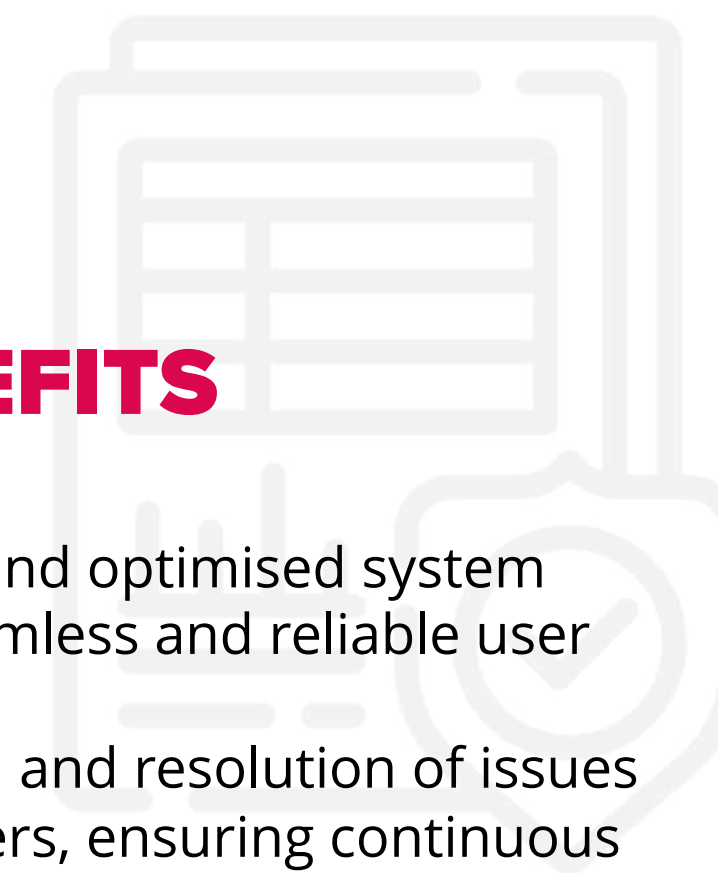
SITE RELIABILITY ENGINEERING

SERVICE FEATURES

- Employing cutting-edge automation tools to reduce manual work and increase operational efficiency.
- Rapid and effective response to system anomalies and outages to ensure minimal service disruption.
- Continuous monitoring of systems to proactively detect and resolve issues.
- Strategic analysis and scaling of resources efficiently in line with demand to ensure system scalability.
- Implementation of robust disaster recovery strategies for swift service restoration in case of major incidents.
- Regular optimisation of system performance and resource utilisation for enhanced speed and reliability.
- Careful management of system changes to prevent unintended consequences and maintain stability.
- Expert consulting to integrate reliability into the DNA of your systems and operational processes.
- Ensuring all system components meet or exceed their Service Level Agreements for consistent service quality.
- Conducting in-depth analysis after incidents to prevent recurrence and continuously improve system reliability.

SERVICE BENEFITS

- Minimised downtime and optimised system performance for a seamless and reliable user experience.
- Proactive identification and resolution of issues before they impact users, ensuring continuous service availability.
- Effortless system scalability to support business growth without compromising performance.
- Significant cost savings through optimised resource usage and more efficient operational processes.
- Swift and effective incident management to reduce the impact of outages and system failures.
- Informed decision-making and continuous improvement through data-driven insights from monitoring and post-incident analyses.
- Strategic allocation of resources to meet current and future needs efficiently, avoiding over or underutilisation.
- Adherence to security and compliance best practices to protect systems and data integrity.
- Empowerment of IT teams to focus on strategic tasks by reducing the burden of routine operational tasks.
- Higher customer satisfaction resulting from reliable and efficient systems.





ABOUT

SoftServe's Software Application Modernisation service revitalises your legacy software, leveraging cloud services, open-source technologies, and modern standards. We go beyond mere updates, reimagining your applications to meet current and future needs, enhancing user experience while reducing operational costs. Our agile, security-focused approach ensures a seamless, efficient cloud transition. Embracing modern architectures and DevOps practices, we provide comprehensive support from strategy to implementation, facilitating your move to smarter technology use with minimal investment.

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SOFTWARE APPLICATION MODERNISATION



SERVICE FEATURES

- Comprehensive evaluation of existing systems to identify modernisation opportunities and define the optimal upgrade path.
- Expertise in migrating legacy applications to cloud environments, enhancing scalability, resilience, and cost efficiency.
- Transformation of monolithic applications into microservices architectures for improved modularity and deployment speed.
- Enhancement of user interfaces and experiences to align with modern usability standards and expectations.
- Development and integration of APIs to extend application functionality and interoperability.
- Implementation of DevOps practices to optimise development, testing, and deployment, increasing agility and efficiency.
- Strengthening of application security with contemporary protocols to guard against evolving threats.
- Tuning of applications for optimal performance, ensuring reliable experiences across devices.
- Establishment of frameworks for continuous monitoring, feedback, and iteration, allowing applications to evolve with business needs.
- Assurance that modernised applications comply with industry standards and regulatory requirements to minimise risk.

SERVICE BENEFITS

- Extension of legacy applications' utility, aligning them with current and future business objectives.
- Streamlined operations through modernised applications that automate and enhance business processes.
- Flexible scalability to adjust operations based on demand without compromising on performance.
- Superior user experiences with modern interfaces and functionalities, elevating user satisfaction.
- Reduction in maintenance and infrastructure costs by moving to more efficient, cloud-based solutions.
- Acceleration of feature and update delivery via agile methodologies and DevOps practices.
- Enhanced security measures to protect sensitive data and ensure continuity.
- Leveraging of advanced analytics for informed decision-making and strategic planning.



ABOUT

SoftServe's Testing Services provide a holistic suite of testing solutions aimed at ensuring the integrity, performance, and security of your software applications. Our dedicated specialists cover an extensive range of testing services, from functional and non-functional aspects like performance, load, stress, and security, to comprehensive automation and exploratory testing. With a focus on agile methodologies, we customise our services to each client's specific needs, guaranteeing software excellence from concept to delivery.

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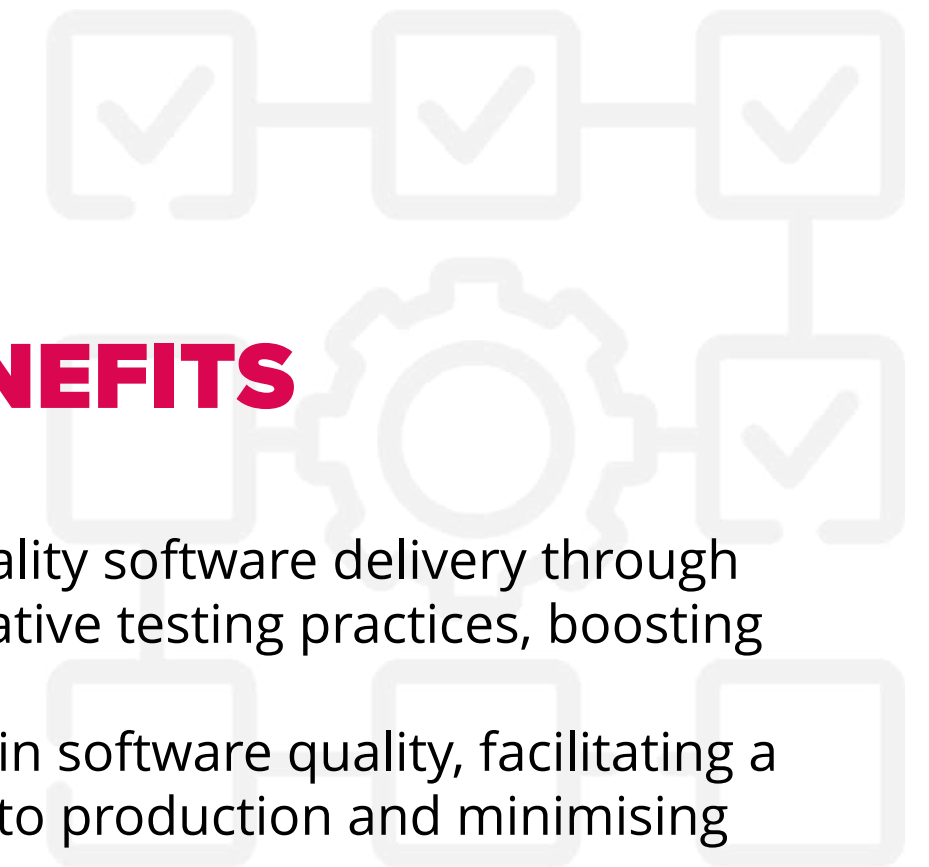
TESTING SERVICES

SERVICE FEATURES

- In-depth functional software testing, planning, and execution to ascertain application accuracy.
- Robust non-functional testing, including performance, load, stress, and soak, to confirm application robustness.
- Strategic test architecture, planning, and management that align testing efforts with organisational objectives.
- End-to-end automation of testing processes, seamlessly integrated within continuous delivery pipelines for maximised efficiency.
- Expert selection of testing tools and frameworks, informed by industry best practices in test architecture.
- Comprehensive review and optimisation of existing testing practices with practical recommendations.
- Adoption of Behavior-Driven Development (BDD), Acceptance Test-Driven Development (ATDD), and Test-Driven
- Development (TDD) methodologies to enhance communication and clarity.
- Unified testing approach, engaging teams from the requirements phase to production.
- Insightful reporting on test metrics with automated and graphical analyses for strategic decision-making.
- Professional advice on independent tooling and utilisation of open-source technologies for effective testing.

SERVICE BENEFITS

- Guaranteed high-quality software delivery through iterative and cooperative testing practices, boosting product reliability.
- Elevated confidence in software quality, facilitating a smoother transition to production and minimising business risks.
- Optimisation of costs through the strategic use of open-source tools and automation, reducing the overall quality expenses.
- Exhaustive integration testing for third-party services and interfaces, ensuring flawless system interoperability.
- Consistent, regression-resistant testing within the build pipeline, preserving software integrity across development cycles.
- Expedited feedback cycles with concurrent testing, allowing for swift identification and resolution of issues.
- Decreased delivery cycles through widespread test automation, accelerating the release process.
- Construction of solid, maintainable, and scalable test automation frameworks, ensuring sustained testing efficacy.
- Improved value delivery to users with each software iteration, enhancing customer satisfaction and engagement.
- Vast expertise in cloud testing solutions, ensuring optimal performance and security in cloud-based environments.





ABOUT

SoftServe delivers state-of-the-art Web Development Services, combining innovation with a user-centred design philosophy. Our services span the entire web development lifecycle, from initial strategy and design to development, testing, and deployment, ensuring your web applications are not only functional but also engaging and accessible. With a strong focus on leveraging the latest cloud technologies and adhering to the highest standards of security and accessibility, SoftServe is your partner in creating web solutions that drive user engagement and business growth.

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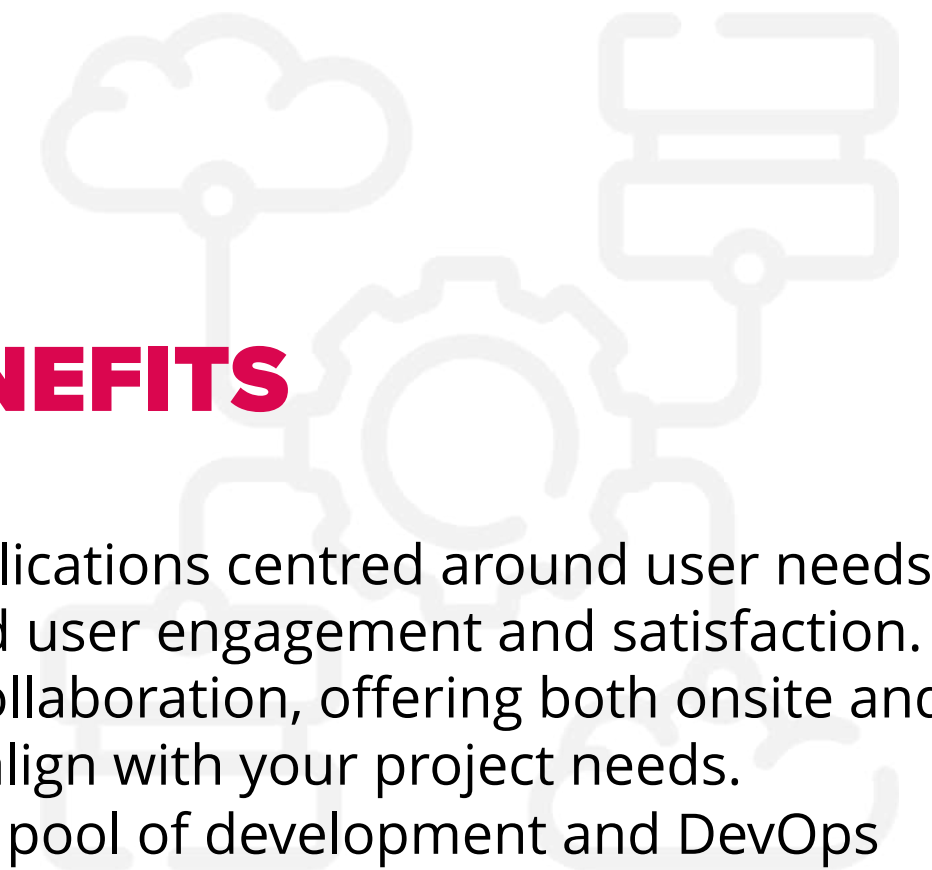
WEB DEVELOPMENT SERVICES

SERVICE FEATURES

- Embracing a user-centric approach, focusing on creating web experiences tailored to meet user needs and expectations.
- Comprehensive web development services including design, user interface, server-side programming, database management, and system integration.
- Prioritising accessibility and security from the initial design phase, ensuring inclusive and safe user experiences.
- Support for modern DevOps practices and tools to streamline the development and deployment processes.
- Utilising agile methodologies for flexible, iterative development, allowing for rapid feedback and continuous improvement.
- Cloud-based web development on leading platforms such as AWS, Azure, and Google Cloud, providing scalability and resilience.
- Advanced automated testing strategies, including unit, integration, and UI tests, to ensure robust and reliable web applications.
- Expertise in API and web service integration, enhancing functionality and interoperability of web applications.
- Strategic partnerships with leading technology providers, ensuring access to cutting-edge tools and platforms.

SERVICE BENEFITS

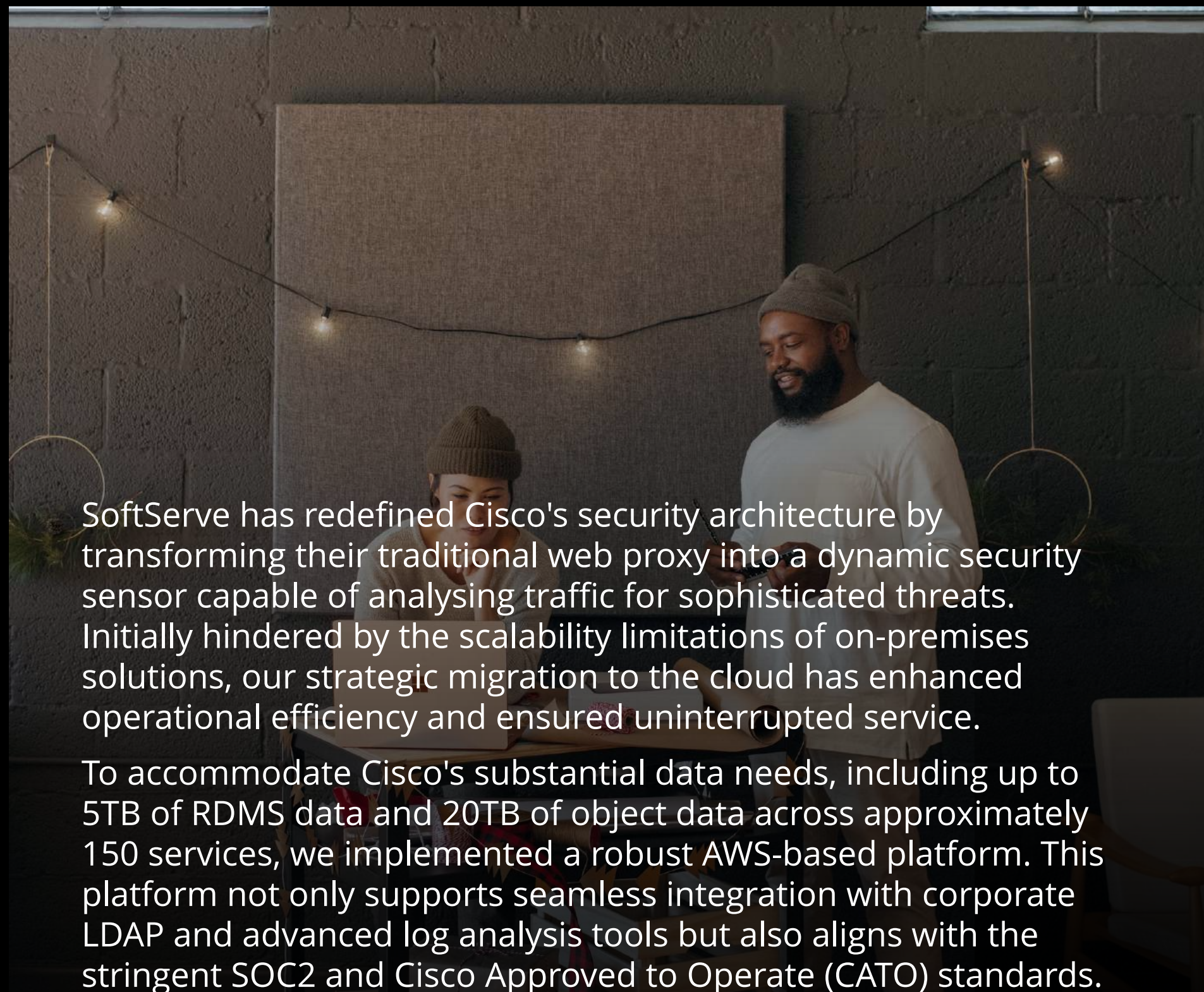
- Delivery of web applications centred around user needs, leading to enhanced user engagement and satisfaction.
- Flexibility in team collaboration, offering both onsite and remote support to align with your project needs.
- Access to a scalable pool of development and DevOps experts, ensuring resource availability to match project demands.
- Cutting-edge UI/UX design expertise, providing users with premium interactive experiences.
- Agile and collaborative approach to web development, ensuring transparency and alignment with your business goals.
- Reduced operational costs through efficient use of open-source tools and cloud technologies.
- Swift adaptation to changes and new requirements, facilitated by agile development practices, reducing time-to-market.
- High-quality, secure, and scalable web solutions, built to accommodate growth and change.
- Continuous testing and quality assurance processes, guaranteeing the reliability and performance of web applications.
- Expert guidance and support throughout the development process, from concept to launch and beyond, ensuring your web projects succeed.



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CLOUD & PLATFORM

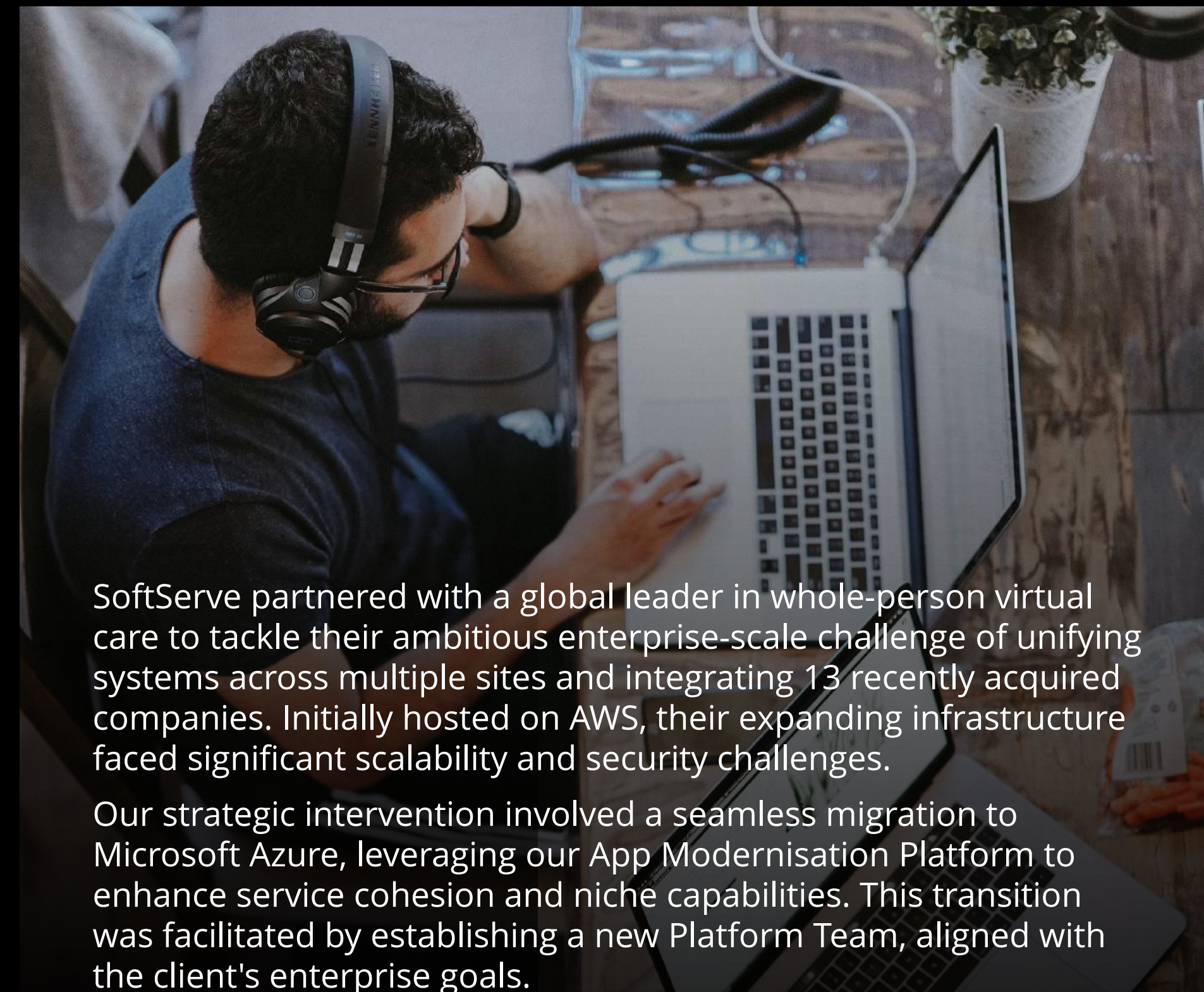
CASE STUDIES



SoftServe has redefined Cisco's security architecture by transforming their traditional web proxy into a dynamic security sensor capable of analysing traffic for sophisticated threats. Initially hindered by the scalability limitations of on-premises solutions, our strategic migration to the cloud has enhanced operational efficiency and ensured uninterrupted service.

To accommodate Cisco's substantial data needs, including up to 5TB of RDMS data and 20TB of object data across approximately 150 services, we implemented a robust AWS-based platform. This platform not only supports seamless integration with corporate LDAP and advanced log analysis tools but also aligns with the stringent SOC2 and Cisco Approved to Operate (CATO) standards.

Our innovative approach included the development of Infrastructure as Code (IaC) scripts and a Kubernetes-based deployment strategy, enhancing system reliability and security. Furthermore, our integration of a parallel testing framework and automated infrastructure orchestration has drastically reduced release delays and optimised overall system performance, setting new benchmarks in productivity and efficiency for Cisco's security operations.



SoftServe partnered with a global leader in whole-person virtual care to tackle their ambitious enterprise-scale challenge of unifying systems across multiple sites and integrating 13 recently acquired companies. Initially hosted on AWS, their expanding infrastructure faced significant scalability and security challenges.

Our strategic intervention involved a seamless migration to Microsoft Azure, leveraging our App Modernisation Platform to enhance service cohesion and niche capabilities. This transition was facilitated by establishing a new Platform Team, aligned with the client's enterprise goals.

In collaboration with Microsoft, we secured ECIF funding which supported the implementation of new standards for service creation and testing. This not only boosted engineering productivity but also substantially reduced operational costs. Additionally, our advanced container platform cut development environment setup times by 30%, significantly streamlining operations and propelled forward-thinking innovation within the healthcare sector.



ABOUT

SoftServe excels in creating advanced Cloud architectures customised to bolster the digital service goals of our clients. Our expertise covers the entire range of cloud services, including Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS), along with vital networking, integration, and security capabilities essential for building a robust cloud architecture that aligns seamlessly with our clients' business objectives.

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CLOUD ARCHITECTURE DESIGN SERVICES

SERVICE FEATURES

- Definition of architecture, encompassing design and implementation of cloud architecture.
- Extensive expertise in Infrastructure as a Service (IaaS) providers such as AWS, Azure, and GCP.
- Comprehensive understanding of Software as a Service (SaaS) landscape, including Oracle, SAP, Salesforce, and ServiceNow.
- Proficiency in security design, Risk Management and Accreditation Document Sets (RMADS), and accreditation processes.
- Familiarity with Service-Oriented Architecture (SOA), Service Design, Service Management, and Cloud Services.
- Ensuring architecture aligns with agile development methodologies and facilitates emergent architecture.
- Expertise in hybrid cloud environments and facilitating transitions to enable cloud architecture.
- Capability assessment, establishment, and enhancement of architecture skills.
- Effective management of technical debt and prevention of excessive design complexities.

SERVICE BENEFITS

- An architectural framework supporting the digital ambitions of the Buyer.
- Heightened agility, productivity, and mobility for fundamental business operations.
- Cost optimisation and value maximisation driven by a sustainable architectural outlook.
- A data and integration strategy fostering informed decision-making.
- Architecture poised to elevate user experience through service modernisation.
- Implementation of network segmentation and a zero-trust security architecture.
- Adherence to established frameworks, tools, and patterns, harmonised with the TOGAF Framework.
- Architectural provisions for advanced security monitoring, logging, and compliance.
- Enhanced service availability and fortified disaster recovery capabilities.
- Sustained architectural supervision throughout the transformational process.



ABOUT

SoftServe's Cloud Landing Zone service is designed to streamline your transition to the cloud, offering a secure, scalable, and compliant foundation for your digital transformation. Our service ensures a robust start to your cloud journey, providing a well-architected framework that supports seamless migration and efficient cloud operations. Leveraging the latest in cloud technologies and best practices, we enable organisations to unlock the full potential of the cloud, enhancing agility, security, and innovation.

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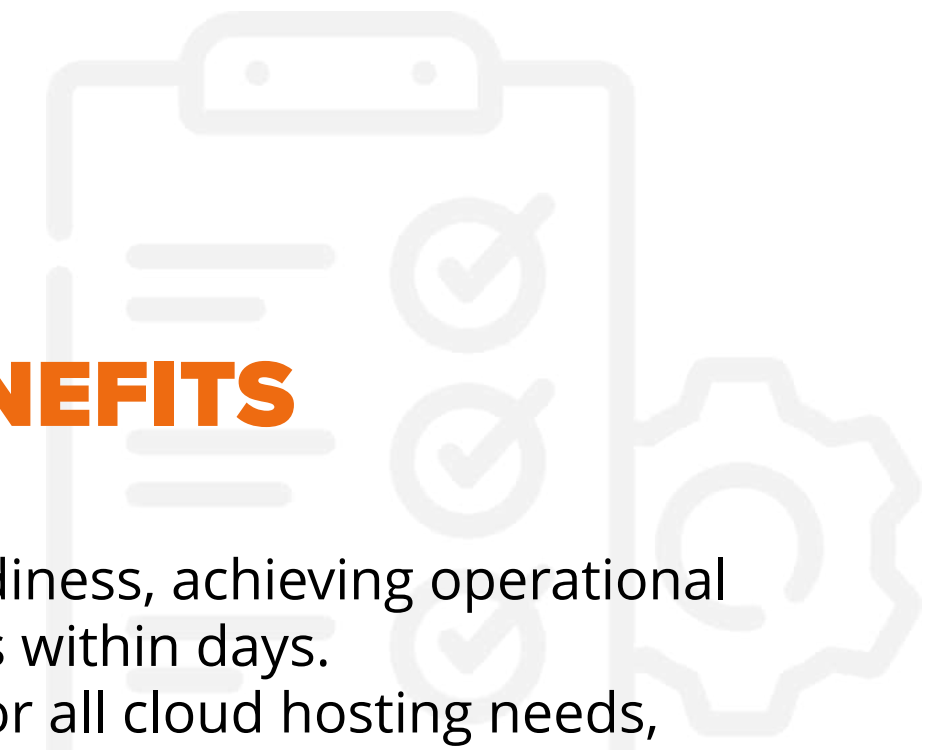
CLOUD LANDING ZONE

SERVICE FEATURES

- Tailored architecture for cloud migration and digital transformation across major cloud platforms, including AWS, Azure, and GCP.
- Support for diverse hosting environments, including single-site, multi-cloud, and hybrid-cloud configurations.
- Scalable and adaptable cloud models that optimise costs and support reserved instances.
- Comprehensive setup including Security, Networking, Identity, Backup, Alerting, and Monitoring.
- Alignment with best practices and principles from Well-Architected Frameworks and the National Cyber Security Centre (NCSC).
- Script-executable deployments for consistent setup across production and non-production environments.

SERVICE BENEFITS

- Rapid platform readiness, achieving operational cloud environments within days.
- A unified solution for all cloud hosting needs, reducing complexity and streamlining operations.
- Lower operational costs and total ownership costs through efficient cloud utilisation.
- A secure and resilient hosting solution that scales effortlessly to meet demand.
- Support for data sovereignty and compliance with rigorous security standards.
- Avoidance of vendor lock-in through containerisation and multi-platform support.
- Elimination of technical debt for cloud-hosted applications, ensuring modern, efficient operations.
- Expertise backed by industry certifications, providing peace of mind and reliability.
- Reusable deployment scripts, enhancing efficiency across different departments and projects.
- Comprehensive support from planning through to knowledge transfer, ensuring your team is equipped for success.





ABOUT

SoftServe's Cloud Maturity Assessment service is engineered to guide organisations through a comprehensive evaluation of their cloud capabilities and readiness, facilitating a strategic path towards optimised cloud adoption and transformation. Leveraging a blend of industry best practices, in-depth analysis, and expert insights, we empower businesses to realise their full cloud potential, ensuring alignment with their overarching business goals and digital strategies.

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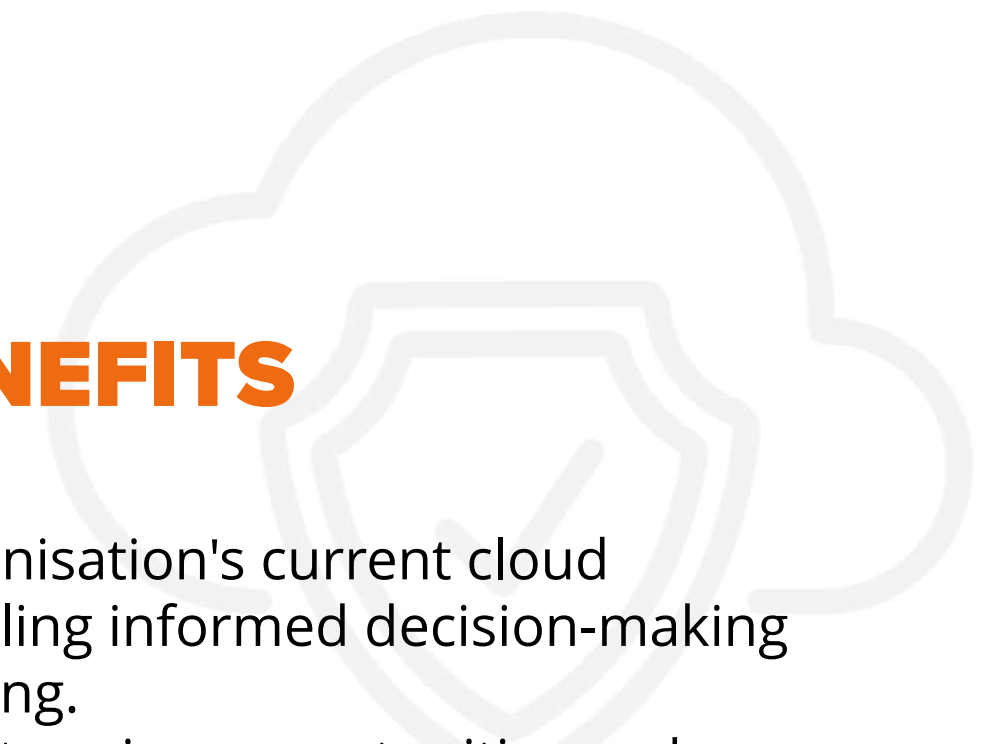
CLOUD MATURITY ASSESSMENT

SERVICE FEATURES

- Comprehensive assessment of your current cloud infrastructure, practices, and strategies to establish a clear baseline.
- Engagement with key stakeholders through workshops and interviews to understand aspirations, challenges, and business objectives related to cloud adoption.
- Utilisation of SoftServe's proprietary assessment frameworks, aligned with industry standards and best practices, for a thorough evaluation.
- Detailed gap analysis identifying areas of improvement across various dimensions such as architecture, security, operations, and financial management.
- Tailored recommendations and actionable insights for enhancing cloud maturity, addressing identified gaps, and leveraging cloud capabilities more effectively.
- Strategic roadmap development outlining step-by-step guidance for achieving desired cloud maturity levels, aligned with business priorities.
- Expert advice on technology selection, architectural best practices, and cost optimisation strategies to maximise cloud investments.
- Continuous engagement and support from SoftServe's cloud experts to facilitate the implementation of recommended strategies and practices.

SERVICE BENEFITS

- Clarity on your organisation's current cloud maturity level, enabling informed decision-making and strategic planning.
- Identification of cost-saving opportunities and optimisation strategies to maximise the value of your cloud investments.
- Enhanced security posture and compliance readiness through a comprehensive review of your cloud environment's security and governance frameworks.
- Accelerated cloud transformation journey with a clear, actionable roadmap tailored to your organisation's specific needs and goals.
- Increased operational efficiency and agility by adopting best practices in cloud architecture, operations, and DevOps.
- Strategic alignment of cloud initiatives with business objectives, ensuring cloud investments directly contribute to business outcomes.
- Empowerment of your teams with the knowledge, skills, and best practices needed for successful cloud adoption and management.
- Ongoing support and expertise from SoftServe's certified cloud professionals, ensuring continued growth and optimisation of your cloud environment.





ABOUT

SoftServe's Cloud Migration Services offer a comprehensive solution for transitioning your IT infrastructure, workloads, applications, and services to the cloud. Our service is designed to support organisations at every step of the cloud migration journey, from initial assessment and planning through to execution and post-migration support. Leveraging our deep expertise in cloud technologies and best practices, we ensure a smooth, secure, and efficient migration process, enabling businesses to harness the full potential of cloud computing.

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CLOUD MIGRATION SERVICES

SERVICE FEATURES

- Thorough cloud readiness assessment to gauge your business and technical capabilities for cloud adoption.
- Detailed application and workload analysis to identify optimal migration strategies and cloud platforms.
- Strategic migration planning, including architecture design, cost estimation, and risk management.
- Implementation and management of cloud infrastructure, ensuring seamless integration with existing systems.
- Application transformation and modernisation to leverage cloud-native features and scalability.
- Comprehensive security measures throughout the migration process, safeguarding data and applications.
- Utilisation of automation tools for efficient, error-free deployment and management of cloud resources.
- Continuous optimisation and support post-migration to ensure performance, cost-efficiency, and scalability.

SERVICE BENEFITS

- Tailored migration strategy that aligns with your business objectives, minimising disruption and maximising value.
- Cost savings and operational efficiencies through optimised cloud solutions and reduced on-premise infrastructure.
- Enhanced agility and scalability, enabling rapid response to market changes and business growth.
- Improved application performance and user experience, leveraging the latest cloud technologies and services.
- Strong security posture in the cloud, with comprehensive compliance and data protection measures.
- Access to SoftServe's cloud expertise and strategic partnerships with leading cloud service providers.
- Knowledge transfer and training for your teams, ensuring self-sufficiency in managing and optimising cloud environments.
- Ongoing support and optimisation services, ensuring your cloud environment evolves with your business needs.



ABOUT

SoftServe's Cloud Platform Delivery service is designed to empower organisations with robust, scalable, and secure cloud environments that drive digital transformation and business growth. Our comprehensive service covers the end-to-end process of designing, building, and deploying cloud platforms, leveraging the latest in cloud technologies and best practices. With a focus on agility, security, and efficiency, SoftServe ensures your cloud platform is not only fit for today's needs but also adaptable for future demands.

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CLOUD PLATFORM DELIVERY

SERVICE FEATURES

- Tailored cloud platform design by SoftServe's certified architects and DevOps engineers, ensuring alignment with your unique business requirements.
- Expertise across major cloud platforms, including AWS, Azure, and GCP, providing versatile and optimised cloud solutions.
- Design and implementation guided by industry standards and governance, including compliance with public sector and industry-specific regulations.
- Deployment of Infrastructure-as-Code for version-controlled, repeatable, and scalable infrastructure provisioning.
- Automated provisioning and deployment processes to streamline cloud operations and minimise manual intervention.
- Built-in operational features such as observability, auto-scaling, and performance monitoring to ensure optimal platform performance.
- Security-first approach in design, build, and data handling, aligned with NCSC guidelines and best practices.
- Deep understanding of cloud-centric requirements across various industries, supported by extensive experience in both platform-native and agnostic tooling.

SERVICE BENEFITS

- Comprehensive visibility and control over cloud resources, enhancing workload management and operational efficiency.
- Accelerated cloud adoption, serving as a foundation for innovation, development, and digital transformation initiatives.
- Significant risk mitigation through built-in security, monitoring, and compliance controls, safeguarding your data and applications.
- Swift realisation of cloud benefits, including reduced time to market for deployments and streamlined cloud migration pathways.
- Seamless integration capabilities, allowing for easy incorporation of existing workloads, applications, and tools into the new cloud environment.
- A foundation for continuous iteration and expansion, with the flexibility to adapt and grow the platform as business needs evolve.
- Knowledge transfer and upskilling opportunities for your teams, ensuring long-term self-sufficiency in managing and optimising the cloud platform.
- Customised engagement models tailored to your project needs, ensuring alignment with your strategic goals and operational requirements.





ABOUT

SoftServe's Cloud Proof of Concept (PoC) Services are designed to help organisations navigate the complexities of cloud adoption through practical experimentation and validation. Our service provides a structured approach to exploring cloud capabilities, assessing their applicability to your unique business challenges, and demonstrating tangible value before committing to a full-scale deployment. With expertise across AWS, Azure, GCP, and other cloud platforms, our team of architects, analysts, and developers ensure a smooth, insightful PoC process, from initial concept to potential scale-up.

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CLOUD PROOF OF CONCEPT SERVICES

SERVICE FEATURES

- Development of prototypes, Proof of Concept (PoC), and Minimum Viable Product (MVP) projects tailored to specific business needs.
- In-depth profiling of data sources, assessing types, sizes, and complexities to ensure a well-informed cloud strategy.
- Expert architectural guidance to design and define pilot applications and PoCs that align with your business objectives.
- Translation of user needs and business goals into actionable cloud technology solutions, ensuring alignment with overall strategy.
- Strategic project management for pilots, incorporating time-boxed exploratory activities to validate concepts within set timelines.
- Comprehensive business case development, including total cost of ownership and return on investment analyses.
- Utilisation of cost-effective, cloud-based infrastructure to minimise upfront investment and maximise scalability.
- Employment of both qualitative and quantitative techniques to evaluate PoC outcomes and insights.

SERVICE BENEFITS

- Opportunity to explore and validate cloud technologies and solutions through practical PoC projects, minimising speculative risk.
- Informed decision-making on IT service transformation, leveraging the latest cloud technologies for potential competitive advantage.
- Quick value realisation from PoCs without substantial upfront commitments, allowing for agile response to technological opportunities.
- Development of compelling business cases backed by evidence, supporting informed decisions on larger-scale cloud projects.
- Seamless transition from successful PoC pilots to full-scale cloud project implementations, ensuring continuity and scalability.
- Enhanced confidence in the functionality and applicability of cloud solutions to your specific business challenges.
- Significantly reduced risk of suboptimal cloud investments, ensuring resources are allocated to viable, value-generating initiatives.
- Foundation for reusable solutions and shared services, optimising long-term investment and fostering an ecosystem of cloud-based innovation.



ABOUT

SoftServe's Cloud Software Development Services provide a comprehensive solution for designing, developing, and deploying sophisticated cloud-based applications. Our services are aimed at leveraging the power of cloud technologies to deliver scalable, secure, and innovative software solutions that drive digital transformation and business growth. With a focus on agile methodologies and best practices, our team of experienced software engineers ensures that each project is tailored to meet the unique needs of our clients, from inception through to delivery and beyond.

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CLOUD SOFTWARE DEVELOPMENT SERVICES

SERVICE FEATURES

- Adoption of the most suitable development methodologies to ensure agility, efficiency, and alignment with project goals.
- Technology-agnostic approach, selecting the optimal technology stack based on the specific requirements of each project.
- End-to-end support across the entire software lifecycle, from conceptualisation and design to development, deployment, and maintenance.
- Continuous engagement with clients at both commercial and technical levels to ensure solutions are closely aligned with business objectives.
- Comprehensive documentation of architecture and key decision points, ensuring clarity and maintainability.
- Adherence to industry and governmental best practices and standards to ensure the highest levels of quality and compliance.
- Focus on cloud service development, including APIs, databases, desktop, and web applications, leveraging cloud scalability and flexibility.
- Progressive software assurance to ensure security, stability, and performance of the developed solutions.

SERVICE BENEFITS

- Enhanced project efficiency and innovation through the use of tailored development processes and diverse industry expertise.
- Flexible and scalable resource allocation model, providing the necessary expertise whenever it's needed.
- Rapid deployment of new technologies and features, ensuring businesses stay ahead in a fast-evolving digital landscape.
- Unbiased and vendor-neutral advice, allowing for the selection of the most suitable solutions and technologies.
- Significant reductions in design, integration, testing, and evaluation time, cost, and risk.
- Higher likelihood of project delivery within the set timelines, budget, and to the desired quality and performance standards.
- Improved quality of software output, ensuring reliable and user-friendly applications.
- Comprehensive support throughout the software/system lifecycle, from initial concept to retirement, ensuring long-term success and adaptability.





ABOUT

SoftServe's AWS Well-Architected Framework Assessment service is meticulously designed to evaluate your AWS cloud workloads against the AWS Well-Architected Framework's six pillars: Operational Excellence, Security, Reliability, Performance Efficiency, Cost Optimisation, and Sustainability. Our team of AWS Certified Architects conducts comprehensive assessments to identify areas for improvement, ensuring your AWS infrastructure is secure, efficient, and aligned with best practices. This service aims to enhance your cloud architecture's overall quality, reducing risks and optimising costs while supporting your business's growth and innovation goals.

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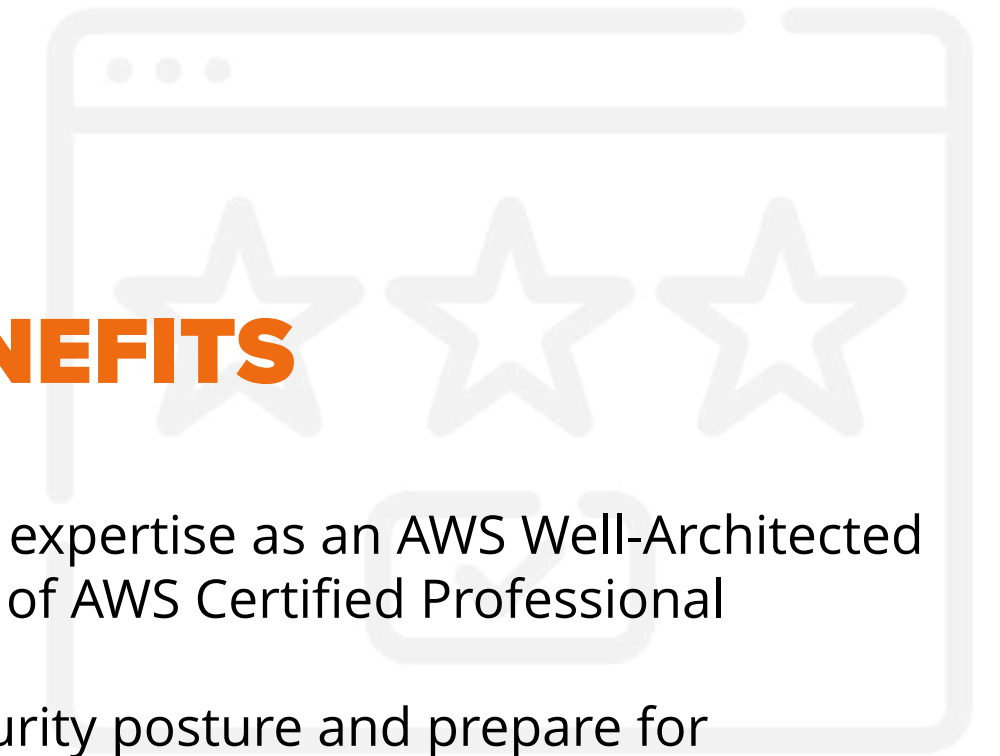
AWS WELL-ARCHITECTED FRAMEWORK ASSESSMENT

SERVICE FEATURES

- Detailed assessment of AWS workloads across the six foundational pillars of the AWS Well-Architected Framework.
- Comprehensive report outlining the current state of your AWS environment, with actionable remediation recommendations for identified issues.
- Examination of existing operational processes, governance structures, and CI/CD pipelines to identify opportunities for optimisation and automation.
- Utilisation of advanced tools and methodologies for thorough security and vulnerability analysis within your AWS environment.
- Stakeholder workshops to review findings, discuss potential impact, and strategise on business case development for transformation initiatives.
- Simplification of cloud architecture and reduction of operational overheads through strategic recommendations.
- Alignment with AWS best practices to ensure technology and business processes support your strategic objectives.
- Potential eligibility for AWS funding discounts to support the implementation of remediation efforts.

SERVICE BENEFITS

- Leverage SoftServe's expertise as an AWS Well-Architected Partner, with a team of AWS Certified Professional Solutions Architects.
- Strengthen your security posture and prepare for rigorous security assessments like penetration testing.
- Enhance the performance and reliability of your services through cloud-native best practices, ensuring high availability and customer satisfaction.
- Benchmark your organisation's cloud maturity and capabilities against industry standards, identifying clear paths for improvement.
- Streamline and accelerate your development and deployment cycles with optimised CI/CD processes, fostering agility and innovation.
- Achieve cost efficiencies and reduce your AWS cloud expenditure through targeted cost optimisation strategies.
- Foster a culture of continuous improvement within your organisation, with ongoing architectural enhancements and best practices adoption.
- Minimise downtime and improve incident response times with architectures designed for automatic recovery and resilience.
- Receive tailored guidance on modernising your cloud services and integrating new technologies to stay ahead in a rapidly evolving digital landscape.





ABOUT

SoftServe's Azure Well-Architected Framework Assessment service is designed to evaluate and enhance your Azure workloads by aligning them with Microsoft's best practices and industry standards. Through a comprehensive review of the five pillars of the Azure Well-Architected Framework—Cost Optimisation, Operational Excellence, Performance Efficiency, Reliability, and Security—our Azure-certified experts provide a detailed analysis, identifying areas for improvement and offering actionable recommendations to optimise your cloud environment.

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AZURE WELL-ARCHITECTED FRAMEWORK ASSESSMENT

SERVICE FEATURES

- In-depth architectural assessment focusing on security, reliability, operational excellence, performance efficiency, and cost optimisation.
- Generation of a detailed Azure Well-Architected Framework Report (WAFR), presenting current state analyses with specific remediation recommendations.
- Examination of existing operational processes and governance structures to identify and mitigate potential incidents and inefficiencies.
- Engaging stakeholders through workshops to discuss findings, prioritise actions, and develop strategic business cases for transformation.
- Analysis and optimisation of CI/CD pipelines and cloud platforms for improved automation and architectural simplification.
- Assurance that technology and business practices adhere to Azure's best practices and industry standards.

SERVICE BENEFITS

- Leverage SoftServe's expertise as a Microsoft partner, utilising our Azure Certified Expert Solutions Architects for your assessments.
- Enhance your security posture, preparing your infrastructure for rigorous assessments like penetration testing.
- Optimise performance and service availability through the adoption of cloud-native technologies and best practices.
- Benchmark your organisation's maturity and capabilities against industry standards, identifying clear paths for improvement.
- Achieve significant savings and operational efficiencies through targeted cost optimisation strategies within your Azure environment.
- Foster a culture of continuous improvement and innovation with architectural best practices that support your business's scalability and agility.
- Implement robust disaster recovery strategies, minimising downtime and ensuring rapid incident resolution.
- Gain strategic insights on modernising and integrating new services, ensuring your Azure environment supports your evolving business needs.



ABOUT

SoftServe's GCP Cloud Architecture Framework Assessment service is designed to guide organisations through the evaluation and enhancement of their Google Cloud infrastructure, aligning with Google's best practices across its six foundational pillars: System Design, Operational Excellence, Security, Privacy & Compliance, Reliability, Cost Optimisation, and Performance Optimisation. Our team of certified Google Cloud experts leverages deep industry knowledge and technical proficiency to ensure your cloud environment is secure, efficient, resilient, and tailored to your unique business needs.

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GCP WELL-ARCHITECTED FRAMEWORK ASSESSMENT

SERVICE FEATURES

- Comprehensive assessment across all six pillars of the Google Cloud Architecture Framework, ensuring a holistic evaluation of your cloud environment.
- In-depth System Design analysis to define architecture, components, modules, interfaces, and data flows, maximising the efficiency and scalability of your cloud systems.
- Operational Excellence review to enhance the deployment, operation, monitoring, and management of cloud workloads, ensuring smooth and efficient cloud operations.
- Rigorous assessment of Security, Privacy, and Compliance measures to maximise data protection, align with regulatory requirements, and mitigate security risks.
- Reliability evaluation to design and operate resilient and highly available workloads, ensuring business continuity and minimal downtime.
- Cost Optimisation analysis to maximise the return on your Google Cloud investment, identifying opportunities to reduce costs without compromising on performance.
- Performance Optimisation review to fine-tune your cloud resources for optimal performance, ensuring your infrastructure meets the demands of your applications and services.

SERVICE BENEFITS

- Leverage SoftServe's expertise as a partner in Google Cloud services, utilising our certified experts to conduct your framework assessments.
- Gain a comprehensive understanding of your current cloud architecture's strengths and areas for improvement, facilitating informed decision-making.
- Enhance the security and compliance posture of your Google Cloud environment, protecting your data and aligning with industry standards.
- Achieve operational excellence with streamlined and efficient cloud operations, reducing overhead and improving service quality.
- Ensure the reliability and availability of your cloud services, minimising the impact of potential disruptions on your business operations.
- Optimise your Google Cloud spending, ensuring you get maximum value from your cloud investment while identifying cost-saving opportunities.
- Improve the performance of your cloud infrastructure, ensuring it is fully optimised to meet the needs of your applications and deliver an exceptional user experience.
- Receive actionable recommendations and a strategic roadmap for aligning your Google Cloud environment with best practices, driving continuous improvement and innovation.

softserve

DATA & AI

CASE STUDIES



SoftServe has partnered with a leading healthcare organisation to implement a cutting-edge IoT Platform, catalysing their ambitious growth initiatives. Our collaboration has seamlessly integrated IoT solutions across thousands of sites and supported over 100,000 devices with a versatile metadata framework.

Our innovative approach automates critical functions such as gateway onboarding and replacement, dramatically reducing the need for manual setup and enhancing operational efficiency. By implementing automated gateway certificate management and leveraging a cloud-based architecture, we've liberated existing services from outdated edge frameworks, enabling robust API support and accommodating diverse system configurations.

Employing powerful technologies such as Google IoT Core, Cloud Spanner, and GKE, our solution has significantly reduced the operational costs associated with manual device management. This strategic enhancement lays a solid foundation for comprehensive digitalisation within the healthcare sector, setting new standards for efficiency and connectivity in healthcare technology.



SoftServe has collaborated with a leading German luxury car manufacturer to elevate energy efficiency in their painting operations, tackling the dual challenges of rigorous environmental standards and uncompromised quality. By partnering with a top cloud provider, we have developed a sophisticated AI-driven system designed to fine-tune energy use.

Our advanced machine learning model intelligently correlates appliance actions with airflow dynamics to optimise energy consumption while adhering to strict air quality specifications. This system is equipped to automatically select the most efficient controls, adapting in real-time to changing weather conditions to minimise energy use.

The impact of our solution is profound, delivering an average energy savings of 10-20% and reducing operational ramp-up times from 40 minutes to just 10. This transformative approach not only streamlines painting operations but also sets a new benchmark for sustainability in automotive manufacturing..



ABOUT

At SoftServe, our expert consultants specialise in delivering cutting-edge artificial intelligence and machine learning services tailored to seamlessly integrate with your existing processes, products, and services. Leveraging cloud platforms, we empower organisations with the forefront of Artificial Intelligence and Machine Learning research to foster innovation, thereby enabling the creation of bespoke solutions that cater directly to the needs of your users.

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ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING

SERVICE FEATURES

- Strengthen organisational capabilities by leveraging Cloud Machine Learning and Artificial Intelligence.
- Provide expert advice on formulating organisational Artificial Intelligence strategies.
- Conduct end-to-end services including discovery, design, implementation, testing, training, and ongoing support.
- Conduct feasibility studies of AI platforms such as AWS, Azure, and Google.
- Develop prototypes and collaborate on delivering comprehensive product roadmaps.
- Implement advanced anomaly detection and resolution techniques.
- Offer interactive service dashboards and visualisers for real-time insights.
- Prepare and compile detailed support documentation.
- Facilitate deployment through APIs.
- Prepare and execute Machine Learning Initiatives.
- Conduct proof of concepts and prototypes to validate business case benefits.
- Implement enhanced metrics and dashboards.
- Utilise machine learning, Artificial Intelligence (AI), Natural Language Processing (NLP), modeling, and algorithms.
- Enhance Artificial Intelligence-Driven Predictive Modeling capabilities.
- Implement automated Chatbots, Virtual Assistants, Email responses, and Interactive Voice Response (IVR) systems.
- Offer Cloud or on-premise solutions.
- Work seamlessly with data in legacy IT systems.
- Handle structured and unstructured data sources.

SERVICE BENEFITS

- Unlock value from legacy organisational data.
- Automate or expedite time-consuming tasks.
- Enable rapid prototyping, development, and feedback cycles.
- Facilitate effective decision-making with integrated machine learning intelligence.
- Mitigate the potential for human errors.
- Drive greater organisational-wide efficiencies.
- Lower organisational costs associated with labor-intensive administrative tasks.
- Enhance customer experience through continuous innovation.
- Rapidly establish an AI service to validate a business case.
- Reduce cost-to-serve, contact volumes, and processing times.
- Expedite access to accurate information.
- Decrease costs across the board.
- Enhance both customer and employee satisfaction.
- Support Data Science services effectively.
- Achieve processing efficiency through the integration of artificial intelligence into data processes and systems.
- Implement practical applications of deep learning and explainable artificial intelligence.
- Utilise improved Metrics and Dashboards to track AI performance effectively.
- Ensure continual improvement post-launch through optimisation and tuning processes.





ABOUT

SoftServe offers comprehensive business intelligence (BI) and data visualisation services aimed at enhancing strategic decision-making, ensuring compliance, reducing costs, and boosting productivity. By integrating data seamlessly, providing rapid insights, and facilitating improved decision-making, we empower organisations to achieve better outcomes.

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BI AND DATA VISUALISATION SERVICES

SERVICE FEATURES

- Tailored BI strategy formulation, assessment, and product selection, along with seamless configuration and deployment.
- Thorough BI data assessment, profiling, cleansing, standardisation, and enrichment processes.
- Development of BI cataloging, glossaries, and ontologies to enhance data understanding and utilisation.
- Creation of compelling data visualisations across various visualisation tools for enhanced insights.
- Flexible and scalable resourcing solutions, available both onshore and offshore.
- Rapid development, operationalisation, and transfer of BI solutions, offered either as a one-time project or as an ongoing service.
- Collaborative co-design and construction of solutions in partnership with our clients.
- Partnerships with industry leaders such as Microsoft, SAP, UiPath, and Pega.

SERVICE BENEFITS

- Visualise business performance metrics to facilitate data-driven decision-making processes.
- Strengthen governance and monitoring capabilities by harmonising linked systems.
- Ensure timely, consistent, and repeatable execution of reports and insights.
- Unlock workforce productivity, optimise talent utilisation, and expedite organisational change initiatives.
- Improve quality, increase productivity, and drive process improvements to realise cost savings.
- Provide outcome-focused insights to enable more informed decision-making.
- Respond swiftly to emerging threats and automate preemptive responses.
- Deliver effective data solutions that minimise complexity and effort for end-users.
- Transfer proven processes and knowledge to client staff.
- Develop and implement frameworks and services based on industry-leading practices.



ABOUT

SoftServe's Conversational AI leverages cutting-edge technology to develop sophisticated chatbots and voice assistants that understand and respond to user needs in a natural and intuitive way. Our services span the full development lifecycle from design to integration and support.

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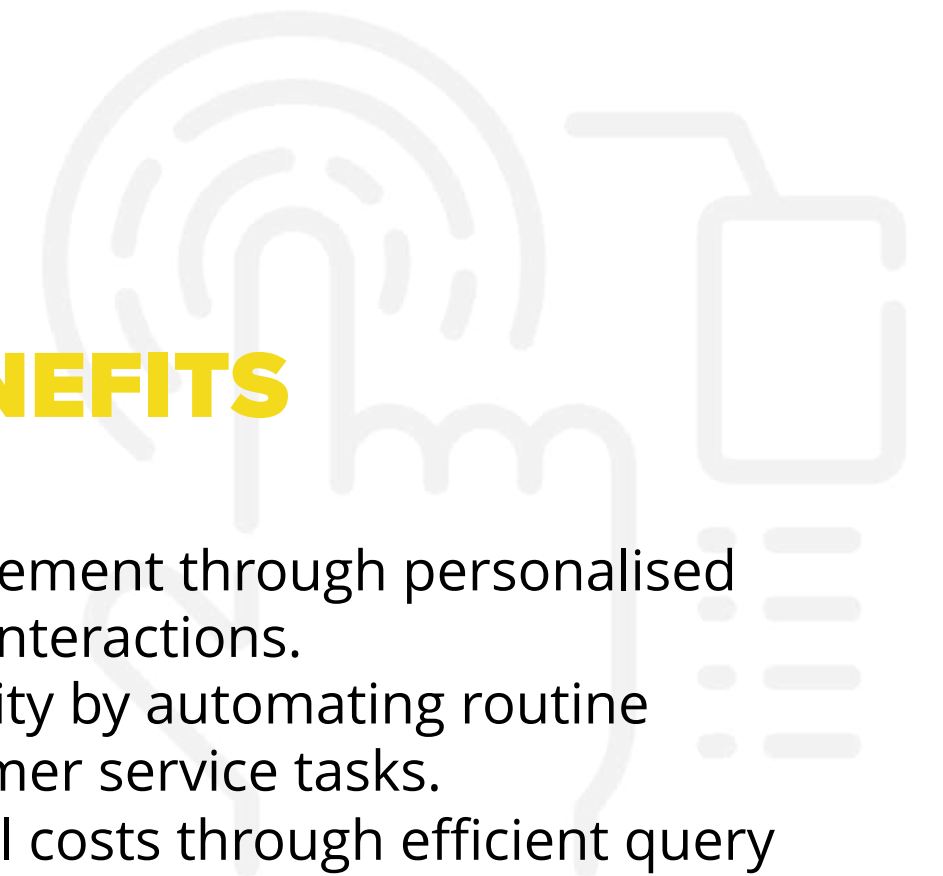
CONVERSATIONAL ARTIFICIAL INTELLIGENCE ACCELERATOR

SERVICE FEATURES

- Multi-channel integration including chat, voice, and mobile interfaces for a unified user experience.
- Compatibility with major digital assistants like Alexa, Google Assistant, Siri, and Cortana.
- Advanced natural language processing for multilingual interaction and nuanced understanding.
- Streamlined integration with CRM systems and other business platforms to enhance customer service.
- Emotional intelligence capabilities to analyse sentiment and adapt responses accordingly.
- Continuous learning algorithms to improve accuracy and effectiveness over time.

SERVICE BENEFITS

- Elevates user engagement through personalised and context-aware interactions.
- Enhances productivity by automating routine inquiries and customer service tasks.
- Reduces operational costs through efficient query handling and resource optimisation.
- Improves customer satisfaction with quick, accurate responses and reduced wait times.
- Drives business innovation by integrating AI into customer interaction strategies.
- Ensures data security and privacy with compliant AI frameworks and protocols.





ABOUT

SoftServe's "Data as a Service" solution offers expert consultancy services for managing and servicing all Cloud and Digital Data Architecture requirements, spanning from Enterprise-level planning to technical delivery. Our service assists in designing and architecting your data platform to maximise the potential of traditional technologies or to plan for on-premise or Cloud environments.

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DATA AS A SERVICE

SERVICE FEATURES

- Integrate data architecture, engineering, and data science through design thinking principles.
- Mobilise an agile team passionately committed to co-creation and transparent collaboration.
- Collaboratively articulate a service vision and establish guiding design principles.
- Conduct both quantitative and qualitative research to unearth insights into user needs.
- Identify, engage, and facilitate stakeholders adeptly.
- Conduct thorough business analysis to grasp the service landscape comprehensively.
- Develop exhaustive end-to-end service blueprints encompassing all facets from front to back.
- Align strategies and forge roadmaps to prioritise the early delivery of value.
- Craft target operating models and runbooks to empower operational teams effectively.
- Execute change management plans to facilitate a smooth transition to business as usual.

SERVICE BENEFITS

- Seamlessly integrate SoftServe's technical expertise to achieve top-tier solutions.
- Mitigate delivery and business engagement risks through transparent, collaborative, and iterative processes.
- Validate genuine user needs through consistent user research endeavors.
- Utilise vision, roadmap, and strategy alignment tools to engage stakeholders with precision.
- Foster clarity across all service domains with comprehensive service blueprints.
- Ensure successful adoption by integrating business and process seamlessly.
- Maximise uptake and drive outcomes by prioritising user-centric design.
- Facilitate knowledge transfer and skill-building through effective knowledge management practices.
- Avoid the drawbacks linked to inferior services while improving return on investment.
- Design for longevity, adaptability, and seamless evolution to meet future needs proficiently.



ABOUT

SoftServe's offering in Data Governance is technology-agnostic, providing end-to-end solutions encompassing data strategy definition, business analysis, solution design, delivery, and business onboarding. Leveraging accelerators, best practices, and cross-industry knowledge, we implement data management solutions tailored to meet strategic business objectives related to master data and data quality.

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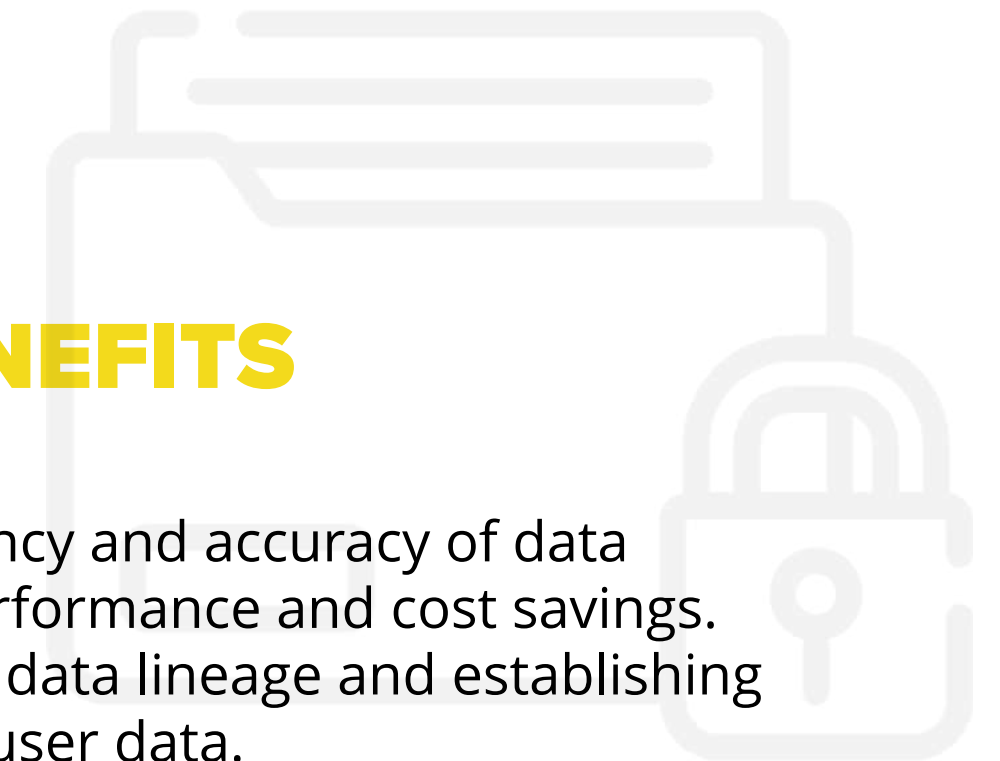
DATA GOVERNANCE SERVICE

SERVICE FEATURES

- Definition, development, and implementation of an enterprise data governance framework.
- Advisory services on how data management facilitates strategic, tactical, and operational reporting.
- Suitable for managing large volumes of both structured and unstructured data.
- Management of the lifecycle of master data, reference data, and metadata.
- Planning and execution of data assessment, profiling, and cleansing processes.
- Definition and planning of supporting data migration and Extract, Transform, Load (ETL) services.
- Tailoring to meet specific cloud and information management requirements.
- Development of data assessment and data governance roadmaps.
- Provision of capability transfer, knowledge transfer, and skills transfer.
- Establishment of data lineage to track data origins and transformations.

SERVICE BENEFITS

- Enhancing consistency and accuracy of data drives improved performance and cost savings.
- Gaining insight into data lineage and establishing clear ownership of user data.
- Exercising control over enterprise information assets and data elements.
- Driving business and cultural changes necessary for effectively managing data quality.
- Improving data quality through implementing data standards, policies, processes, and controls.
- Seamlessly migrating legacy data to the cloud and across different systems.
- Facilitating integration between datasets from disparate source systems.
- Accessing technology expertise and tapping into a wide network of technology partners.
- Receiving support for highly secure data environments in the cloud.
- Ensuring regulatory compliance with standards such as GDPR, FoIA, and DPA.





ABOUT

SoftServe's Data Maturity Assessment offers comprehensive insights into your organisation's journey towards digital and data-driven transformation. By capturing key business drivers, we deliver an evidence-based maturity assessment, highlighting prioritised digital-data solutions and actionable roadmaps. Our approach encompasses three crucial aspects: people (culture, organisation, skills), process (controls and governance), and technology (tools and architecture). This framework enables organisations to evaluate their current data standard or maturity level, pinpoint areas for improvement, and strategise to enhance overall maturity.

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DATA MATURITY ASSESSMENT

SERVICE FEATURES

- Detailed joint planning exercise to align assessment goals with organisational objectives.
- Utilisation of bespoke software to collect input from diverse sections of the organisation, ensuring comprehensive data collection.
- Structured interviews with technical teams, data analysts, and data customers to gain insights from various perspectives.
- Review of current data architecture and documentation to assess alignment with organisational goals.
- Fit-for-purpose analysis of technology and software applications to determine their suitability for driving digital and data-driven initiatives.
- Assessment of people capability and culture for fostering data excellence within the organisation.
- Evaluation of current reporting practices and data accessibility to identify areas for improvement.
- Focus on process optimisation and continuous improvement to enhance data management practices.
- Analysis of data quality and security measures to ensure data integrity and compliance.
- Production of a detailed report outlining assessment findings and recommendations.

SERVICE BENEFITS

- Establishes an essential baseline for understanding the current data landscape within your organisation.
- Enables prioritisation of areas for improvement based on identified strengths and weaknesses.
- Provides a detailed technical review to address technology-related challenges.
- Highlights cultural barriers hindering effective data utilisation.
- Offers a valuable health-check on data security and compliance practices.
- Allows for comparison with peer organisations to gauge performance.
- Facilitates regular reviews to monitor progress towards transformation goals.
- Collaborates with stakeholders to develop a roadmap for continuous improvement.
- Identifies best practices and capabilities to leverage for future expansion and growth.
- Serves as a useful reference for future business cases and strategic planning initiatives.



ABOUT

SoftServe's Data Operating Model Services offer a comprehensive approach to analysing and optimising your organisation's data operations, strategy, and governance. We assess the current functions and capabilities of your data operations and define necessary changes to align with your target architecture. Our services deliver a future-state model, including a proposed structure and costed establishment model benchmarked against industry standards.

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DATA OPERATING MODEL

SERVICE FEATURES

- Detailed design documentation and modeling for a comprehensive data function.
- Development of Data and Analytics Target Operating Model to optimise data utilisation.
- Establishment of Data Governance and Privacy Operating Model to ensure data security and compliance.
- Implementation of data management policies and procedures to enhance data controls.
- Conducting gap analysis to identify capabilities and deficits in current data practices.
- Creation of Data Science, Machine Learning & AI Operating Model for advanced analytics.
- Framework development to maximise data value, compliance, and quality.
- Roadmap and Implementation Plans outlining priority activities and milestones.
- Alignment of data capabilities with the enterprise operating model.
- Mapping of Organisational Data Estate for better data management.

SERVICE BENEFITS

- Improved data management and better understanding of existing data assets.
- Enhanced analytics capabilities, including predictive analytics for improved service targeting.
- Increased analytical efficiency through automation of time-consuming tasks.
- Reduction in data silos, improved data quality, and enhanced agility.
- Alignment of Data and Analytics with Strategic Business Objectives.
- Business value-driven Data Transformation for organisational growth.
- Breakdown of data silos, improved data quality, and accelerated data processing.
- Reduction in information and Data management costs.
- Enhanced traceability and confidence in Data, KPIs, reporting, and analytics.
- Ability to derive greater insights from enhanced analysis of data.





ABOUT

SoftServe's DataOps services enable the construction of a flexible and scalable data infrastructure in the cloud, ideal for modern data-centric organisations. We leverage agile engineering and DevOps best practices to streamline data management processes. Our approach aims to minimise platform management overheads, foster greater collaboration with Data Analysts and Scientists, and ultimately expedite the implementation of Business Insights.

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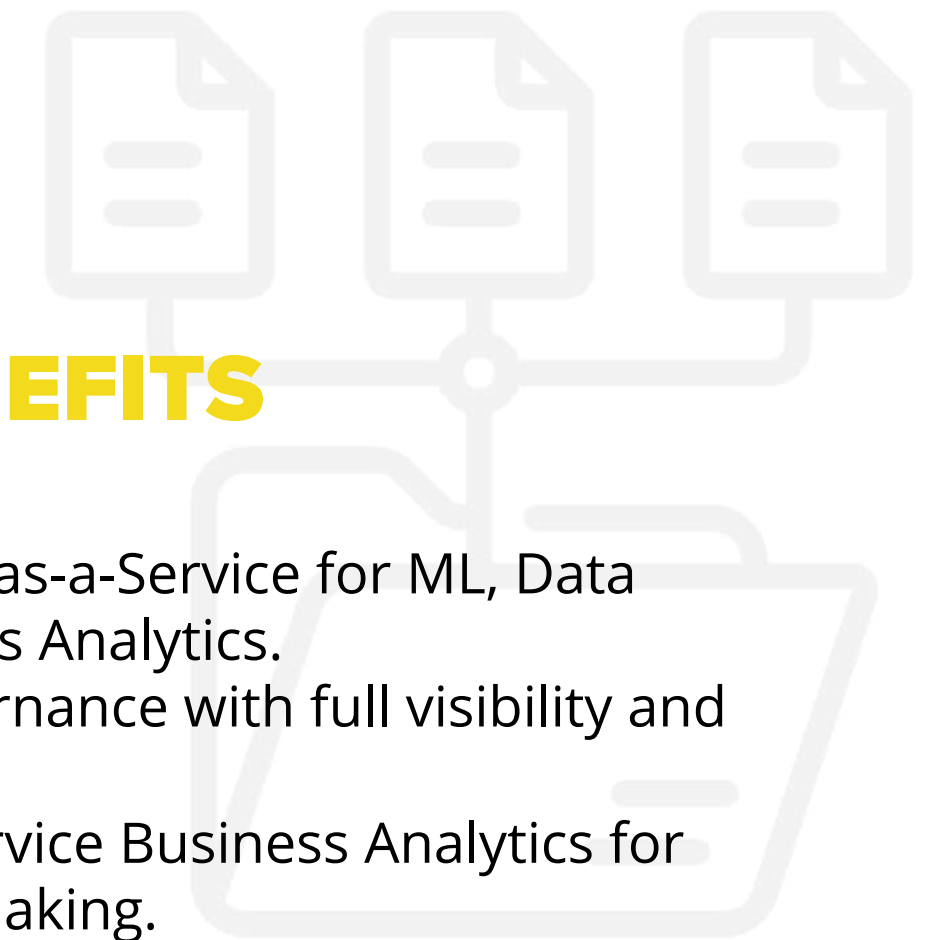
DATAOPS SERVICES

SERVICE FEATURES

- Multi-cloud managed data environments with training and optional handover.
- Data infrastructure as-a-service with automated deployment, testing, and monitoring.
- Automated data ingestion, cleaning, transformation, and scalable storage.
- Monitoring and reporting of source and target data quality, quantity, and trends.
- Data versioning, lineage, and fine-grained access control for enhanced security.
- Scalable growth opportunities while retaining control with incremental data additions.
- Data modeling and services to facilitate reusability and efficiency.
- Optimisation of data storage and cost management to maximise ROI.
- Agile Data Engineering, DevOps, and Data Visualisation teams for rapid development.

SERVICE BENEFITS

- Enablement of Data-as-a-Service for ML, Data Science, and Business Analytics.
- Empower Data Governance with full visibility and traceability.
- Promotion of self-service Business Analytics for improved decision-making.
- Incremental evolution towards a Data-centric organisation for sustained growth.
- Reduction of errors and shortened time to value for faster insights.
- Continuous evolution and improvement in response to changing priorities.
- Synergy with SoftServe's Application and Data Discovery service for comprehensive solutions.
- Streamlined DataOps processes for faster data movement.
- Continuous delivery of actionable insights, demonstrating tangible value to the business.
- Integration of an integrated and process-oriented perspective with DataOps.
- Continuous improvement through Data Analytics, driving business efficiency.
- Simplification of data management complexities for enhanced operational efficiency.





ABOUT

SoftServe offers comprehensive Data Platform and Architecture services aimed at designing, building, and migrating data solutions hosted in both public cloud platforms like AWS, Azure, and GCP, as well as private clouds. Our approach encompasses strategic oversight, architecture design, and implementation, ensuring seamless integration of cloud-based data platforms into your digital ecosystem. With a proven track record in developing new cloud data platforms and migrating existing deployments we deliver scalable and efficient solutions tailored to your unique needs.

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DATA PLATFORM AND ARCHITECTURE SERVICES

SERVICE FEATURES

- Evaluation and selection of cloud platforms tailored to your requirements.
- Design and implementation of cloud data platforms optimised for performance and cost-effectiveness.
- Comprehensive support for Data Architecture, including defining the current state and target state.
- Guidance framework and strategy for data quality policy standards.
- Review of data and storage assessments to define optimised pricing models.
- Building automated data pipelines with cleansing and validation capabilities.
- Data migration expertise, including archiving rarely-utilised data for carbon footprint reduction.
- Integration of legacy systems to ensure seamless data flow.
- Next-generation data platform delivery with continuous integration capabilities.
- Architecture and design review and management for ongoing optimisation.
- Implementation of sophisticated analytics and data science solutions.
- Data pipeline and microservice containerisation for enhanced agility.
- Real-time data acquisition and migration capabilities.
- Data security, monitoring, and tuning to ensure data integrity and compliance.
- Structured approach to agile delivery to meet evolving business needs.

SERVICE BENEFITS

- Unlock new data insights to drive improved business outcomes.
- Optimise pricing for all data storage and processing requirements.
- Enable advanced analytics, data science, machine learning, and AI capabilities.
- Ensure accessibility of data across different organisational levels.
- Dynamically scale data platforms to accommodate growing data needs.
- Reduce carbon footprint by archiving non-essential data.
- Implement cross-platform master data approaches for data consistency.
- Enable automated business KPI reporting and dashboards for real-time insights.
- Mitigate organisational risks through GDPR and DPIA compliance.
- Gain deeper business and customer insights with faster data acquisition and query speeds.
- Efficient DataOps service implementation to streamline operations.
- Identify opportunities, detect anomalies, and monitor trends effectively.
- Improve forecasting, scalability, and reaction times with advanced analytics capabilities.
- Reduce platform costs and minimise maintenance efforts.
- Ensure regulatory adherence and secure data management through our expertise in cloud services, open standards, and open-source technologies.



ABOUT

SoftServe's Data Strategy Services offer a comprehensive approach to developing and implementing data strategies tailored to your organisation's unique needs. Our services are designed to unlock the full value of your data assets, providing a clear pathway from strategy definition to operational execution. We focus on aligning data initiatives with business objectives, embedding data governance, driving innovation, and empowering your organisation with data-driven insights.

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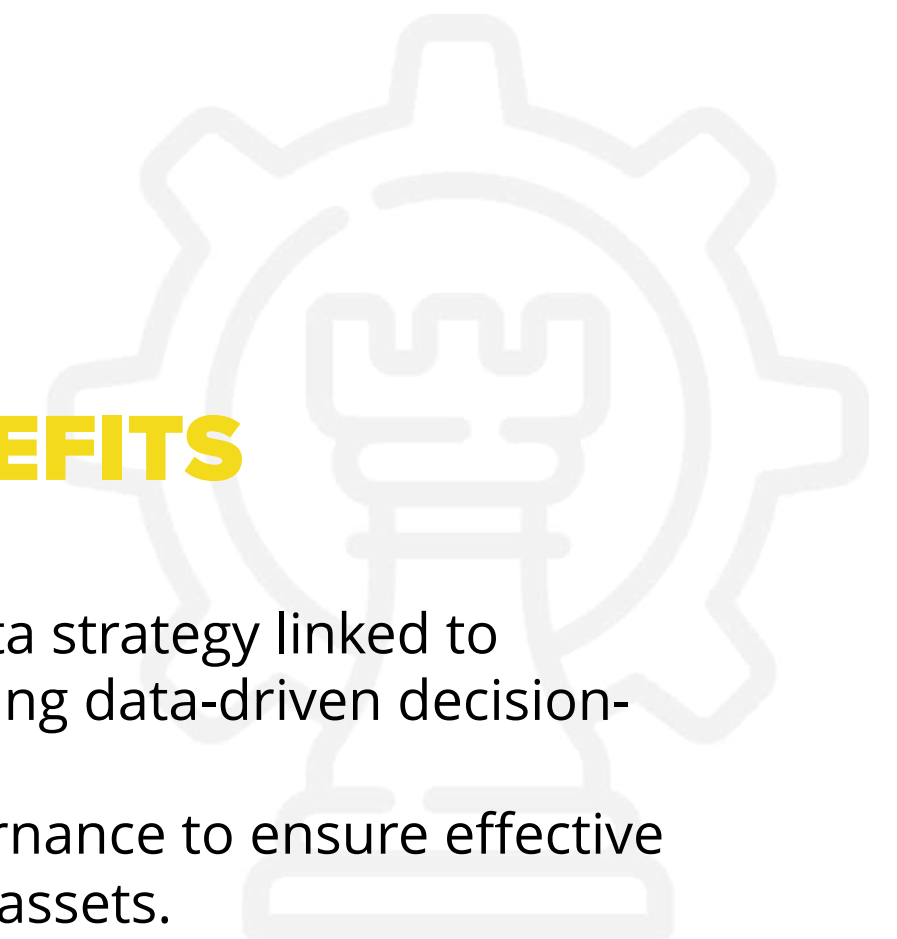
DATA STRATEGY

SERVICE FEATURES

- Definition and alignment of data strategy with business objectives to ensure strategic alignment.
- Assessment of data strategy and capability maturity, benchmarking against industry standards.
- Prioritised backlog and roadmap of use cases to guide implementation efforts.
- Development of business cases detailing business value and data Key Performance Indicators (KPIs).
- Definition of Data Team Capability and Operating Model, including roles and responsibilities.
- Design of future state data architecture and Technology Model to ensure scalability.
- Inclusion of data analytics strategy, including the usage of Generative AI for advanced insights.
- Review of current business state and challenges in data insight.
- Assessment of data quality and maturity, identifying steps for improvement.
- Detailed transformational roadmap focused on empowering staff with data insight.
- Review and enhancement of existing data governance processes to drive responsible data use.
- Business strategy review and identification of key metrics, reports, and analytical models.

SERVICE BENEFITS

- Clearly articulated data strategy linked to business value, enabling data-driven decision-making.
- Embedded data governance to ensure effective management of data assets.
- Empowered multi-disciplinary data team equipped with necessary skills.
- Scalable data architecture and technology platform to support organisational growth.
- Enhanced operational efficiencies and increased flexibility of outputs.
- Improved data literacy, maturity, and capability across the organisation.
- 360-degree view of customers for improved customer engagement and satisfaction.
- Reduced risks and increased security through proactive data management.
- Identification of opportunities for innovation and growth, driving organisational success.





ABOUT

SoftServe's Analytics Services empower businesses to harness the full potential of their data, enabling data-driven decision-making and strategic insights. Leveraging cutting-edge technologies and strategic partnerships, we deliver comprehensive analytics solutions tailored to meet specific business needs.

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ANALYTICS

SERVICE FEATURES

- Customised analytics solutions designed to address specific business requirements, leveraging trusted partnerships.
- Data-focused roadmap assessment to evaluate current analytical capabilities and drive data insights.
- Implementation of Extract, Transform, Load (ETL) technologies for clear visibility of data journey.
- Development of visualisations and dashboards to support informed business decisions.
- Monitoring data quality assurance and compliance regulations across all analytics projects.
- Complete data integration services covering cloud and big data environments.
- Innovative Design Workshops to align analytics needs with business logic.
- Detailed procedures to ensure strict data protection and compliance.
- End-to-end automated processes to ensure consistency and efficiency.
- Transition support to advance data capabilities towards Artificial Intelligence (AI) and Machine Learning (ML) adoption.

SERVICE BENEFITS

- Clarity and consistency across business insights, enabling real-time decision-making.
- Cultivation of a more data-centric culture within the organisation.
- Transition from outdated Management Information (MI) tools to modern analytics solutions.
- Support from SoftServe experts with enterprise analytics tools and technologies.
- Strong focus on data quality, compliance, and security throughout the analytics lifecycle.
- Early identification of benefits through the use of roadmap-driven analytics initiatives.
- Leveraging previous experience to ensure rapid delivery of analytics solutions.
- Enhanced understanding of data processes and data flow for improved decision-making.





ABOUT

SoftServe's Intelligent Products service harnesses AI and user-centric design principles to tackle business challenges, driving operational efficiency and fostering innovation. With an agile product development methodology, SoftServe delivers tailored solutions that streamline costs and unlock new value propositions.

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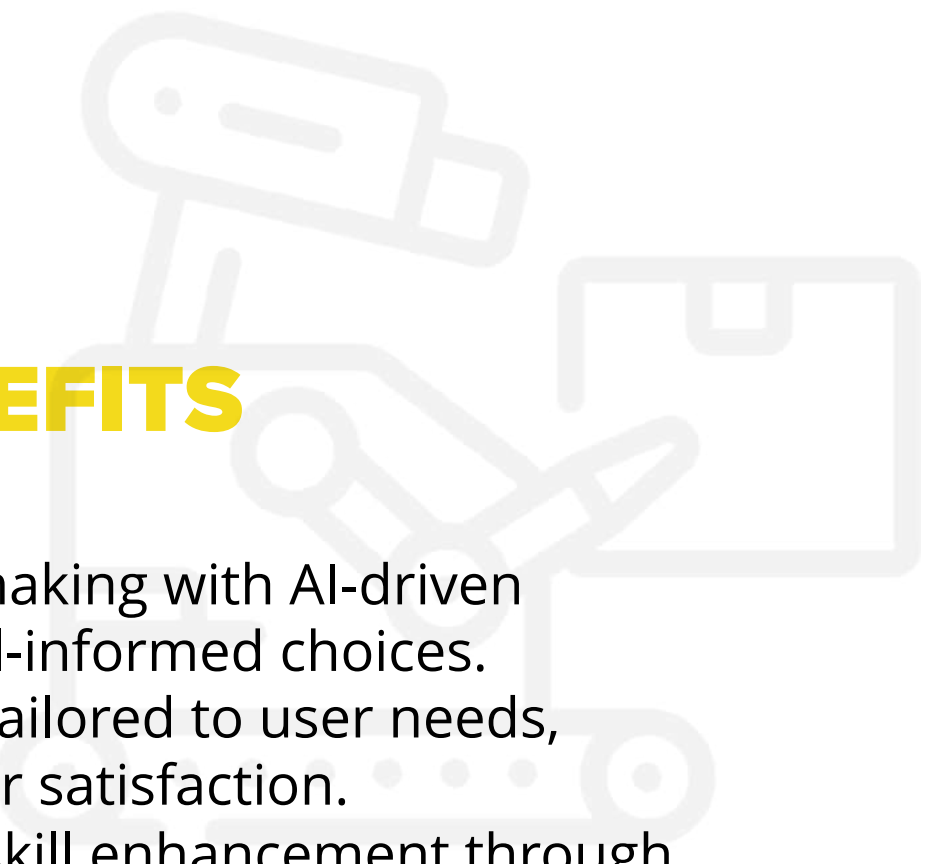
INTELLIGENT PRODUCTS

SERVICE FEATURES

- Utilisation of ML personalisation technology, including algorithms and predictive analytics, to assess relevance and enhance user experiences.
- Engaging workshops and extensive user research to pinpoint AI and ML opportunities
- Integration of ML/Ops capabilities to seamlessly embed ML models and predictive analytics functionalities.
- Rapid prototyping and pilot development for iterative testing and validation.
- Incorporation of user-centric features aimed at meeting and surpassing user experience expectations.
- Collaborative co-creation process, combining product design expertise with business insights.
- Smooth integration of customised or pre-built AI cores for personalised solutions.
- Comprehensive support from public Beta testing to full-scale production deployment

SERVICE BENEFITS

- Empowers decision-making with AI-driven insights, enabling well-informed choices.
- Delivers AI solutions tailored to user needs, enhancing overall user satisfaction.
- Facilitates employee skill enhancement through collaboration with SoftServe's experienced professionals.
- Drives efficiency gains by automating repetitive tasks and streamlining workflows.
- Enables seamless integration of AI with existing systems, ensuring operational continuity.
- Reduces costs and enhances user experiences through predictive analytics capabilities.
- Ensures ethical AI deployment by prioritising fairness and bias prevention strategies.





ABOUT

SoftServe's Internet of Things (IoT) Services bridge the physical and digital worlds, turning vast networks of connected devices into streams of valuable data. By employing advanced IoT technologies and strategies, we offer solutions covering the entire IoT development lifecycle, from concept to deployment. Our specialised team collaborates with clients to tailor IoT solutions that boost operational efficiency, enhance decision-making, and engage customers more effectively.

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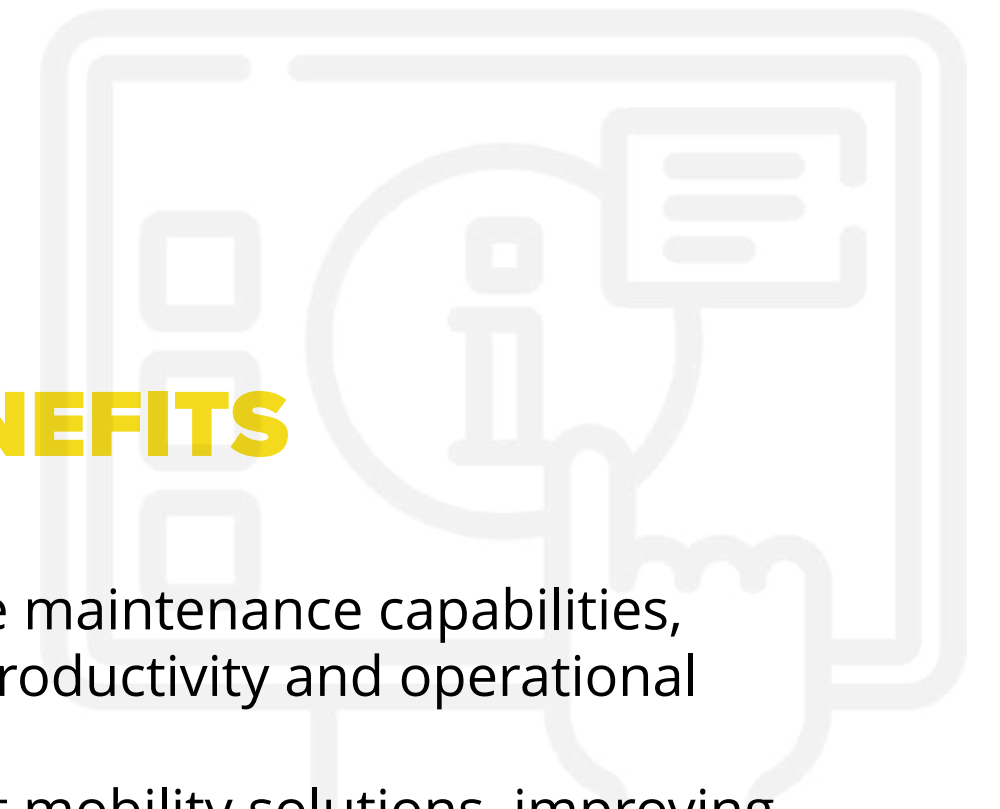
IOT SERVICES

SERVICE FEATURES

- Comprehensive end-to-end IoT architecture and design, from sensors/controllers to analytics and data visualisation.
- Hybrid team expertise, from consumer-level applications to industrial-grade engineering solutions.
- Extensive team composition including device level engineers, data engineers, scientists, and cloud specialists.
- Proficient in a wide range of technologies including hardware design, edge computing, IoT cloud platforms, and advanced analytics.

SERVICE BENEFITS

- Enhanced predictive maintenance capabilities, boosting machine productivity and operational efficiency.
- Advanced intelligent mobility solutions, improving transportation safety, efficiency, and connectivity.
- Innovations in smart manufacturing, leveraging IoT for quality improvement and process efficiency.
- Tailored IoT solutions that scale across various domains, addressing specific business challenges effectively.
- Robust security measures and comprehensive IoT platform integration, ensuring reliable and secure operations.
- Access to a vast pool of talent, ensuring diverse and innovative IoT solution development and delivery.





ABOUT

SoftServe's Natural Language Processing (NLP) Services are designed to unlock the vast potential hidden within unstructured text data, transforming it into actionable insights and automated processes. Leveraging state-of-the-art NLP technologies and methodologies, our services span the entire lifecycle of NLP solution development, from initial discovery and design to deployment and integration. Our team of NLP experts and data scientists work closely with clients to understand their unique challenges and opportunities, delivering customised solutions that enhance decision-making, customer engagement, and operational efficiency.

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NATURAL LANGUAGE PROCESSING SERVICES

SERVICE FEATURES

- Comprehensive NLP solution development, covering use case identification, design, and implementation, tailored to meet specific business needs.
- Advanced text analytics for extracting meaningful insights from diverse data sources such as social media, customer feedback, emails, and documents.
- Development of conversational agents for customer support, enhancing user experience and reducing support workload.
- Sentiment and emotion analysis to gauge customer perceptions and responses, informing marketing strategies and product development.
- Custom classification and topic modeling to organise and categorise large volumes of text data for easy retrieval and analysis.
- Integration of the latest machine learning and deep learning techniques for nuanced text understanding and prediction.
- Utilisation of cloud infrastructure and big data technologies to scale NLP models and handle large datasets efficiently.
- Agile development methodology ensuring flexible and iterative solution refinement based on user feedback and changing requirements.

SERVICE BENEFITS

- Automation of manual processes involving text data, significantly saving time and reducing the risk of human error.
- Enhanced decision-making support through deep insights generated from text analysis, presented through intuitive dashboards and reports.
- Improved customer engagement and satisfaction with intelligent conversational agents capable of understanding and responding to user queries.
- Efficient organisation and retrieval of information through sophisticated classification and topic modeling, streamlining knowledge management.
- Real-time analysis of social media and customer feedback, enabling proactive response to trends, sentiments, and emerging issues.
- Scalable and flexible NLP solutions that grow with your business, supported by robust cloud infrastructure and big data technologies.
- Expert guidance and partnership from SoftServe, leveraging our extensive experience in AI and NLP to drive innovation and competitive advantage.



ABOUT

SoftServe's Generative AI Services are designed to guide organisations in harnessing the transformative potential of generative artificial intelligence. Aligning with cutting-edge practices and innovations in the field, our services encompass the entire spectrum of generative AI applications, from initial concept and strategy to development and deployment. Our team of specialists employs a deep understanding of generative AI technologies to build solutions that are not only innovative and efficient but also secure and scalable, ensuring they meet the unique needs and goals of your business.

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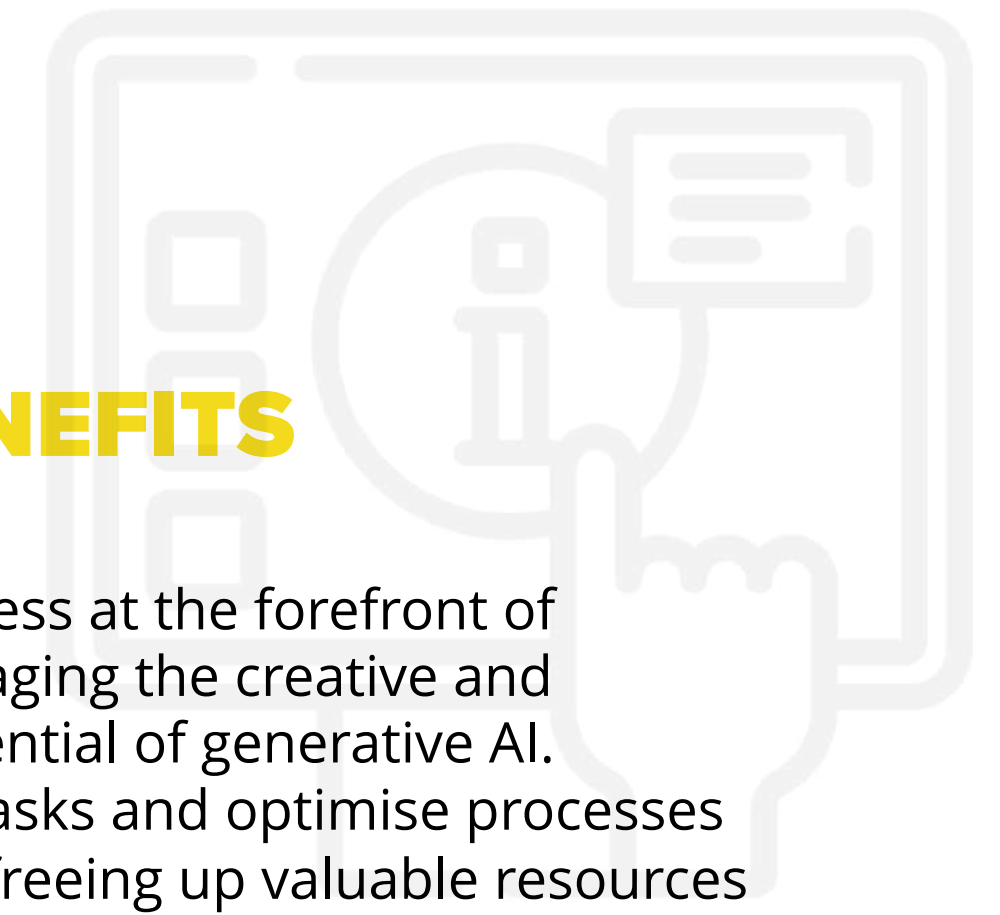
GENERATIVE AI

SERVICE FEATURES

- Initiating your generative AI journey with a comprehensive exploration of potential applications and impacts, tailored to your business context.
- Building bespoke generative AI models and solutions, from concept through deployment, ensuring they align with your strategic objectives and deliver tangible value.
- Seamlessly integrating generative AI capabilities into your existing operations and workflows, enhancing efficiency and productivity.
- Prioritising the ethical use of AI and implementing robust security measures to protect your data and AI models.
- Employing mechanisms for continuous learning and improvement of AI models, ensuring they evolve with your business and the broader AI landscape.
- Providing ongoing support and expert guidance to navigate the complexities of generative AI and maximise its benefits for your organisation.

SERVICE BENEFITS

- Position your business at the forefront of innovation by leveraging the creative and transformative potential of generative AI.
- Automate routine tasks and optimise processes with generative AI, freeing up valuable resources for strategic initiatives.
- Utilise generative AI to develop unique products, services, and customer experiences.
- Enhance decision-making processes with deep insights derived from advanced generative AI analytics and data interpretation.
- Benefit from generative AI solutions that scale with your business needs, offering flexibility to adapt to changing market dynamics.
- Rely on SoftServe's deep expertise in generative AI and our commitment to delivering solutions that are not only technologically advanced but also practical and aligned with your business goals.

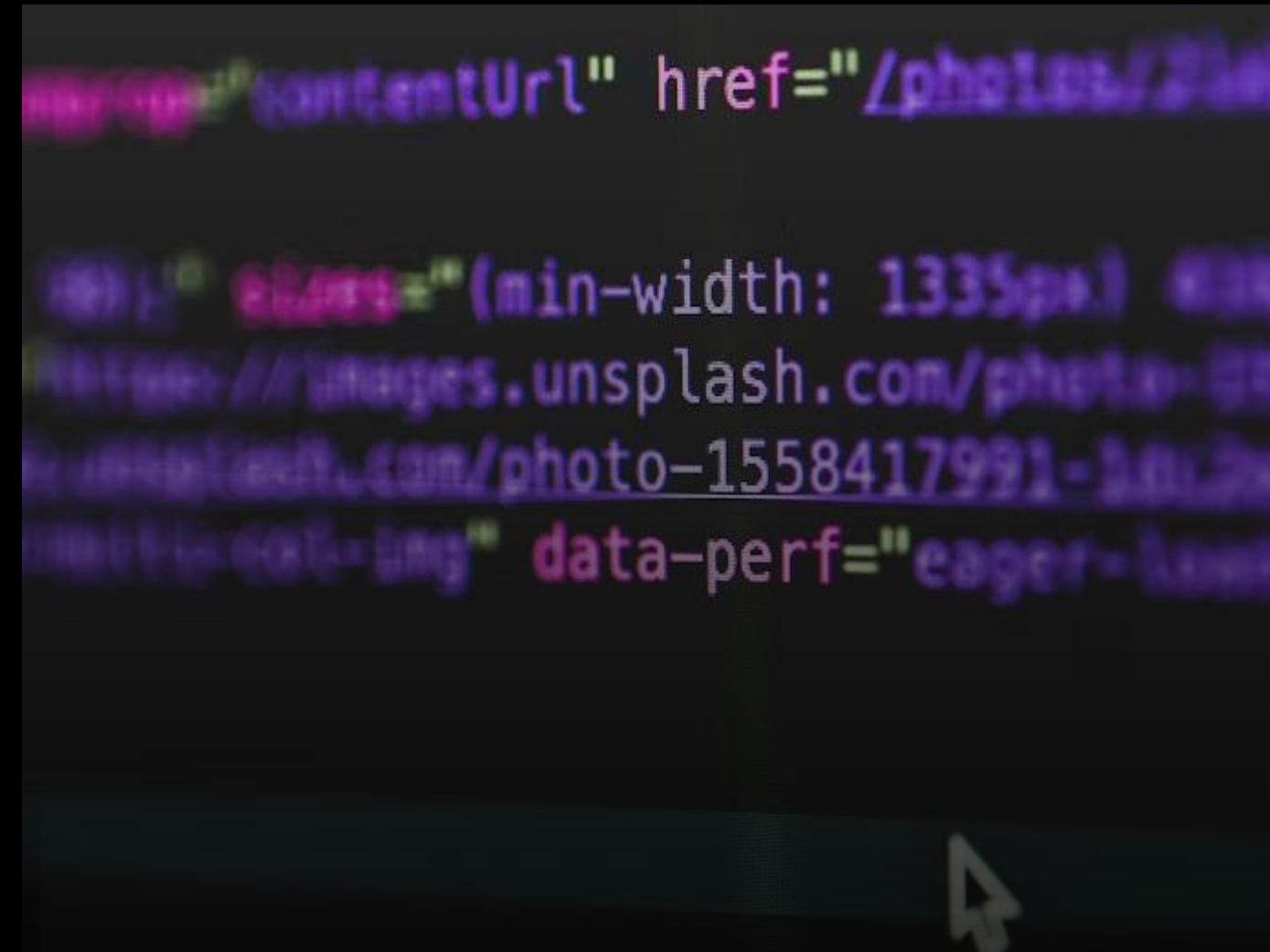


DESIGN

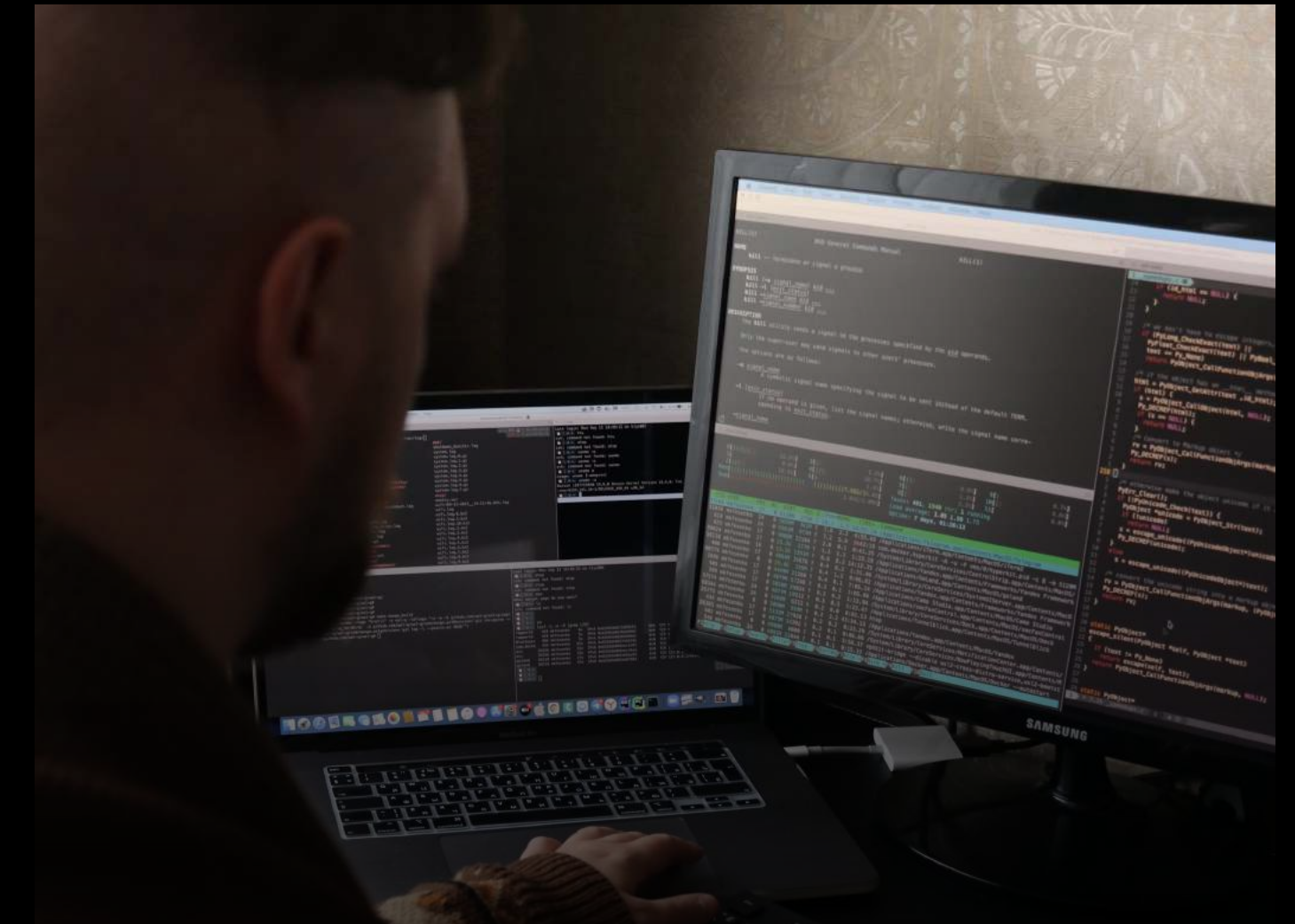
CASE STUDIES



Our client, a leading fintech firm in the APAC market, aimed to transform digital banking by integrating AI and ML technologies, enhancing user interactions and operational efficiency. This initiative focused on deploying personalised, context-aware AI-driven conversations, conversational UIs for seamless internet banking, and instant response systems for FAQs, thereby improving user experiences in money transfers and fund inquiries. These innovations not only streamlined operations but also positioned our client at the forefront of digital banking innovation, showcasing the potential of AI/ML to meet and exceed modern customer expectations and industry demands.



Our client's Data Management and Integration Team aimed to enhance development capacity economically while demonstrating the effectiveness and compatibility of independent feature teams. The challenge was the existing digital platform, which required end-users to have a sophisticated understanding of data quality processes, conflicting with the goal of promoting "Data Democracy" - making data accessible and usable across all expertise levels. SoftServe led a comprehensive 7-week Initiation Phase, featuring workshops focused on Business Context, Experience Design, and Technical Solutions, along with conducting key-persona interviews and sessions in project management, design, technical analysis, and business analysis. This collaborative approach facilitated the redesign and development of an Enterprise Data Platform. The result is a cloud-based solution that offers robust data and analytics capabilities, providing our client with an agile, scalable, and efficient system tailored to their needs.



SoftServe has successfully streamlined software development operations for our client in the telecommunications sector through our comprehensive configuration, automation, and notification systems. We seamlessly integrated JIRA Service Desk Server, OpsGenie, and Datadog to create a unified user request portal that automates ticket creation and establishes on-call notifications for efficient incident management. We tailored the Service Desk schemes specifically to meet the unique needs of our client, providing a single point of access for managing tool requests and terminations. This integration not only enhanced team efficiency but also simplified processes, significantly reducing the IT burden. Additionally, our automated incident tracking system ensures swift resolution of issues, which is crucial for maintaining high customer satisfaction. With SoftServe's integrated solution, we have elevated the operational workflow of our telecommunications client, enabling them to achieve greater productivity and service excellence.



ABOUT

SoftServe's Accessibility Services ensure that digital platforms are inclusive and accessible to all users. We provide comprehensive solutions to meet WCAG standards and public sector accessibility regulations. Our service covers everything from initial audits and user testing with assistive technologies to full compliance checks and ongoing support.

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ACCESSIBILITY SERVICES

SERVICE FEATURES

- Full compliance with Web Content Accessibility Guidelines (WCAG) for websites, mobile apps, and digital content.
- Detailed accessibility audits and continuous monitoring to maintain standards.
- Consultations and customised training sessions on accessibility best practices.
- Development of accessible digital content, including PDFs, web pages, and mobile applications.
- Implementation of assistive technologies such as screen readers, magnifiers, and alternative input devices.
- Preparation and maintenance of accessibility statements and compliance documentation.
- Integration of accessibility into project lifecycles from discovery to deployment.
- Strategic planning for digital accessibility transformation across organisations.
- Support and mentoring in adherence to GDS (Government Digital Service) and public sector standards.

SERVICE BENEFITS

- Enhances inclusivity, allowing equal access for all users.
- Ensures legal compliance with accessibility standards and regulations.
- Improves user experience and satisfaction across digital platforms.
- Builds positive brand image and reputation by demonstrating commitment to inclusivity.
- Provides a clear roadmap for achieving and maintaining accessibility compliance.
- Facilitates training and development for teams on accessibility issues and solutions.
- Allows organisations to understand and implement the necessary changes to improve accessibility.
- Offers ongoing support and expert advice to maintain high standards of accessibility.
- Delivers data-driven insights from user testing to guide continual improvement in service design.



ABOUT

SoftServe's Content Strategy and Design service integrates comprehensive content strategy planning and advanced design principles to create impactful and user-centred content across various digital platforms. Our experts utilise a data-driven approach to develop and refine content that enhances user engagement and optimises service delivery.

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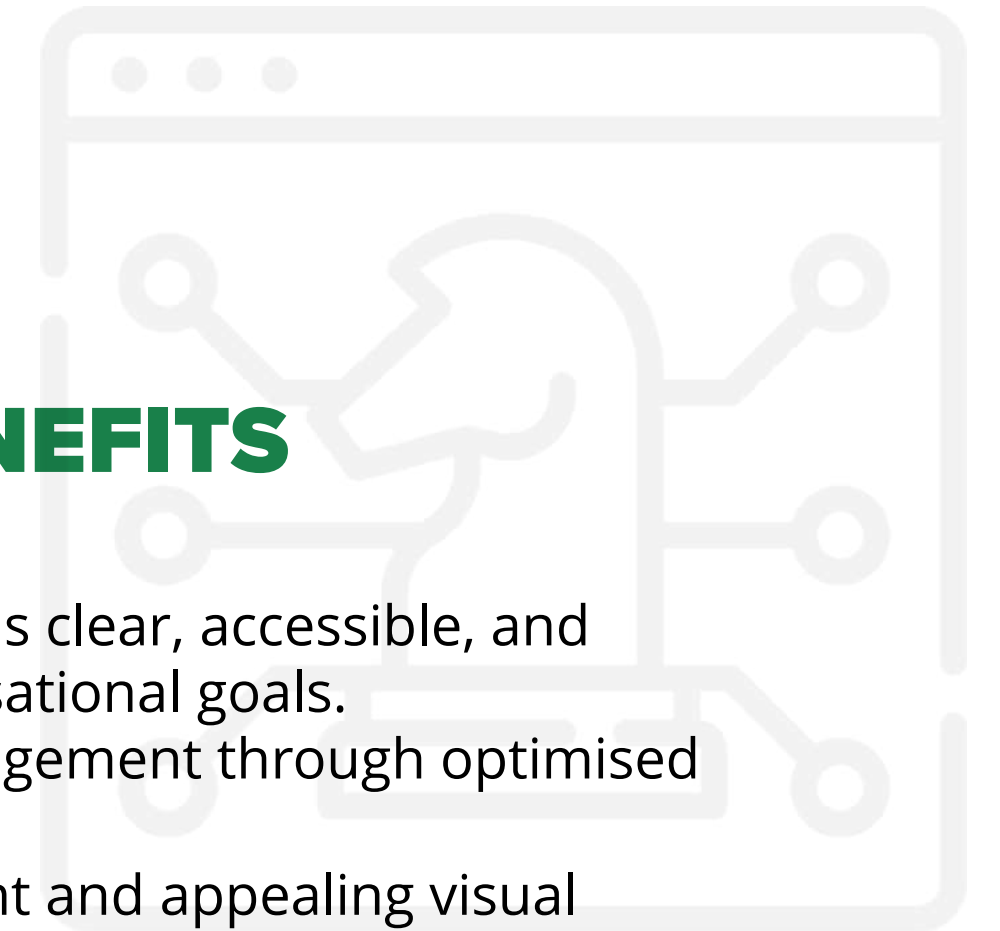
CONTENT DESIGN AND STRATEGY

SERVICE FEATURES

- Strategic content development for web services, transactions, and product interfaces.
- Expertise in Information Architecture and user journey planning.
- Development and implementation of content guidelines and templates.
- In-depth content testing and optimisation to ensure user satisfaction.
- Advanced graphic and web design utilising the latest UX/UI best practices.
- Comprehensive content migration services including strategy and execution.
- Regular updates and maintenance to keep content relevant and engaging.
- Training and workshops for teams to maintain content quality standards.

SERVICE BENEFITS

- Ensures all content is clear, accessible, and aligned with organisational goals.
- Enhances user engagement through optimised content strategies.
- Provides a consistent and appealing visual experience across all platforms.
- Facilitates efficient content management and scalability.
- Supports compliance with digital standards and accessibility guidelines.
- Reduces operational costs by improving content efficiency and effectiveness.
- Improves stakeholder and user satisfaction with high-quality content.
- Strengthens brand presence and authority through professional content presentation.
- Enables teams to develop and maintain high standards in content creation.





ABOUT

SoftServe's Conversational Design service harnesses the power of cutting-edge conversational interfaces to create intuitive and engaging user interactions. Our team specialises in developing bespoke conversational flows with AI technologies, ensuring that every interaction is seamlessly integrated with your business objectives and user needs.

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CONVERSATIONAL DESIGN

SERVICE FEATURES

- Expert consultation in conversational AI technologies and strategy.
- Comprehensive design and deployment of chatbots.
- Development of custom NLP solutions to enhance interaction quality.
- Detailed analytics to inform conversational interface performance.
- Continuous improvement practices for conversational projects.
- User experience (UX) design tailored to create intuitive chat interfaces.
- Prototype development for practical demonstration and testing.
- Integration capabilities with existing digital services and platforms.
- Strategic content development to improve user engagement.
- Training and support for in-house teams post-implementation.

SERVICE BENEFITS

- Streamlined interactions that improve customer satisfaction and engagement.
- Enhanced user experience through tailored conversation flows.
- Reduction in operational costs by automating routine customer interactions.
- Quick deployment of prototypes to accelerate project momentum.
- Increased accessibility of services through natural language processing.
- Improved service efficiency and user interaction data analysis.
- Greater scalability and flexibility in user communications.
- Robust support structure to maintain and enhance conversational tools.
- Strategic insights from data analytics to inform business decisions.
- Continuous evolution of service capabilities to meet changing needs.





ABOUT

SoftServe's User Experience (UX) & Product Design service creates high-quality, user-centric digital products. Our comprehensive approach integrates advanced UX research, product design principles, and front-end development to ensure solutions are not only feasible and viable but also resonate with users. From persona development to high-fidelity prototyping, our team crafts interactive experiences that prioritise accessibility, efficiency, and user satisfaction.

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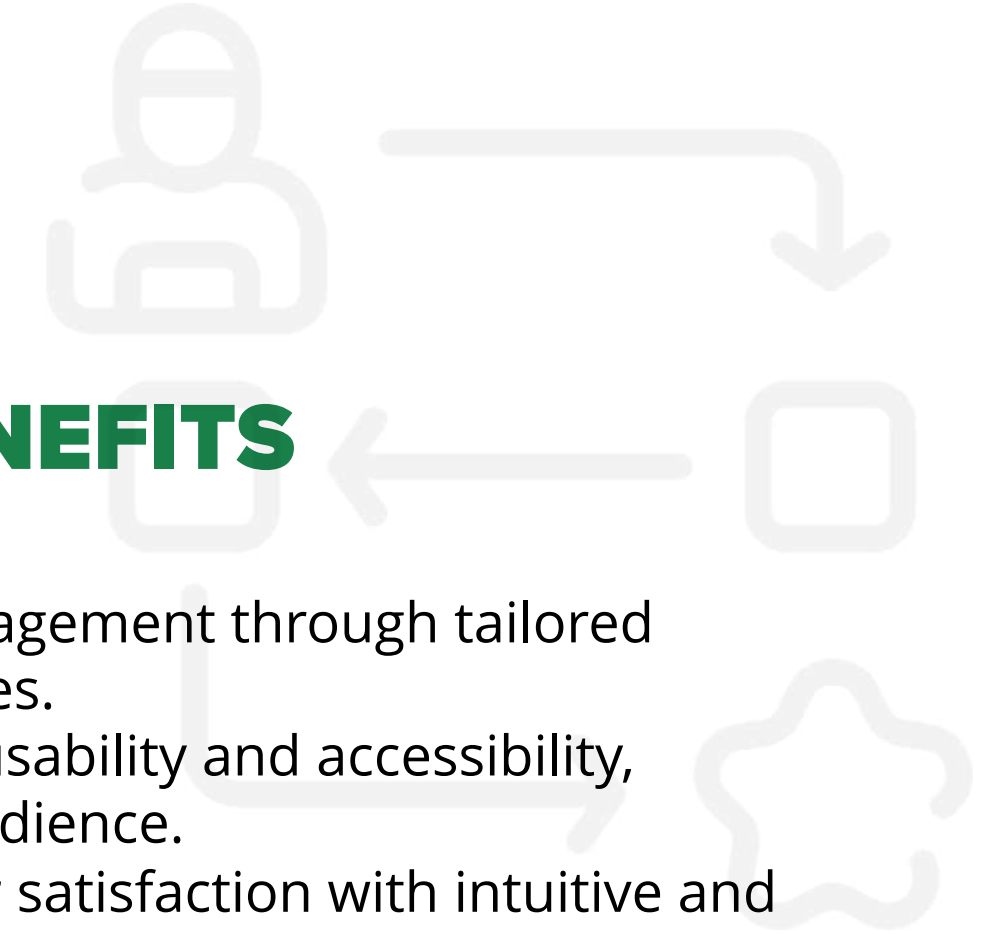
USER EXPERIENCE AND PRODUCT DESIGN

SERVICE FEATURES

- Extensive user research incorporating both qualitative and quantitative methods.
- Development of user personas to guide design decisions.
- High and low-fidelity prototyping for iterative testing.
- Comprehensive UX and UI design systems implementation.
- Accessibility-focused design compliant with global standards.
- Cross-platform interface design for consistent user experiences.
- Co-design sessions involving stakeholders to refine product concepts.
- Advanced user testing to validate and improve usability.
- Integration of the latest front-end technologies to enhance interactivity.
- Continuous collaboration with cross-disciplinary teams to ensure product excellence.

SERVICE BENEFITS

- Enhanced user engagement through tailored experience strategies.
- Improved product usability and accessibility, reaching a wider audience.
- Increased customer satisfaction with intuitive and functional designs.
- Faster time-to-market with efficient prototyping and feedback loops.
- Reduced development risks through validated user research insights.
- Higher conversion rates with optimised user interface designs.
- Strengthened brand identity with consistent and appealing visual designs.
- Inclusive design practices ensure accessibility for all users.
- Cost efficiencies achieved by identifying design issues early in the process.
- Empowerment of internal teams with expert knowledge and innovative design techniques.





ABOUT

SoftServe's User Research service explores and defines user behaviours, needs, and motivations through diverse research methodologies. Our approach employs a mix of qualitative and quantitative strategies to gather deep insights, ensuring the development of products that truly resonate with users. We specialise in delivering a comprehensive understanding of the user environment which aids in crafting superior user experiences that are both intuitive and impactful.

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USER RESEARCH

SERVICE FEATURES

- Comprehensive qualitative and quantitative research methods.
- Ethnographic and contextual inquiry to understand user environments.
- Rigorous usability testing across various stages of product development.
- Recruitment and management of diverse participant groups for research studies.
- Detailed stakeholder observation and interactive workshops.
- Thorough competitor and market analysis to benchmark usability.
- Advanced analytics integration for real-time user behaviour analysis.
- Accessibility assessments to ensure inclusive user experiences.
- Systematic analysis and synthesis of research data to inform design strategies.
- Continuous user feedback loops to refine user interfaces and interactions.

SERVICE BENEFITS

- Enhanced understanding of target user demographics and behaviours.
- Increased product usability through focused user-centred design processes.
- Actionable insights that drive design and development decisions.
- Improved product alignment with user expectations and market needs.
- Greater user satisfaction and loyalty due to optimised user experiences.
- Reduced risk of usability issues in the final product.
- Strengthened product competitiveness through strategic user insights.
- Inclusive design practices that accommodate a wide range of user abilities.
- Streamlined decision-making processes backed by empirical data.
- Long-term engagement strategies based on solid user research foundations.



STRATEGY & CONSULTING

CASE STUDIES



Our client, a trailblazer in the mining industry, is revolutionising decarbonisation efforts globally with their Zero Emission Mine Haulage Systems (ZEHS). By developing a robust supply chain that covers the entire lifecycle—from development to deployment and operation of scaled hydrogen infrastructure and end-use devices—we're making significant strides in transforming mining and transportation sectors.

Our comprehensive technology stack and strategic partnerships enhance system deployment and operation. The solution efficiently manages application workloads, ensures secure connectivity and data storage, and integrates advanced data processing pipelines for superior acquisition and monitoring.

This innovative system not only supports decarbonised operations for haul trucks but also optimises entire mine ecosystems, driving efficiency and sustainability with accelerated engineering teams and real-time analytics for improved operational planning. Through our integrated approach, we're setting new standards for sustainability in the mining industry.



In response to rapid growth from acquisitions and increased telemedicine demand, our global healthcare client partnered with SoftServe to address challenges like dispersed AWS accounts and limited cloud expertise. We conducted a Containers Maturity Assessment and implemented our App Modernisation Platform, significantly boosting efficiency and security. This strategic enhancement centralised technical expertise, established robust security and operational practices, and accelerated the delivery of new services. By standardising on a scalable Platform as a Service (PaaS) model, we've streamlined deployments and set new standards for digitalisation in healthcare, facilitating quicker service delivery and global scalability. Our collaboration with AWS ensures that our healthcare solutions lead the way in innovation and operational excellence..



ABOUT

SoftServe's CIO Advisory Services offer strategic counsel and support to help CIOs optimise their IT landscape and drive substantial business value. Leveraging deep industry knowledge and technological expertise, we ensure your IT strategies are robust and aligned with your corporate objectives.

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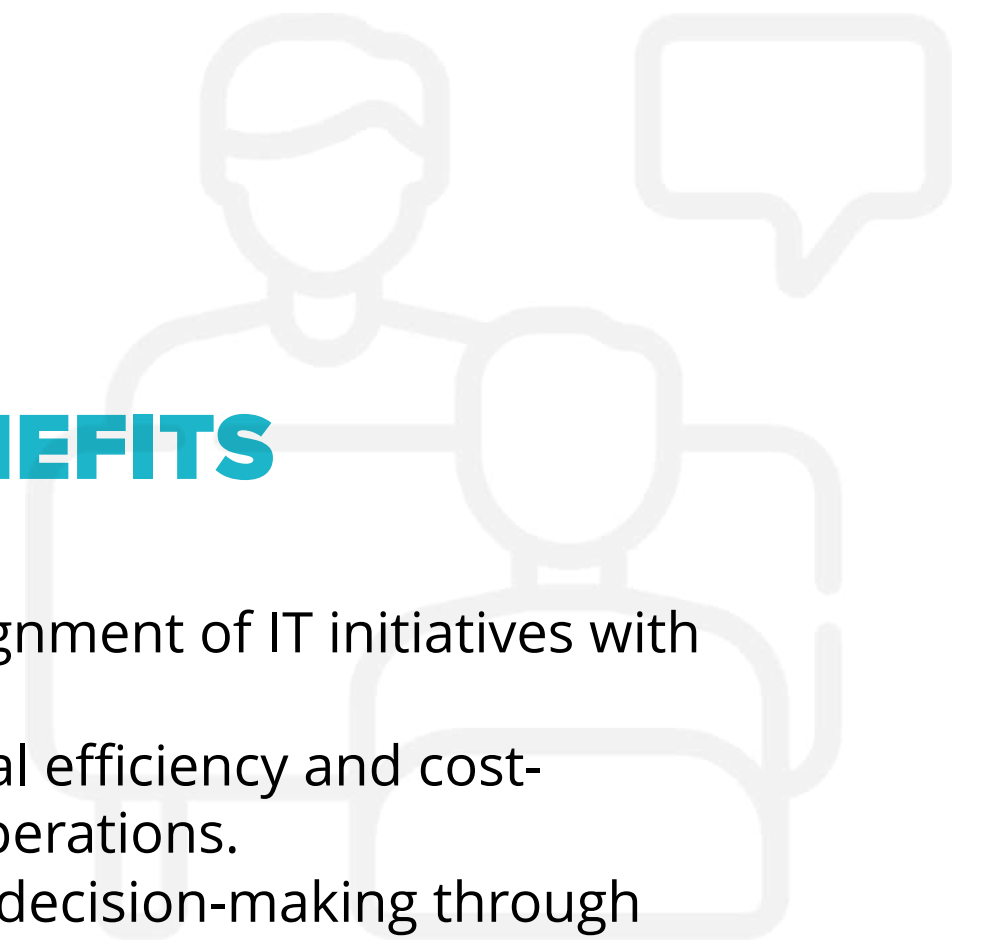
CIO ADVISORY

SERVICE FEATURES

- Strategic IT consulting to align technology with business goals.
- Comprehensive technology roadmap planning and reviews.
- Detailed IT operating model designs, including cloud transition strategies.
- Advanced IT governance and management frameworks.
- Optimisation of IT costs and resource allocation.
- Implementation guidance for cutting-edge technologies.
- Risk management and compliance assessments.
- Customised executive reports and actionable insights.
- Regular strategic reviews to adapt to changing market conditions.
- Leadership and staff empowerment through targeted workshops and training sessions.

SERVICE BENEFITS

- Ensures strategic alignment of IT initiatives with business objectives.
- Enhances operational efficiency and cost-effectiveness in IT operations.
- Facilitates informed decision-making through expert insights and analytics.
- Drives innovation and competitiveness through advanced technology adoption.
- Improves risk management and corporate compliance.
- Supports sustainable growth with scalable IT solutions.
- Strengthens IT governance and accountability.
- Maximises ROI on technology investments.
- Promotes proactive leadership and agile IT culture.
- Builds a resilient IT architecture that supports long-term business success.





ABOUT

SoftServe's Cloud Strategy provides a detailed roadmap from current IT infrastructures to a robust, scalable cloud environment. This service aligns IT assets with business goals through strategic planning and best practices in cloud computing.

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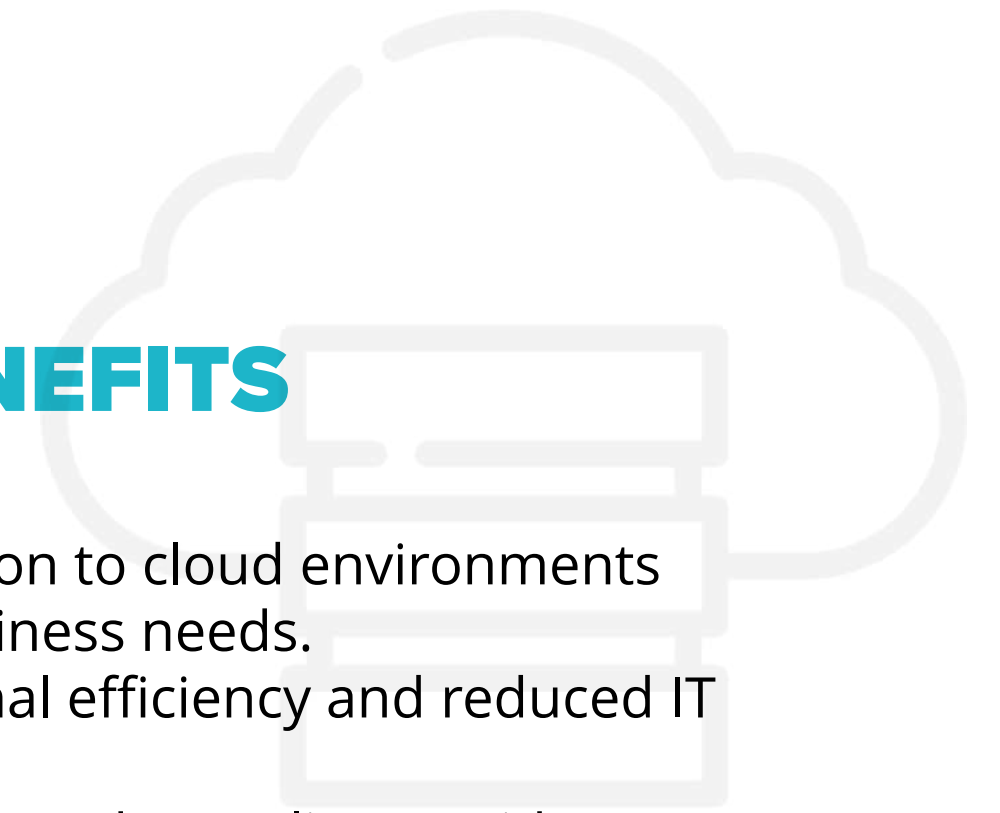
CLOUD STRATEGY

SERVICE FEATURES

- Comprehensive review and alignment of IT and organisational strategies.
- Development of customised cloud strategies, including public, private, and hybrid cloud models.
- Detailed capability assessments to ensure readiness for cloud integration.
- Strategic mapping of business objectives to cloud technologies.
- Design and implementation of cloud governance models.
- Optimisation strategies for cost management and efficiency.
- Security assessments to ensure data integrity and compliance.
- Scalability planning to support growth and flexibility.
- Continuous improvement plans for long-term innovation.
- Technology agnosticism to utilise the best solutions available.

SERVICE BENEFITS

- Streamlined transition to cloud environments tailored to your business needs.
- Enhanced operational efficiency and reduced IT costs.
- Robust data security and compliance with industry standards.
- Increased business agility and scalability.
- Strategic use of cloud technology to drive business innovation.
- Cost-effective management of IT resources.
- Improved service delivery and customer satisfaction.
- Long-term sustainability and growth through adaptable strategies.
- Expert guidance from certified cloud specialists.
- Comprehensive support throughout your cloud journey.





ABOUT

SoftServe's Enterprise Architecture service systematically structures IT architecture to maximise business value and ensure that IT developments are closely aligned with strategic business goals. Our experienced architects create a unified vision that incorporates all aspects of business and IT.

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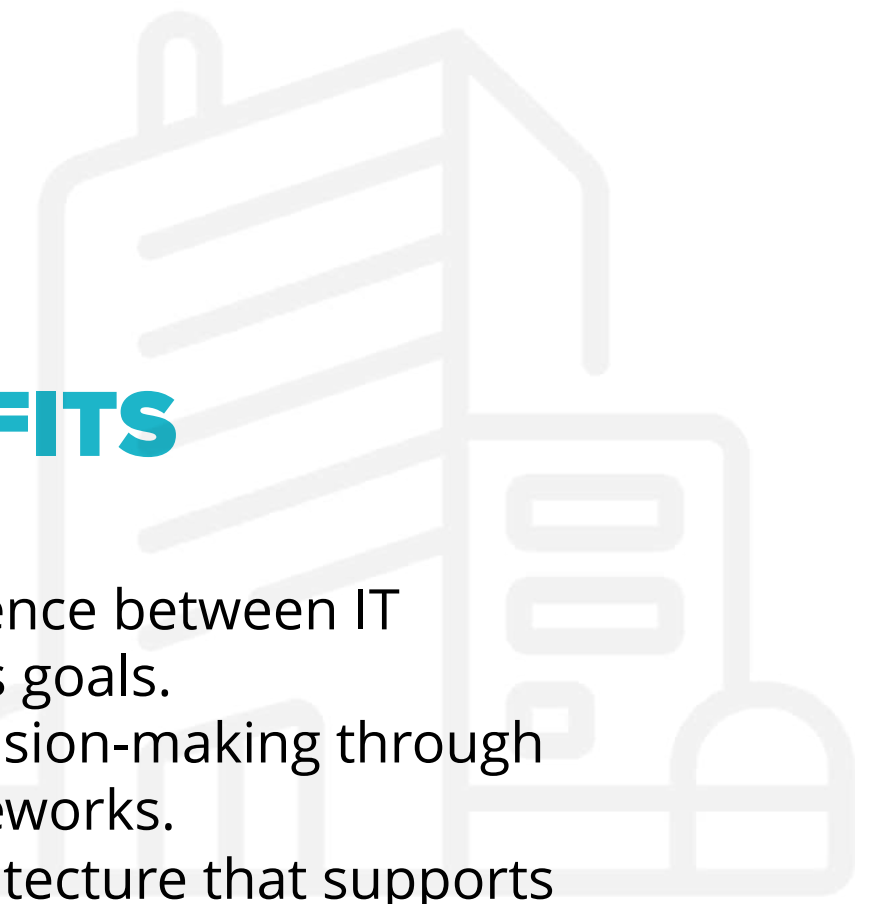
ENTERPRISE ARCHITECTURE

SERVICE FEATURES

- Development and enhancement of enterprise architecture frameworks.
- Strategic alignment of IT and business objectives through collaborative planning.
- Comprehensive mapping of business capabilities and IT functions.
- Creation of detailed value chain maps and enterprise roadmaps.
- Implementation of governance models to balance agility and control.
- Holistic reviews of the technology landscape and lifecycle management.
- Establishment of architecture standards and practices to guide enterprise decisions.
- Design and implementation of sustainable and scalable IT solutions.
- Regular architecture health checks to ensure system integrity and alignment with business goals.
- Development of disaster recovery plans and resilience strategies.

SERVICE BENEFITS

- Ensures strategic coherence between IT operations and business goals.
- Facilitates informed decision-making through clear architectural frameworks.
- Provides a scalable architecture that supports both current and future business needs.
- Enhances operational efficiency by optimising IT processes.
- Supports risk management through structured IT governance and architecture models.
- Delivers a clear, actionable roadmap for technology investment and implementation.
- Promotes innovation by aligning IT initiatives with business strategies.
- Improves system reliability and business continuity planning.
- Reduces total cost of ownership and maximises ROI on technology investments.
- Enhances security posture and compliance with industry standards.





ABOUT

SoftServe's IT Strategy Service is designed to ensure that your IT infrastructure and strategies precisely align with your broader business goals. Our comprehensive service provides organisations with a structured roadmap and strategy to optimise their IT investments effectively.

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IT STRATEGY

SERVICE FEATURES

- Thorough analysis of existing IT documentation and infrastructure.
- Engaging stakeholder interviews and strategic workshops.
- Development and presentation of a detailed IT strategy.
- Comprehensive IT service management and risk assessments.
- Strategic planning including IT roadmap and delivery plans.
- Customised IT governance frameworks to enhance operational control.
- Future-proof architecture designs to facilitate scalability and adaptability.
- Proactive risk management plans to mitigate IT vulnerabilities.
- Integration of digital transformation initiatives into IT strategy.
- Assessment and optimisation of IT operational processes.

SERVICE BENEFITS

- Aligns IT infrastructure with business objectives to support growth and efficiency.
- Provides a clear and actionable IT strategy and roadmap.
- Enhances organisational agility and capability to manage IT-related risks.
- Improves IT service management and control implementation.
- Ensures investments in IT are rationalised and contribute to business objectives.
- Strengthens IT governance to ensure compliance and enhance decision-making.
- Enables scalable solutions that grow with your business needs.
- Reduces potential IT risks through strategic risk management frameworks.
- Seamlessly integrates new technologies, supporting digital transformation efforts.
- Optimises operational efficiencies, reducing costs and improving service delivery.





ABOUT

SoftServe offers comprehensive strategic advisory services that encompass the full spectrum of business transformation and technology innovation. We help you develop effective strategies and implement solutions that drive operational excellence and competitive advantage.

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STRATEGIC ADVISORY

SERVICE FEATURES

- In-depth consultation to understand business objectives and challenges.
- Strategic planning sessions to align IT initiatives with business goals.
- Customised advice on digital transformation, cybersecurity, and cloud strategies.
- Project and program management to ensure successful strategy execution.
- Development of Target Operating Models and operational improvement plans.
- Support for ERP implementation and change management.
- Business case development and options appraisal.
- Digital program delivery and project management office as a service.

SERVICE BENEFITS

- Achieve strategic business goals with tailored IT and digital strategies.
- Enhance operational efficiency and reduce costs through optimised processes.
- Improved security posture and compliance with cutting-edge cybersecurity strategies.
- Seamless implementation of new technologies and systems.
- Effective change management and adoption of new business processes.
- Strategic resource allocation to maximise investment and outcomes.
- Comprehensive support from initial strategy to full implementation and evaluation.





ABOUT

SoftServe's Sustainability Strategy service helps organisations articulate and implement their sustainability ambitions through technology and innovative practices. Our comprehensive approach ensures these strategies are well-integrated with the company's overall mission and operational goals, thereby promoting long-term sustainable development.

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SUSTAINABILITY STRATEGY

SERVICE FEATURES

- Thorough assessment of current sustainability practices and organisational benchmarks.
- Detailed data analysis to assess environmental impacts such as carbon footprint and waste management.
- Development of a clear and actionable sustainability vision and roadmap using advanced design thinking methods.
- Strategic partnership formations and ecosystem integration to bolster sustainability efforts.
- Comprehensive reviews of organisational culture and readiness for sustainability transformations.
- Continuous performance monitoring and management to ensure goals are met efficiently.

SERVICE BENEFITS

- Establishes a robust framework for achieving sustainability and ESG goals, enhancing organisational reputation and stakeholder trust.
- Promotes a culture of sustainability that drives employee engagement and satisfaction.
- Enables informed decision-making through meticulous data analysis and benchmarking.
- Supports strategic alignment of sustainability goals with business objectives, optimising resource utilisation and operational efficiencies.
- Fosters innovation and resilience by embedding sustainability into core business processes.
- Helps mitigate environmental, social, and regulatory risks effectively.





ABOUT

SoftServe's Technology Assessment Services are designed to align your organisation's technology strategy with its business objectives efficiently and effectively. Leveraging decades of expertise in software development and IT solutions, SoftServe provides a comprehensive review and analysis of your existing technology infrastructure and strategies.

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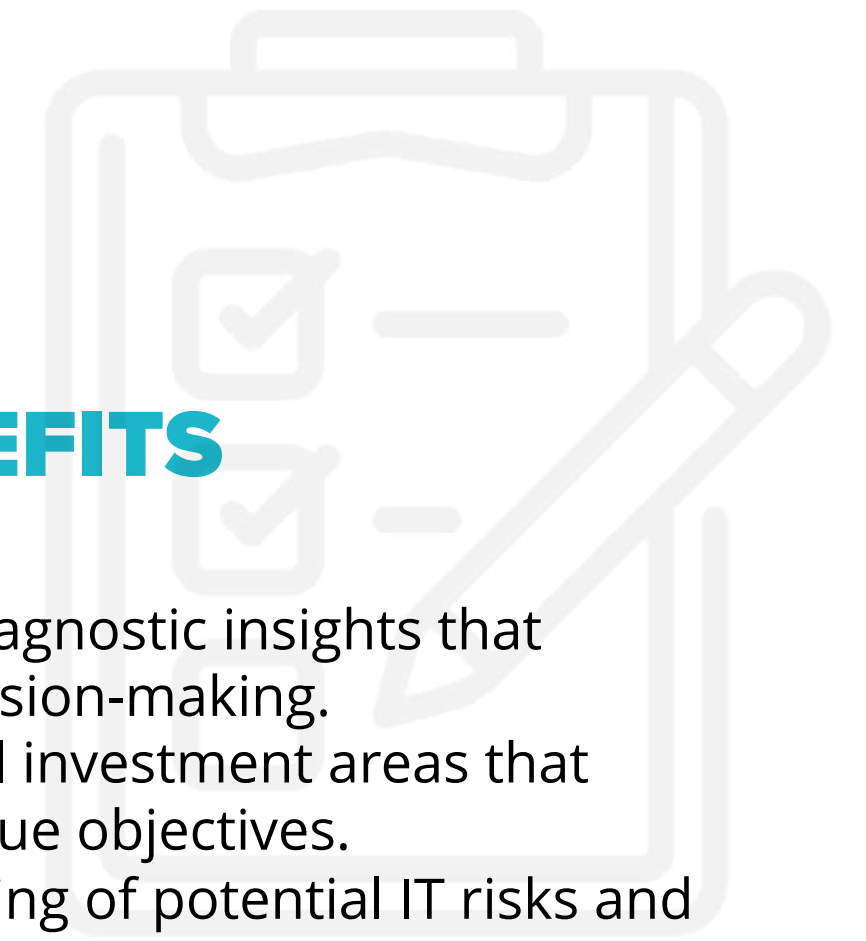
TECHNOLOGY ASSESSMENT

SERVICE FEATURES

- Detailed evaluation of your technology estate against both functional and non-functional business requirements.
- Risk assessments across multiple dimensions such as strategic, financial, and technical.
- Comprehensive IT cost analysis and benchmarking against industry standards.
- Reviews of vendor and software development lifecycle management practices.
- Thorough architecture and security reviews to ensure systems are robust and compliant.
- Integration of emerging technologies such as AI and blockchain to enhance system capabilities.
- Assessment of digital maturity and readiness for new technology adoptions.
- Analysis of IT alignment with overall business strategy to ensure coherence and synergy.

SERVICE BENEFITS

- Objective, technology-agnostic insights that support informed decision-making.
- Identification of critical investment areas that align with business value objectives.
- Enhanced understanding of potential IT risks and their impact on business goals.
- Practical recommendations for technological and strategic improvements.
- Assurance of technology deployments that are secure, scalable, and ready for future challenges.
- Streamlined IT operations through optimised technology strategies and models.
- Increased competitive advantage by leveraging cutting-edge technologies effectively.
- Strategic planning assistance to facilitate seamless digital transformation efforts.



MANAGED SERVICES

CASE STUDIES



Zendesk, a leader in the customer service industry with over 100,000 users across various sectors, partnered with SoftServe to enhance their support processes through the integration of Microsoft Teams into their Zendesk platform. After the integration, Zendesk faced challenges including a lack of product knowledge, undefined operational KPIs, and inadequate capacity for application and infrastructure support. To address these issues, SoftServe implemented a robust managed services framework using its ITIL expertise, which included developing a comprehensive knowledge base, establishing clear processes, and defining KPIs. SoftServe also took on full responsibility for the application in Microsoft's AppSource, providing end-to-end support that covered infrastructure hosting, security management, and 24/7 customer support. This setup included proactive monitoring and incident management to ensure service continuity. As a result, SoftServe's support services maintained 100% SLA compliance over the last 12 months, leading to uninterrupted service and enhanced customer satisfaction. The integration saw over 10,000 active Microsoft Teams users within the first three months, doubling the expected number within ten months, and received overwhelmingly positive feedback, with 75% of users rating the service 9 or 10 out of 10. This success underscores the effectiveness of the integrated solution and the quality of ongoing support, significantly improving user experience and fostering customer loyalty.



SoftServe developed a comprehensive support solution for a healthcare enterprise, focusing on infrastructure and data processing in Azure Data Factory. Following the solution deployment, the client enlisted SoftServe for ongoing infrastructure support, which included 24/7 monitoring, maintenance, and management, along with data files validation and troubleshooting of data processing pipelines. SoftServe also established a knowledge base from scratch, which featured runbooks for the remediation of common issues, utilising technologies like Azure Kubernetes Service (AKS), Log Analytics Workspace, SQL Database, Cherwell, and OpsGenie. The robust support framework ensured high-quality service with automated monitoring and incident management, allowing the client's data to be accurately processed and readily available for report generation. This support offloaded routine tasks from the client and development team, enabling them to concentrate on higher-priority projects. Over the past 12 months, SoftServe's diligent support achieved 100% SLA compliance, with an average resolution time of 134 minutes for Priority 2 incidents and 88 minutes for Priority 4 incidents, maintaining optimal system availability and operational transparency between SoftServe and the client.



Our client, a leader in industrial automation specialises in customised solutions using robotics, AI systems, and IoT across various sectors like manufacturing and logistics. They faced challenges managing their complex, expanding infrastructure and ensuring consistent service. Our tailored service solution offered tiered support (L1/L2/L3), 24/7 incident monitoring, strategic infrastructure advisory, and streamlined deployment of new environments. Our efforts resolved an average of 4000 incidents monthly, enhancing system reliability and operational stability. We deployed 47 new environments, expanding operational capacity from 28 to 75. Automation initiatives saved over 200 man-hours monthly. The implementation of CI/CD pipelines accelerated deployments, improving our resolution SLAs from 99.77% to 100%, thus reducing operational failures and increasing client satisfaction. Our continuous optimisation efforts have significantly enhanced our client's operational capabilities in industrial automation.



ABOUT

SoftServe's Cloud Modern Managed Services offer proactive management of cloud resources to ensure optimal performance, security, and cost-efficiency. We integrate modern software development practices with traditional IT service management to enhance service delivery and infrastructure management.

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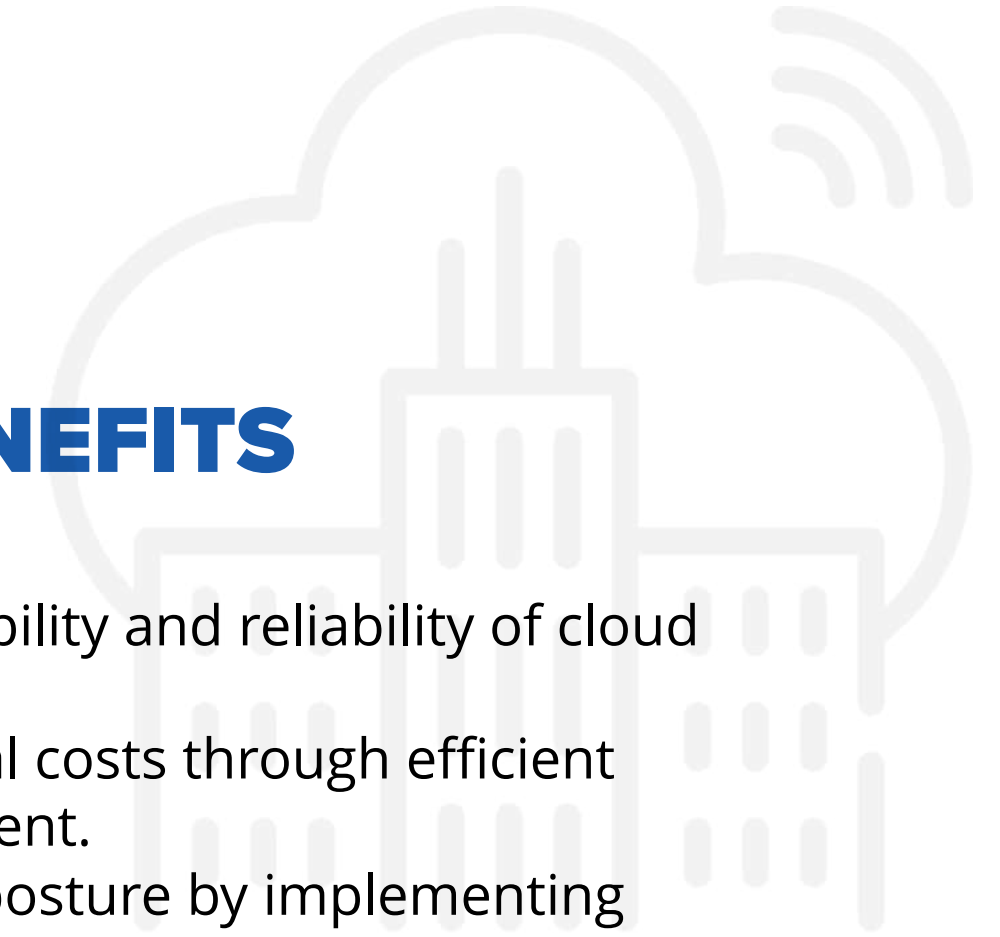
CLOUD MODERN MANAGED SERVICES

SERVICE FEATURES

- 24/7/365 cloud resource monitoring and management.
- Dynamic resource allocation for optimal cost-efficiency.
- Integration with Agile and DevOps methodologies.
- Proactive incident and change management.
- Real-time performance analytics and dashboard reporting.
- Strategic capacity planning and cost management.
- Compliance and security management tailored to cloud environments.
- Continuous optimisation of cloud services and infrastructure.
- Expert support for cloud software licensing and renewal.
- Seamless integration with customer's existing IT service management tools.

SERVICE BENEFITS

- Ensures high availability and reliability of cloud services.
- Reduces operational costs through efficient resource management.
- Enhances security posture by implementing robust compliance measures.
- Improves service agility and delivery speed.
- Provides clear visibility into cloud operations and performance metrics.
- Supports business scalability with flexible resource management.
- Minimises downtime through proactive monitoring and rapid incident response.
- Facilitates strategic decision-making with detailed analytics and reports.
- Streamlines operations and reduces the complexity of cloud management.
- Strengthens IT infrastructure with continuous improvements and updates.





ABOUT

SoftServe's Managed Applications Service offers full lifecycle management for your applications from deployment to optimisation in the cloud. This includes proactive monitoring, performance management, and continuous improvement to ensure your applications meet and exceed business requirements.

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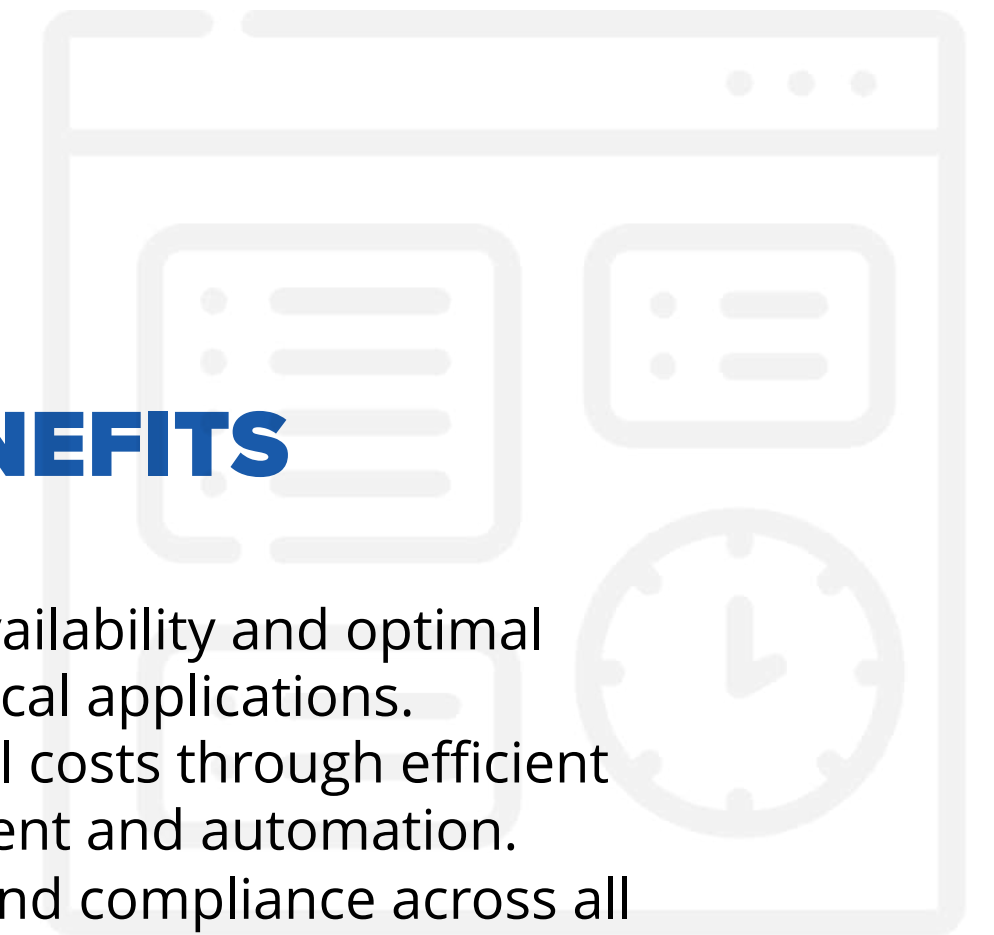
MANAGED APPLICATIONS

SERVICE FEATURES

- Proactive monitoring and real-time automated alerting systems.
- Full integration with CI/CD and DevOps processes for seamless operations.
- 24/7/365 application monitoring and incident response.
- Strategic application performance management to ensure optimal functionality.
- Comprehensive license management across all cloud components.
- Regular updates and maintenance to ensure security and efficiency.
- Capacity management to handle scalability needs effectively.
- Customisable service packages tailored to specific business requirements.
- In-depth analytics and dashboard tools for real-time application insights.
- Dedicated support from SoftServe's team of cloud and application experts.

SERVICE BENEFITS

- Ensures constant availability and optimal performance of critical applications.
- Reduces operational costs through efficient resource management and automation.
- Enhances security and compliance across all managed applications.
- Provides flexibility and scalability to meet changing business demands.
- Facilitates faster market adaptation with agile application updates and optimisations.
- Delivers detailed insights into application performance and user interactions.
- Supports strategic decision-making with comprehensive analytics and reporting.
- Reduces the risk of downtime with proactive monitoring and rapid incident response.
- Streamlines operations and improves productivity through automated processes.
- Strengthens business continuity planning with robust performance management strategies.





ABOUT

SoftServe's Managed Data Platform Service is designed to enhance the management and optimisation of your data ecosystems across major cloud platforms like AWS, Azure, and GCP. This comprehensive service merges cutting-edge technology with advanced DevOps practices to ensure your data operations are highly performant, reliable, and perfectly aligned with your business intelligence strategies. By automating and refining data processes and infrastructure, we help you harness the full potential of your data assets to drive significant business value and insights.

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MANAGED DATA PLATFORMS

SERVICE FEATURES

- Fully managed data platform services with 24/7 monitoring and support.
- Implementation of DevOps and DataOps for efficient data management workflows.
- Proactive performance management and real-time automated alerting systems.
- Comprehensive security management to safeguard your data assets.
- Integration of business intelligence and data analytics tools.
- Cloud agnostic solutions for flexibility in data management.
- Advanced data pipeline management for streamlined data processing.
- Regular updates and maintenance for peak system performance.
- Strategic capacity planning for scalable data operations.
- Customisable reporting and dashboarding for insightful data visualisation.

SERVICE BENEFITS

- Ensures reliability and high availability of your data platforms.
- Reduces total cost of ownership and operational expenses.
- Enhances data security and compliance across platforms.
- Improves decision-making with powerful analytics and real-time data access.
- Facilitates agile and scalable growth to meet future data needs.
- Optimises resource utilisation and operational efficiency.
- Provides a strategic edge by aligning data initiatives with business goals.
- Delivers tailored insights through customised data visualisation tools.
- Supports proactive risk management and continuous system improvements.
- Strengthens data governance and strategic planning capabilities.





ABOUT

SoftServe's Managed Service Desk offers comprehensive L1 Support 24/7/365, ensuring exceptional user experience and satisfaction while driving measurable results towards your business and strategic goals. Our service is underpinned by SLAs, built upon the ITIL framework, and can be tailored to meet your specific business requirements.

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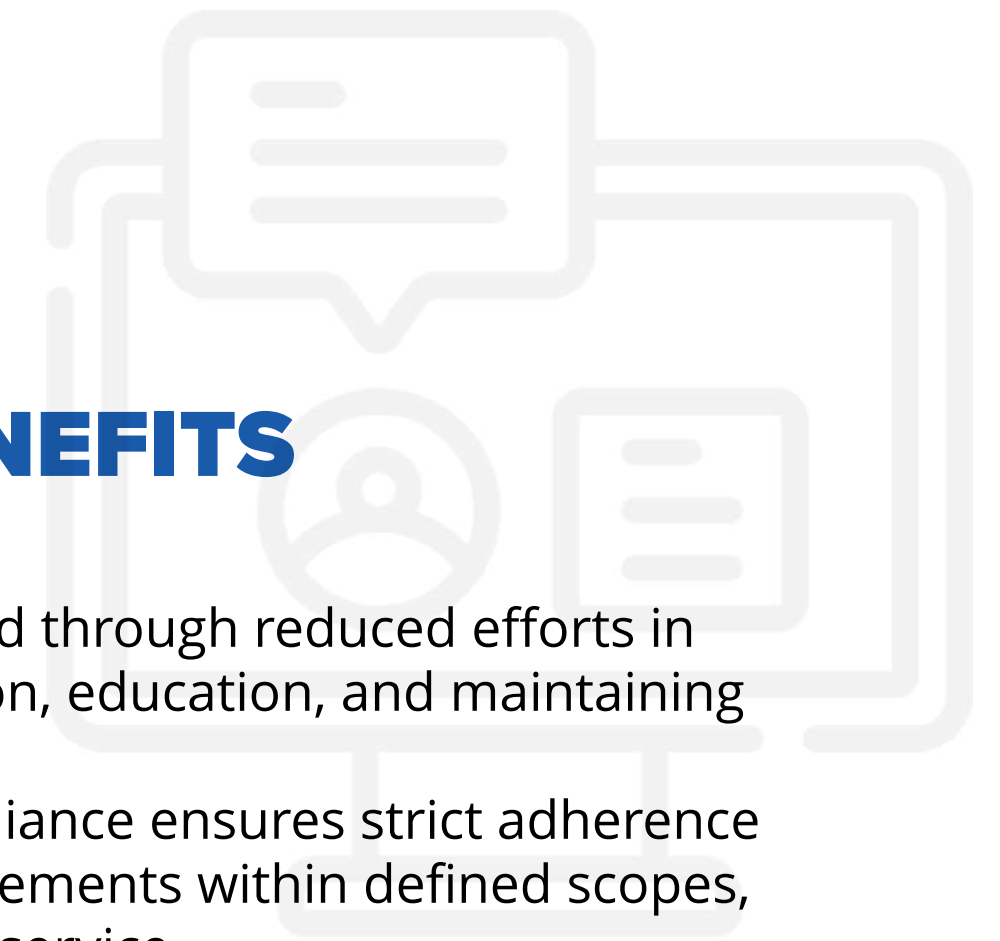
MANAGED SERVICE DESK

SERVICE FEATURES

- Round-the-clock support ensures immediate assistance and issue resolution available 24/7.
- SLA compliance guarantees adherence to Service Level Agreements within defined scopes.
- Data-driven decision making with monthly Service Level Reports that provide insights into typical issues and performance, enabling more informed decisions.
- Increased accessibility through our 24/7 operation enhances customer satisfaction and accessibility.
- Centralised knowledge management ensures all information, processes, and procedures are centrally managed and easily accessible.
- Single Point of Contact (SPOC) & dispatching ensures efficient handling of incoming requests, categorisation, prioritisation, and escalation within SLAs.
- User inquiries processing to fulfil requests, remediate incidents, answer how-to queries, and identify correct escalation paths.
- Custom monitoring includes scheduled job status checks, health assessments, restarts, and escalations performed according to agreed timeslots.
- Service level management with established processes and procedures, provision of monthly Service Level Reports, and ensured primary contact availability during business hours.

SERVICE BENEFITS

- Cost savings achieved through reduced efforts in team staffing, rotation, education, and maintaining 24/7 operations.
- Enhanced SLA compliance ensures strict adherence to Service Level Agreements within defined scopes, leading to improved service.
- Informed decision making facilitated by data-driven insights from monthly reports.
- Improved customer satisfaction due to increased accessibility and responsiveness from our 24/7 operation.
- Efficient operations are achieved through centralised knowledge management and streamlined processes.
- Quick issue resolution with efficient handling of incoming requests and escalations ensures rapid resolution of issues.
- Enhanced visibility into service performance and strict adherence to SLAs provides clear insights.
- Tailored service allows the Service Desk to be customised to fit specific business requirements and operational needs.
- Peace of mind knowing that your IT service desk is managed by experts, allowing you to focus on core business activities.





ABOUT

SoftServe's Managed Atlassian Service, as an Atlassian Silver Solution Partner, offers comprehensive consulting, support, migration, and custom development services tailored to optimise your Atlassian ecosystem. By partnering with SoftServe, your organisation gains access to certified professionals who ensure the seamless operation of your Atlassian applications, allowing your internal resources to focus on core competencies and strategic objectives.

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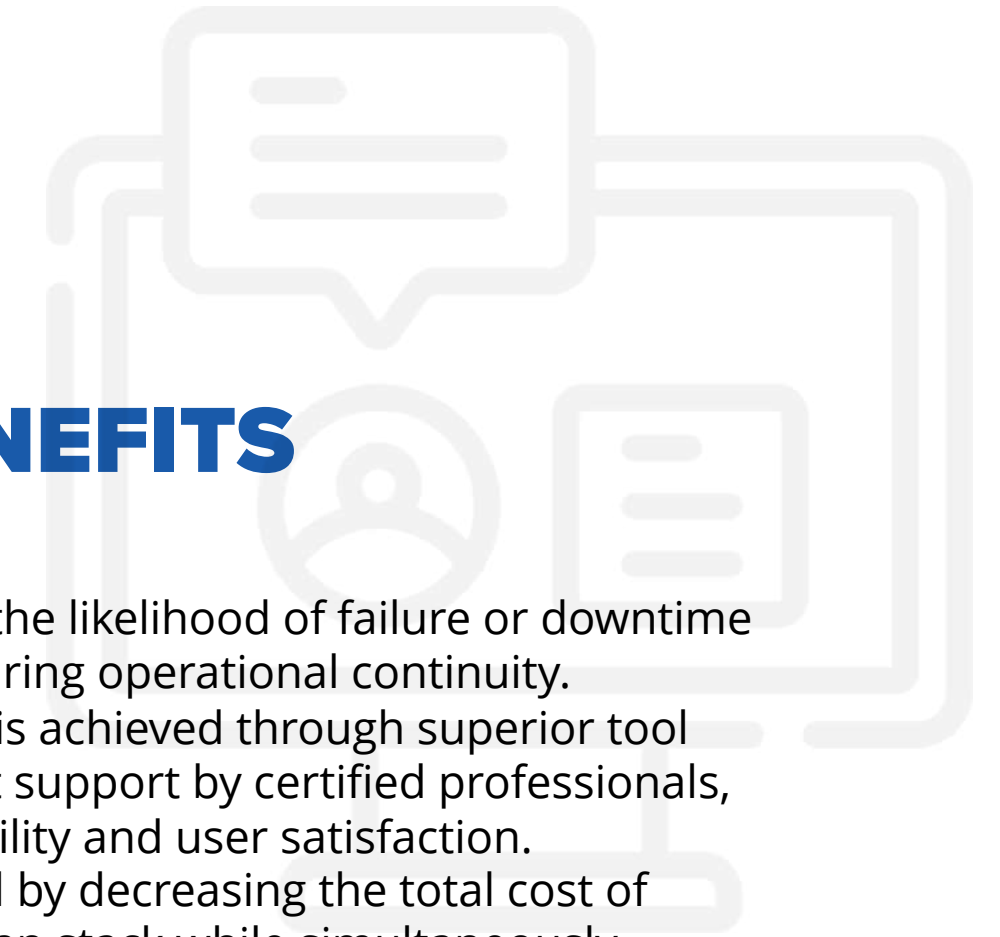
MANAGED ATLASSIAN SERVICES

SERVICE FEATURES

- Expert support provides access to Atlassian certified professionals for superior tool performance and expert consultation.
- Cost efficiency ensures decreased total cost of ownership of the Atlassian stack.
- Flexibility and scalability allow the ability to scale and adapt to evolving organisational needs without the challenges associated with staffing and training in-house Atlassian professionals.
- Short-term projects include migration to the cloud, setup, customisation, and configuration of Atlassian tools, along with strategic advisory services for Atlassian adoption.
- Ongoing maintenance offers long-term maintenance, configurations, and management of the Atlassian toolset.
- Application administration involves the creation and customisation of project attributes, fields, workflows, and user permissions.
- Add-ons management includes the evaluation and installation of add-ons to enhance Atlassian functionality.
- FAQs and guidance provide education and guidance for end-users regarding application logic and behaviour.
- Environment setup and deployment involve setting up new environments following Atlassian best practices for self-hosting Atlassian toolsets.
- Data migration enables seamless migration between multiple JIRA and Confluence instances with minimal risks or data loss.
- Integration setup facilitates integration between Atlassian and third-party tools critical for daily operations.
- Service level reporting establishes processes and procedures, followed by primary contact point availability and monthly Service Level Reports.

SERVICE BENEFITS

- Risk mitigation reduces the likelihood of failure or downtime for crucial services, ensuring operational continuity.
- Enhanced performance is achieved through superior tool performance and expert support by certified professionals, enhancing system reliability and user satisfaction.
- Cost savings are realised by decreasing the total cost of ownership of the Atlassian stack while simultaneously improving service and performance.
- Focus on core objectives allows internal resources to concentrate on core competencies and strategic objectives, freeing up staff to address more critical business challenges.
- Flexibility enables the ability to scale and adapt to the organisation's evolving needs without excessive overhead or disruption.
- Expertise provides access to certified professionals with extensive Atlassian knowledge and experience, ensuring best practices and skilled handling of tools.
- Efficiency through streamlined processes and procedures ensures efficient management of the Atlassian ecosystems, reducing waste and improving response times.
- Continuous improvement with ongoing maintenance and support ensures the Atlassian toolset is always up-to-date and optimised for peak performance.





ABOUT

SoftServe's Salesforce Managed Service offers comprehensive support, maintenance, and optimisation for your Salesforce CRM, ensuring a reliable solution that evolves in accordance with your business needs. Our team of experts handles Salesforce modifications and improvements seamlessly, minimising disruptions to your business operations while providing efficient cost management and minimising management efforts on your end.

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MANAGED SALESFORCE SERVICES

SERVICE FEATURES

- Reliable Salesforce Solution with continuous monitoring and optimisation to ensure performance aligns with evolving business needs.
- Uninterrupted Business Processes enabled by a modern CI/CD approach that allows modifications without disrupting user activities.
- Efficient Cost Management offers full coverage of Salesforce needs without requiring a large in-house team.
- Minimised Management Efforts through efficient business needs processing, supported by expert project management.
- Business Value Driven Approach with consultative planning and assessment to align changes with business needs and deliver timely value.
- Proactive Monitoring to identify and resolve issues before they impact operations.
- Strategic Planning that includes business process review and release planning to optimise long-term value.
- Salesforce Optimisation that integrates new and existing functionalities to streamline business processes.
- Ongoing Enhancements with backlog refinement and continuous delivery oversight for transparency.
- Data Management that covers documentation of integrations, validations, and reviews with robust backup policies.

SERVICE BENEFITS

- Cost Savings through efficient cost management by leveraging our Salesforce expertise.
- Skill Gaps Filling by providing access to a team of technical experts and industry specialists.
- Uninterrupted Support ensures seamless support and maintenance to keep business processes running smoothly.
- Scalability allows the ability to scale Salesforce operations according to your organisation's growth and needs.
- Enhanced Productivity by offloading Salesforce management to our experts, enabling internal teams to focus on core business activities.
- Continuous Improvement through ongoing enhancements and quarterly business reviews that ensure your Salesforce instance is continuously optimised.
- Reduced Time to Market with streamlined processes and efficient management, speeding up the implementation of new features and functionalities.
- Improved Data Integrity through meticulous data management practices and integration updates to minimise errors and inaccuracies.
- Adaptability to Market Changes with an agile approach to Salesforce management, quickly adapting to market changes and emerging business requirements.





DIGITAL TRANSFORMATION

CASE STUDIES



SoftServe has significantly enhanced the operational efficiency and safety of a leading global energy company's offshore platforms. We introduced an AI-driven Digital Twin for a key oil rig component, enabling real-time behavioural simulation during production. This advanced solution, leveraging a cloud-based IoT infrastructure, spans from proof of concept to full production, paving the way for automation and risk reduction.

Our implementation includes machine learning model training and refinement in the cloud, ensuring robust security even in regions with slow or intermittent internet connectivity. The pilot project, powered by cutting-edge AI algorithms from Google DeepMind, accelerates offshore equipment autonomy, drastically minimising human risk and operational costs.

The comprehensive Industrial IoT platform delivered not only supports the deployment of equipment Digital Twins but also advances machine learning-based digital transformation goals. Our architecture further incorporates AR/VR wearable technology integration, facilitating seamless interaction with existing operational software and enhancing user experiences.

This innovative approach sets new standards in digital transformation for the energy sector, heralding a future of safer and more efficient offshore energy operations.



SoftServe has partnered with a global service organisation committed to humanitarian efforts and peace, initiating a significant digital transformation to meet evolving business needs and enhance member experiences. This transformation began with a comprehensive Digital Maturity Assessment of People, Process, and Technology through interviews, workshops, and product analysis.

Our collaboration has led to a revamp of organisational structures and job roles, the creation of a Digital Products Manifesto to guide development strategies, the implementation of a robust data strategy for critical activities, and strategic recommendations for leadership and cultural development.

With SoftServe's expertise, the organisation is now navigating a transformative journey that aligns modern digital strategies with their longstanding mission, ensuring continued success and impact in their humanitarian endeavours.



ABOUT

SoftServe's Alpha Services streamline the crucial phase of digital service development, seamlessly transitioning from theoretical design to practical implementation. By merging deep insights from the Discovery phase with real-user environment testing, our dedicated Alpha teams develop, iterate, and refine prototypes, ensuring innovative and user-centric digital solutions. These services include rigorous user testing and iterative design to optimise services before full-scale development, guiding clients through GDS Alpha assessments to mitigate risks and enhance the design quality of the final products.

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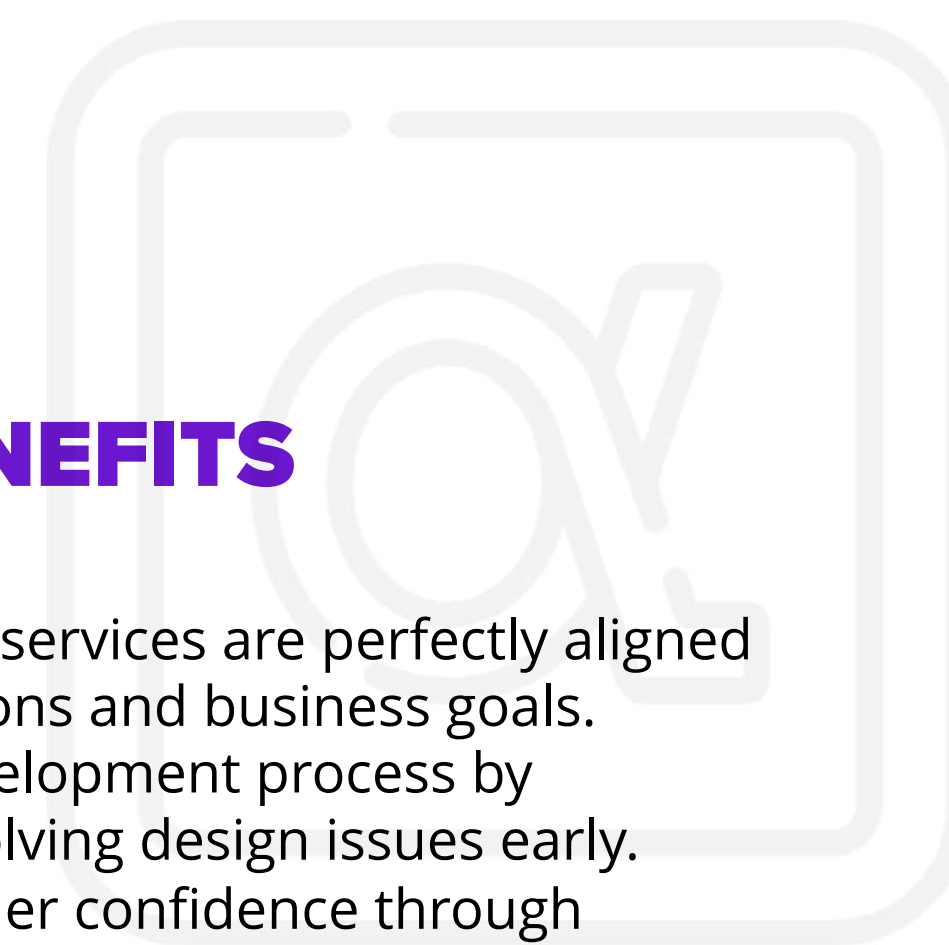
ALPHA

SERVICE FEATURES

- Agile development throughout the Alpha phase to promote flexibility and rapid iteration.
- Detailed user persona creation to tailor services to specific user needs.
- Extensive testing to validate prototypes in real-world scenarios.
- Comprehensive analysis of user feedback from both Discovery and Alpha phases.
- Development of wireframes, clickable prototypes, and mock-ups for clear visualisation.
- Iterative user experience design to enhance interface usability.
- Creation of a detailed product backlog that prioritises user needs.
- Strategic delivery planning for the Beta phase to ensure smooth transitions.
- Use of A/B testing to refine prototypes based on direct user comparisons.
- Continuous integration of user insights to drive service improvements.

SERVICE BENEFITS

- Ensures that digital services are perfectly aligned with user expectations and business goals.
- Accelerates the development process by identifying and resolving design issues early.
- Enhances stakeholder confidence through demonstrable prototype successes.
- Provides a clear roadmap from prototype to production, minimising risks and surprises.
- Facilitates cost-effective development by accurately estimating resource needs.
- Improves product quality and user satisfaction through iterative testing and feedback.
- Supports compliance with GDS standards, ensuring government and industry approval.
- Increases project agility and adaptability through feedback-driven iterations.
- Strengthens project governance and control with well-defined phase deliverables.
- Fosters innovation by incorporating user feedback into service design continuously.





ABOUT

SoftServe's Digital Transformation service is designed to guide organisations through a seamless transition to become digital-first enterprises. We utilise our extensive expertise to create a strategic roadmap, employing innovative technologies and practices such as AI, machine learning, and microservices to revolutionise your business processes.

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DIGITAL TRANSFORMATION

SERVICE FEATURES

- Comprehensive digital strategy development across all business levels.
- Implementation of cloud-native applications and serverless architectures.
- Advanced data management solutions including data lakes and intelligent warehousing.
- Integration of API ecosystems to enhance connectivity and functionality.
- Deployment of IoT and edge computing to optimise operational efficiency.
- Adoption of Agile and DevOps methodologies to accelerate project delivery.
- Customisable transformation plans tailored to specific organisational needs.
- Proactive change management to ensure smooth transitions.
- Continuous training and support throughout the transformation process.
- Strategic insights into emerging technologies and market trends.

SERVICE BENEFITS

- Streamlined operations through advanced technological integration.
- Enhanced data accessibility and insights driving informed decision-making.
- Increased market responsiveness via agile implementation strategies.
- Improved customer engagement through digital channels.
- Reduction in operational costs by optimising IT infrastructure.
- Robust security frameworks ensuring data integrity and compliance.
- Sustainable business practices aligned with global standards.
- Empowered workforce proficient in new digital tools and techniques.
- Stronger competitive edge in rapidly evolving industries.
- Long-term profitability and growth through innovative digital solutions.



ABOUT

SoftServe's Beta Service ensures your digital solutions are thoroughly refined and meet all necessary standards before full-scale deployment. Our expert teams take outputs from the Alpha stage, enhance them through rigorous testing and user feedback, and ensure compliance with all accessibility and security requirements. This phase includes continuous iterations to deliver maximum value and readiness for the live environment.

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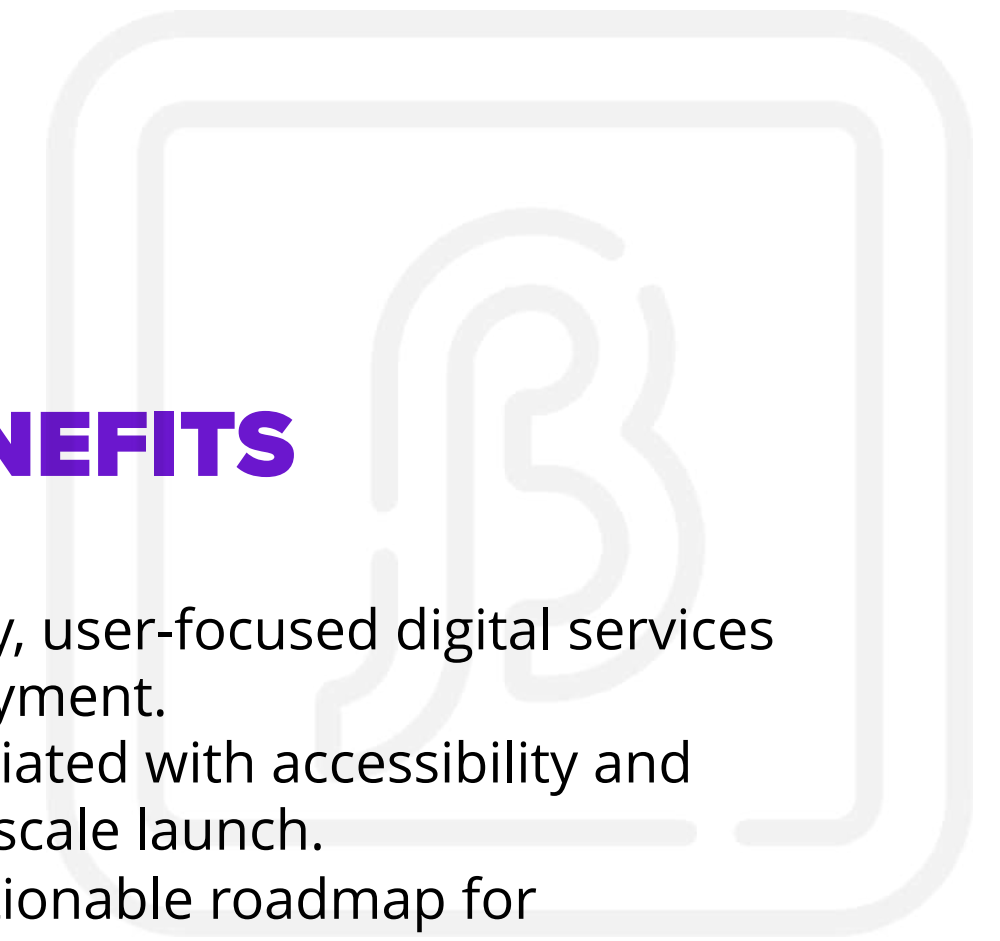
BETA

SERVICE FEATURES

- Extensive planning and management from Alpha to Beta, ensuring a smooth transition.
- Rigorous adherence to accessibility and security standards during development.
- Continuous user testing to refine user interfaces and functionalities.
- Iterative development cycles that incorporate user feedback for optimal outcomes.
- Performance, security, and penetration testing to guarantee robustness.
- Cloud-based integration and deployment for scalable solutions.
- Experienced multidisciplinary teams dedicated to each project phase.
- Customisable DevOps practices, including Continuous Integration and Continuous Deployment.
- Detailed service roadmap that guides development from Beta to live deployment.
- Compliance with Digital Service Standards and GDS best practices.

SERVICE BENEFITS

- Ensures high-quality, user-focused digital services ready for live deployment.
- Reduces risks associated with accessibility and security before full-scale launch.
- Provides a clear, actionable roadmap for seamless transition to live environments.
- Delivers early and continuous value through iterative design and feedback incorporation.
- Enhances service reliability and user satisfaction with thorough testing protocols.
- Supports compliance with national and international standards for digital service development.
- Facilitates cost-effective development by identifying issues early in the lifecycle.
- Improves stakeholder confidence with consistent delivery against benchmarks.
- Enables rapid scaling and flexibility in service deployment and management.
- Strengthens organisational capability in managing and delivering complex digital projects.





ABOUT

SoftServe's Digital Twin service crafts virtual models of physical systems or processes to enhance scenario planning, threat modelling, and capacity planning. Our approach integrates physical data with virtual models to simulate real-world conditions, allowing businesses to predict outcomes, optimise operations, and innovate products. Our Digital Twin service spans from initial concept to full-scale operational deployment, ensuring precision and value at every phase.

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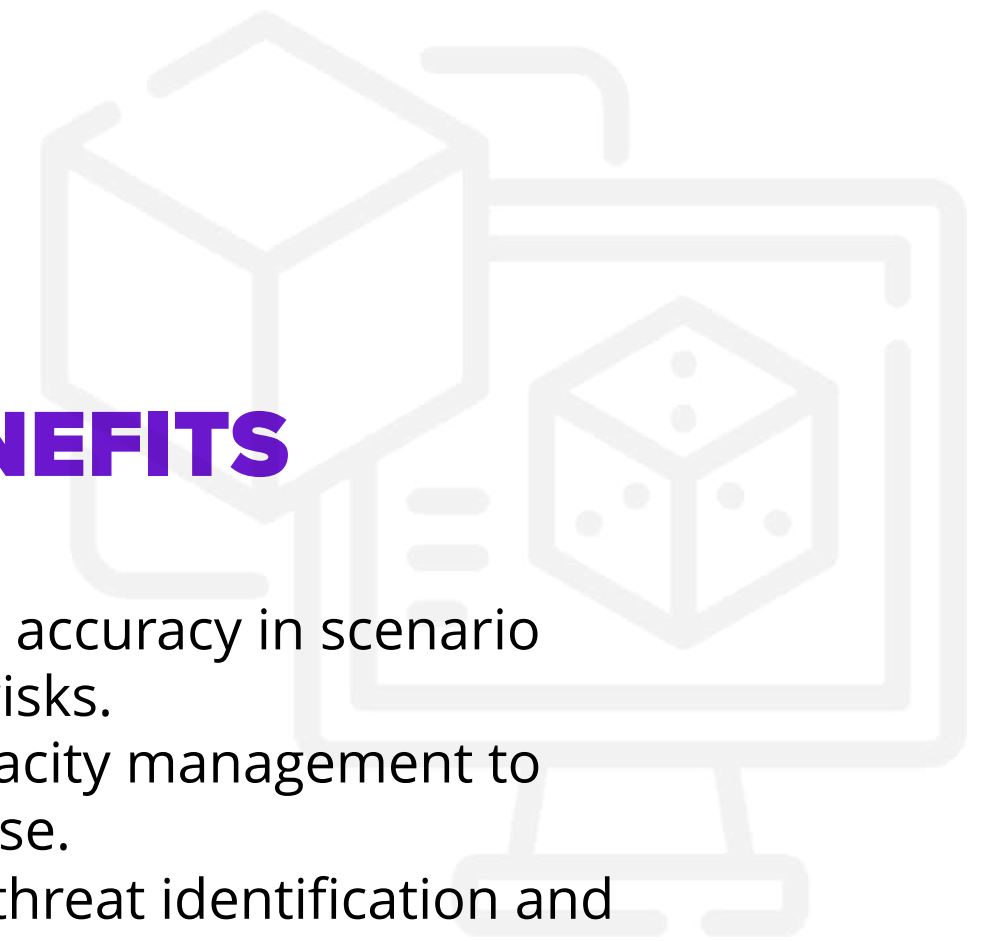
DIGITAL TWIN

SERVICE FEATURES

- Incremental development of digital twins to quickly deliver value.
- Focus on user needs to ensure relevance and utility.
- Robust scenario planning capabilities using detailed digital replicas.
- Advanced threat modeling to predict and mitigate potential risks.
- Comprehensive capacity planning to optimise resources.
- Agile and iterative design methodologies to ensure adaptability.
- Integration with existing business processes for seamless operation.
- Detailed simulation capabilities to explore complex scenarios.
- Continuous refinement based on real-time data and feedback.
- Support for a wide range of industries and applications.

SERVICE BENEFITS

- Enhances predictive accuracy in scenario planning, reducing risks.
- Enables precise capacity management to optimise resource use.
- Supports proactive threat identification and mitigation strategies.
- Provides a deep understanding of physical assets through detailed simulations.
- Accelerates innovation by enabling rapid prototyping and testing.
- Facilitates better decision-making through accurate data modeling.
- Reduces operational costs by identifying efficiencies and eliminating waste.
- Increases market responsiveness through faster adaptation to changes.
- Improves training and development with realistic simulation environments.
- Strengthens competitive advantage by leveraging cutting-edge technology.





ABOUT

SoftServe's Accelerated Innovation service propels organisations forward by integrating cutting-edge research and development into rapid prototyping and operational trials. Utilising LEAN and agile methodologies, we focus on delivering high-value innovations that are strategically aligned and user-centric. From concept to prototype, we test and refine technologies in real-world environments to ensure they meet the highest standards of safety and effectiveness.

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ACCELERATED INNOVATION

SERVICE FEATURES

- Strategic integration of advanced R&D into market-ready prototypes.
- LEAN and agile methodologies to expedite development and innovation.
- User-driven design processes to enhance product usability and acceptance.
- Rapid prototyping to quickly move from concept to reality.
- Hypothesis testing in operational settings to validate product assumptions.
- Advanced research capabilities within safety-critical industries.
- Continuous adaptation and iteration of products based on real-time feedback.
- Utilisation of Technology Readiness Levels for systematic development.
- Robust framework for integrating safety-critical technology into operational trials.

SERVICE BENEFITS

- Accelerates time-to-market for new innovations and technologies.
- Ensures high-value outcomes through benefits-led innovation strategies.
- Promotes significant cost savings and efficiency improvements.
- Enhances product safety and reliability before full-scale deployment.
- Fosters a culture of continuous improvement and agile responsiveness.
- Builds internal innovation capabilities and expertise.
- Strengthens market competitiveness by advancing technological readiness.
- Improves stakeholder engagement and user satisfaction.
- Reduces risks associated with new technology deployment.
- Supports strategic business alignment with technology investment and ecosystem collaboration.





ABOUT

SoftServe's Citizen Experience Strategy & Design service transforms public services by creating seamless, integrated, and personal user experiences. Drawing from private sector strategies, we refine these approaches to meet the unique needs of public agencies. Our goal is to develop citizen experiences that are not only more efficient but also deeply human-centric, ensuring accessibility and personalisation are at the core of every project.

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CITIZEN EXPERIENCE STRATEGY & DESIGN

SERVICE FEATURES

- Utilises design thinking and a highly collaborative approach to strategy and design.
- Comprehensive assessment of current experiences to define improvement areas.
- Development of a clear, targeted vision for optimal user experiences.
- Prioritisation of key opportunities for immediate and long-term enhancements.
- Establishment of robust experience principles to guide all initiatives.
- Early identification and quantification of potential value realisations.
- Strategic planning for medium to long-term transformational changes.
- Innovative value proposition design tailored for digital services.
- Detailed measurement frameworks to track progress and maturity.
- Collaborative creation of strategic narratives to support change initiatives.

SERVICE BENEFITS

- Deeper understanding of existing service landscapes through detailed qualitative and quantitative analyses.
- Effective identification and prioritisation of enhancements directly impacting user satisfaction.
- Clear strategic directions developed for improving both citizen and colleague experiences.
- Well-defined success metrics and frameworks to ensure project goals are met.
- Comprehensive roadmaps outlining step-by-step approaches to service evolution.
- Direct alignment of project outputs with defined investment objectives.
- Engaging and inspirational communication strategies to drive organisational change.
- Enhanced service delivery models that significantly reduce operational costs.
- Continuous development of internal capabilities focusing on people-centric strategies.
- Overall improvement in service effectiveness and public satisfaction.



ABOUT

SoftServe's Discovery service meticulously prepares organisations for the digital transformation journey. By thoroughly assessing user and business needs through diverse research methodologies and technical evaluations, SoftServe ensures all facets of the existing operations and technology are understood. This foundational insight shapes the development of customer-centric solutions that are not only viable but also sustainable and aligned with government standards.

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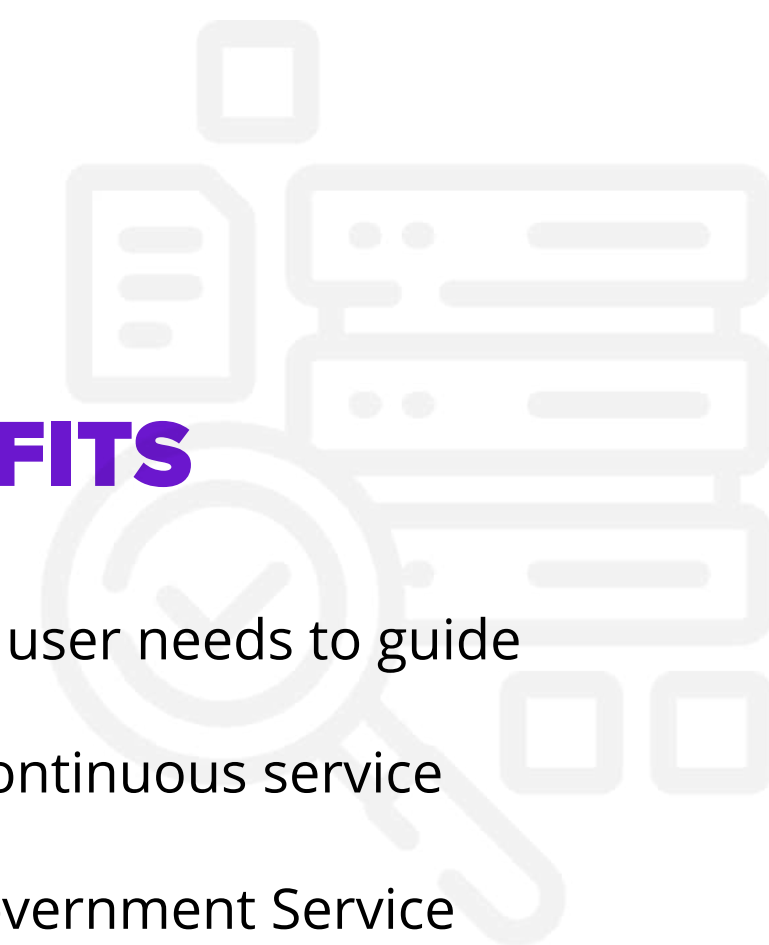
DISCOVERY

SERVICE FEATURES

- Comprehensive user research utilising both qualitative and quantitative methods.
- Detailed service vision and mission development with key performance indicators.
- Extensive mapping of user journeys and service touchpoints.
- In-depth technical, data, and process investigations.
- Clear documentation and prioritisation of user needs.
- Development of user personas, journey maps, and user stories.
- Planning for subsequent phases, including service design for Alpha.
- Support for Government Digital Service (GDS) assessments.
- Review and sustainability analysis of discovery technologies.
- Effective handover strategies to ensure smooth transition to Alpha phase.

SERVICE BENEFITS

- Precise identification of user needs to guide service development.
- Strategic planning for continuous service improvement.
- Full compliance with Government Service Standards to ensure regulatory alignment.
- Facilitates significant digital and cultural transformation.
- Provides a technological roadmap to inform ongoing and future tech decisions.
- Fosters a collaborative environment enhancing team skills and knowledge.
- Identifies and addresses capability gaps within the current service infrastructure.
- Creates valuable research assets reusable in broader service contexts.
- Enhances stakeholder engagement and investment in the transformation process.
- Ensures inclusivity and accessibility in service design to accommodate all user groups.





ABOUT

SoftServe's Low Code development service revolutionises the way applications are built, enabling rapid deployment and fostering innovation with minimal coding required. This approach allows organisations to streamline the development process through visual modelling and automatic code generation, dramatically reducing the time from concept to deployment.

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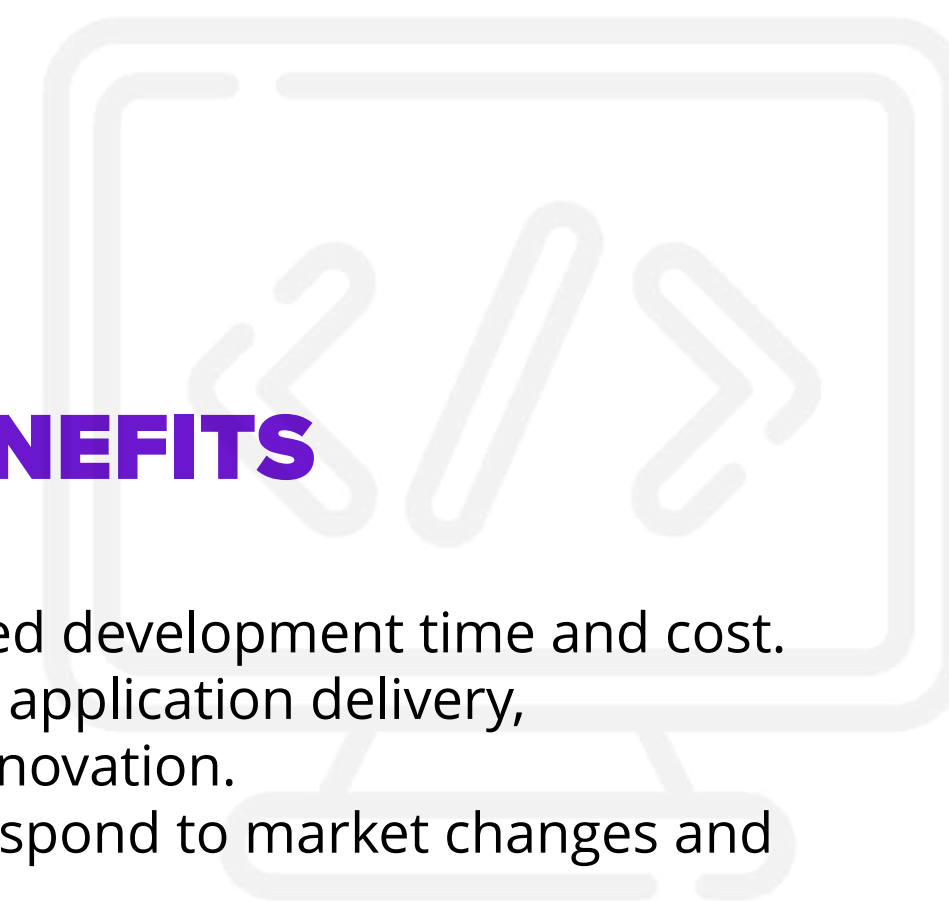
LOW CODE

SERVICE FEATURES

- Comprehensive analysis of existing processes, identifying optimal areas for low code implementation.
- Strategic roadmap development for application deployment and integration.
- Seamless integration with existing enterprise systems to enhance functionality.
- Extensive training programs to empower in-house teams with low code capabilities.
- Expertise across prominent low code platforms like Pega.
- Agile project management methodologies to accelerate delivery.
- Development of scalable and secure enterprise-grade applications.
- Visual development environments for intuitive application design.
- Continuous support and enhancement services to maintain and upgrade applications.
- Proactive management of the entire application lifecycle.

SERVICE BENEFITS

- Significantly reduced development time and cost.
- Enhanced agility in application delivery, promoting rapid innovation.
- Ability to quickly respond to market changes and customer needs.
- Increased productivity through streamlined processes.
- Reduced dependency on high-level technical skills, broadening the developer pool.
- Improved collaboration between IT and business departments.
- High-quality user experiences with robust backend integrations.
- Lower barriers to digital transformation initiatives.
- Centralised control over the application landscape to ensure consistency and quality.
- Opportunities for continuous improvement and iteration post-deployment.





ABOUT

SoftServe's Digital Strategy Service is expertly designed to navigate your company through the complexities of digital transformation. Our comprehensive approach includes developing bespoke strategies that incorporate cutting-edge technology to optimise operational efficiency and enhance user engagement, all supported by a detailed roadmap for smooth implementation and continuous improvement.

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DIGITAL STRATEGY

SERVICE FEATURES

- Tailored digital strategy development aligns perfectly with business objectives.
- Comprehensive roadmap planning from current to future state enhancements.
- Thorough investment appraisals and business case development.
- Integration of cloud solutions and IT system optimisations.
- Strategic project management across all phases of the digital lifecycle.
- Advanced data analytics for informed decision-making and strategy adjustments.
- Robust risk management frameworks to secure digital assets.
- Continuous user experience improvements based on meticulous user research and feedback.
- Training and mentoring programs to foster in-house digital expertise.
- Strong focus on creating scalable and sustainable business models.

SERVICE BENEFITS

- Accelerates digital transformation with strategic alignment and clear roadmaps.
- Enhances business agility and operational efficiency through digital solutions.
- Provides competitive advantage by optimising existing IT landscapes.
- Improves financial performance with detailed ROI analysis and cost-effective strategies.
- Strengthens decision-making with actionable insights and comprehensive reporting.
- Ensures seamless integration and adoption of new technologies.
- Reduces risk with proactive controls and continuous monitoring.
- Cultivates a culture of innovation and continuous improvement within the organisation.
- Delivers superior user experiences driving customer satisfaction and loyalty.
- Offers sustainable growth and long-term success by aligning digital initiatives with business goals.





ABOUT

SoftServe's Power Platform services are designed to enhance business efficiency by leveraging Microsoft's suite including PowerApps, Power BI, and Power Automate. Our team integrates these tools with existing systems like SharePoint to optimise workflows and data management, ensuring a seamless user experience and enterprise-level compliance.

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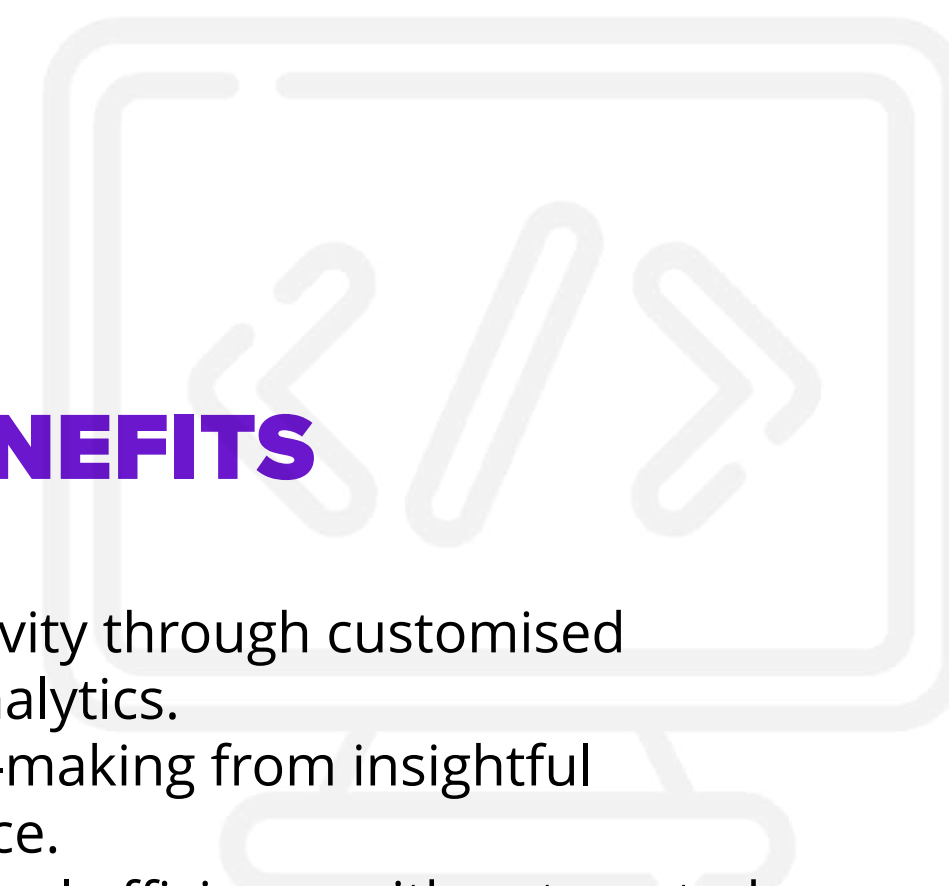
POWER PLATFORM

SERVICE FEATURES

- Expertise in PowerApps development for customised app solutions.
- Advanced data analytics and business intelligence with Power BI.
- Streamlined process automation using Power Automate.
- Seamless integration with SharePoint and other Microsoft technologies.
- Utilisation of multilingual user interfaces for diverse business needs.
- Adherence to modern UX/UI design principles.
- Proficient use of advanced connectors and APIs for robust data integration.
- Expert development in multiple coding languages..
- Agile and PRINCE2 project management methodologies to ensure timely delivery.

SERVICE BENEFITS

- Enhanced productivity through customised automation and analytics.
- Improved decision-making from insightful business intelligence.
- Increased operational efficiency with automated workflows.
- Broad accessibility due to compliance with global and web accessibility standards.
- Risk reduction through adherent security practices and robust data integration.
- Scalability and flexibility in application development and deployment.
- High standards of data privacy and security as a certified Microsoft Cloud Solution Provider.
- Reduced IT costs by transforming manual processes into automated solutions.
- Consistent user experience across platforms due to standardised design practices.
- Comprehensive support and maintenance from certified experts.





ABOUT

SoftServe's Robotic Process Automation (RPA) and Intelligent Automation (IA) service revolutionise how organisations operate, streamlining complex processes through advanced automation. By assessing automation suitability, piloting potential solutions, and implementing cloud-based robots, we provide a strategic approach to enhancing operational efficiencies and reducing costs.

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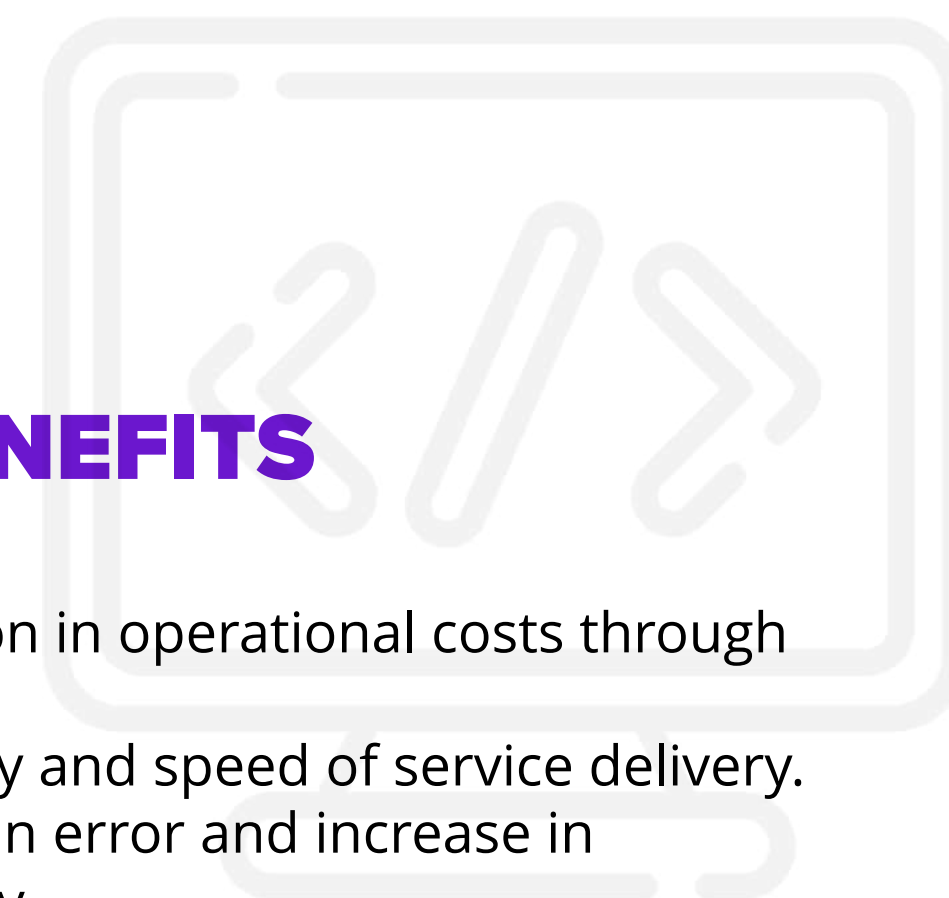
ROBOTIC PROCESS & INTELLIGENT AUTOMATION

SERVICE FEATURES

- Comprehensive strategy development for RPA and IA initiatives.
- Detailed process suitability assessments for automation.
- Market analysis and cloud software vendor selection support.
- Pilot automation projects with performance analysis.
- Robust cyber risk mitigation strategies included in solution deployment.
- Development and deployment of custom RPA solutions on cloud platforms.
- Extensive training programs and change management support.
- Continuous service improvement and hypercare post-implementation.
- Integration with existing IT infrastructure to enhance service delivery.

SERVICE BENEFITS

- Significant reduction in operational costs through automation.
- Enhanced efficiency and speed of service delivery.
- Reduction of human error and increase in process consistency.
- Rapid deployment capabilities accelerating time to value.
- Improved scalability and flexibility of operational processes.
- Enhanced data security and compliance with automated safeguards.
- Strategic reinvestment of savings into core services.
- Empowerment of staff to focus on higher-value tasks.
- Robust analytics and reporting for continuous improvement.
- Stronger alignment of IT strategies with organisational goals.





CYBER SECURITY



ABOUT

SoftServe's Cloud Readiness Assessment examines how prepared your organisation is for adopting cloud technology strategically. It aligns your organisation's goals and IT capabilities with potential cloud solutions, considering factors such as personnel, processes, and technology. The assessment offers a set of prioritised, actionable insights aimed at facilitating a smooth and risk-mitigated transition to the cloud.

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CLOUD READINESS ASSESSMENT

SERVICE FEATURES

- Cloud readiness programme governance establishes a structured approach to resource allocation, project management, and governance frameworks for cloud transition.
- Cloud readiness reporting and analytics evaluates the requirements for reporting and analytics, ensuring thorough assessment and identifying optimal deployment strategies.
- Cloud readiness blueprint and roadmap crafts a detailed plan and architectural blueprint for achieving the desired future state in cloud infrastructure.
- Cloud readiness security and compliance conducts thorough security assessments and ensures compliance with relevant standards for cloud migration.
- Cloud readiness business process and functional change addresses changes in business processes and functions necessitated by cloud adoption.
- Change management and training focuses on assessing the impact of new processes and facilitating their adoption through comprehensive training.
- Technical and integration assessment evaluates the need for customisation and integration within the cloud environment.
- Data management strategy considers the organisation and management of data structures, master data, and migration strategies.
- License management considerations examines the implications of cloud migration on software licensing, particularly in the context of virtualisation.
- Cloud readiness confidence provides a solid foundation for organisations to confidently undertake their journey of cloud transformation.

SERVICE BENEFITS

- Outlines a clear cloud adoption roadmap provides a strategic pathway for cloud integration, defining clear steps for the journey ahead.
- Minimises risks in cloud transformation ensures a smoother transition to cloud technologies by identifying and mitigating potential risks early on.
- Strengthens the business case for cloud migration delivers crucial insights that support the rationale and financial justification for moving to the cloud.
- Confirms organisational readiness for cloud transition evaluates and verifies the organisation's preparedness and capability for adopting cloud solutions.
- Evaluates benefits of streamlining business processes investigates the advantages of simplifying and standardising operations as part of cloud migration.
- Facilitates comprehensive change management addresses the dynamics of change across personnel, technology, and operational processes for successful cloud integration.
- Lays groundwork for RFPs or project launch forms a solid foundation for drafting Request for Proposals (RFPs) or initiating cloud projects.
- Aligns cloud solutions with business needs matches organisational requirements with cloud functionalities, enhancing efficiency and reducing risks.
- Examines the removal of legacy customisations reviews the potential and implications of phasing out existing customisations in favour of cloud capabilities.
- Identifies and prepares for change management challenges pinpoints areas of change resistance and prepares strategies to boost confidence and support transformation.



ABOUT

SoftServe's Cloud Security Assessment and Strategy service extends across multiple cloud environments, identifying business risks and suggesting appropriate remediation actions spanning organisation, processes, and technology. This comprehensive approach is facilitated through a robust security framework that complements cloud transformation efforts and instils long-term trust for clients via meticulous planning and strategic recommendations.

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CLOUD SECURITY ASSESSMENT

SERVICE FEATURES

- Thoroughly evaluate and assess security requirements to ensure all aspects are covered comprehensively.
- Conduct a detailed comparison and benchmarking of your cloud environment's design, configuration, and security against industry standards.
- Provide actionable insights via a risk-based report, supplemented by expert guidance and practical advice.
- Analyse user behavior within your cloud environment to optimise security measures effectively.
- Scrutinise policies, controls, and identify security gaps for targeted enhancements.
- Perform a comprehensive assessment utilising robust methodologies and scalable automated tools.
- Develop a Cloud Security Strategy & Framework tailored to your organisation's needs.
- Implement a Cloud Security Operating Model to guide security practices effectively.
- Conduct assessments for Public & Hybrid Cloud Security, ensuring comprehensive protection.
- Address security concerns in Multi-Cloud environments with specialised assessments.
- Implement Multi-Cloud Security Workload Protection measures for enhanced security.
- Design and implement a Cloud Access Security Broker Operating Model for enhanced control.
- Automate Cloud Security Compliance through Compliance as Code practices.
- Implement Container Security Capability Models to secure containerised environments effectively.
- Design and build DevSecOps Platforms to integrate security seamlessly into development processes.
- Assess DevSecOps Maturity to enhance security practices across development pipelines.

SERVICE BENEFITS

- Gain deep insights into your current cloud posture, driving operational efficiency within your organisation.
- Craft a robust cloud security strategy tailored to your specific requirements, strengthening resilience against cyber threats.
- Ensure the protection of critical cloud assets and sensitive data, maintaining compliance with industry regulations and data protection laws.
- Efficiently prioritise security risks to optimise resource allocation and build trust among stakeholders.
- Proactively mitigate risks to bolster overall security posture, instilling confidence and resilience in your cloud environment.
- Accelerate and enhance Public Cloud adoption while ensuring security.
- Facilitate secure adoption and migration to Cloud-based services with confidence.
- Enhance visibility of security risks across various cloud models and environments for informed decision-making.
- Strengthen Business Continuity and Disaster Recovery capabilities through proactive security measures.
- Align with governmental policies and guidance, ensuring compliance with industry standards.
- Utilise industry-leading products with a proven track record of success to enhance security.
- Develop secure Cloud-based and Cloud-native applications using established methodologies.
- Implement secure-by-design principles to embed security throughout your cloud environment.
- Foster effective communication and awareness regarding cloud security measures among stakeholders.



ABOUT

SoftServe's Manual Penetration Testing service is designed to evaluate the security robustness of IT infrastructures by simulating real-world attacks that identify, exploit, and help remediate vulnerabilities. Our cybersecurity professionals leverage up-to-date threat intelligence and industry-standard frameworks like OWASP TOP 10 to uncover critical security weaknesses.

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MANUAL PENETRATION TESTING

SERVICE FEATURES

- Comprehensive vulnerability assessments against industry benchmarks such as OWASP TOP 10.
- Use of CVSS for accurate and consistent vulnerability prioritisation.
- Manual exploitation techniques to identify complex security weaknesses.
- Detailed risk analysis to distinguish between true vulnerabilities and false positives.
- Customised testing scenarios tailored to specific organisational needs.
- Thorough testing of web applications, network services, and operating systems.
- Strategic recommendations for remediation of identified vulnerabilities.
- Continuous updates on emerging security threats to maintain defence relevance.
- Post-test analysis with actionable insights and prioritised mitigation steps.
- Capability to simulate skilled attacker techniques to test defences.

SERVICE BENEFITS

- Enhances organisational understanding of potential security exposures.
- Reduces risk by prioritising fixes for critical vulnerabilities first.
- Minimises the incidence of false positives, focusing efforts on genuine threats.
- Provides a realistic assessment of potential hacker exploits in real-world scenarios.
- Customised approach ensures that specific security concerns are addressed.
- Supports compliance with international security standards and regulations.
- Improves security posture by educating on the latest attack techniques and trends.
- Detailed reporting aids in strategic planning for future security investments.
- Strengthens defences against sophisticated cyber-attacks.
- Offers peace of mind by systematically improving the enterprise's security landscape.



ABOUT

SoftServe's Automated Penetration Testing service leverages Dynamic Application Security Testing (DAST) to offer real-time security evaluations of applications by probing them for vulnerabilities in areas such as input validation, session management, and business logic. Utilising top-tier tools like Acunetix, Nessus, Nuclei, and Burp Suite Pro, our service aims to uncover and mitigate potential security threats effectively and efficiently.

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AUTOMATED PENETRATION TESTING (DAST)

SERVICE FEATURES

- Comprehensive security evaluations using Dynamic Application Security Testing (DAST).
- Utilisation of leading tools such as Acunetix, Nessus, Nuclei, and Burp Suite Pro.
- Identification of vulnerabilities in input validation, session management, and business logic.
- Development of customised attack scenarios to test application defences.
- Real-time testing for immediate vulnerability detection.
- Integration with continuous integration/continuous deployment (CI/CD) pipelines for ongoing security.
- Automated scanning for quick identification of vulnerabilities.
- Detailed reports on identified vulnerabilities and their potential impact.
- Recommendations for mitigation to enhance security posture.
- Ongoing updates and rule adjustments to address emerging threats.

SERVICE BENEFITS

- Enhances the security posture by identifying and mitigating vulnerabilities.
- Reduces the risk of security breaches with proactive testing and immediate results.
- Customised testing increases effectiveness in addressing specific organisational risks.
- Supports compliance with regulatory requirements through comprehensive testing.
- Improves developer productivity by integrating security within the CI/CD pipeline.
- Facilitates quick remediation with detailed vulnerability insights and recommendations.
- Lowers potential downtime and financial risk by pre-emptively addressing vulnerabilities.
- Offers scalability to keep pace with organisational growth and complexity.
- Keeps security measures current with automatic updates to testing protocols.
- Provides peace of mind with thorough assessments and continuous monitoring.



ABOUT

SoftServe's Static Application Security Testing (SAST) offers a pre-emptive security evaluation tool for detecting vulnerabilities and coding errors by analysing the source code without execution. This comprehensive assessment ensures that security issues are identified and mitigated early in the development lifecycle, enhancing software reliability before deployment.

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MANUAL AND AUTOMATED SOURCE CODE REVIEW (SAST)

SERVICE FEATURES

- Comprehensive analysis of source code, byte code, or binary code using advanced scanning techniques.
- Identification of security vulnerabilities and design flaws without executing the programs.
- Integration into the CI/CD pipeline for continuous security checks.
- Utilisation of leading SAST tools to enhance detection accuracy.
- Customisable scanning options to focus on specific areas of the codebase.
- Detailed vulnerability reports with severity ratings and remediation advice.
- Support for a wide range of programming languages and development environments.
- Continuous updates to security rules to cover the latest vulnerability discoveries.
- Scalable solutions suitable for projects of any size and complexity.
- Training and support provided to developers on secure coding practices.

SERVICE BENEFITS

- Enhances security by identifying vulnerabilities early in the software development lifecycle.
- Reduces the cost and effort required for post-deployment fixes.
- Improves code quality by highlighting potential security issues and coding errors.
- Facilitates compliance with industry security standards and regulations.
- Speeds up the development process by integrating with existing development workflows.
- Allows for proactive risk management with detailed impact and exploitability assessments.
- Increases confidence in software security for developers and stakeholders.
- Promotes a security-aware culture within development teams.
- Provides a foundation for continuous improvement in security practices.
- Supports a wide range of development tools and environments, ensuring flexibility in deployment.



ABOUT

SoftServe's Secure Cloud Landing Zone service establishes a fortified foundation for your cloud infrastructure, integrating advanced security measures to ensure compliance, operational efficiency, and risk management from the onset. Designed for public clouds like AWS, Azure, and GCP, our service includes comprehensive identity and access management frameworks, encrypted data operations, and continuous security assessments to safeguard your digital assets effectively.

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SECURE CLOUD LANDING ZONE

SERVICE FEATURES

- Pre-configured security baselines and policy enforcement across the cloud environment.
- Advanced identity and access management (IAM) to prevent unauthorised access.
- Automated resource management and deployment strategies using Infrastructure as Code (IaC) principles.
- Robust network architecture including segmentation and secure connectivity options.
- Systematic logging and monitoring for operational visibility and incident response.
- Implementation of compliance controls and best practices to meet regulatory requirements.
- Integrated cost management strategies to optimise financial resources.
- Continuous integration and deployment (CI/CD) setups for operational efficiency.
- Proactive threat detection mechanisms using AI-driven insights.
- Customisable setup to align with specific organisational security policies and needs.

SERVICE BENEFITS

- Strengthens cloud security posture, minimising potential breaches and vulnerabilities.
- Enhances compliance with industry standards and regulatory frameworks.
- Reduces operational costs through efficient resource and network management.
- Provides a scalable and flexible infrastructure that grows with your business needs.
- Ensures comprehensive visibility and control over cloud operations.
- Facilitates rapid deployment and agility in cloud environments.
- Improves response times to security incidents with advanced monitoring tools.
- Supports secure multi-cloud and hybrid cloud configurations.
- Empowers teams with tools and practices that boost productivity and innovation.
- Delivers peace of mind with end-to-end encryption and security controls.



CASE STUDIES



SoftServe partnered with a global innovation company to enhance their AWS security framework by developing a Secure AWS Landing Zone with an open-source SIEM implementation. Facing challenges with limited AWS experience and previous security issues, the client sought SoftServe's expertise to automate resource deployment and manage infrastructure as code via GitLab. SoftServe's solution included the creation of two Slack channels for real-time security audit notifications and detailed incident reports, which significantly improved incident response capabilities. They designed a multi-account AWS structure and implemented a comprehensive suite of AWS services, including AWS GuardDuty, Security Hub, and OpenSearch for centralised log management, using Terraform for infrastructure coding and ensuring high-level encryption and access control. This robust security architecture not only fortified the client's infrastructure but also enhanced their operational scalability and automation, allowing them to effectively achieve their business objectives within a tight five-month timeline.



SoftServe conducted a comprehensive security assessment for an active lifestyle brand company's web applications over 400 hours, identifying multiple security vulnerabilities using OWASP guidelines and advanced tools like Checkmarx and Acunetix. The assessment included white-box penetration testing of both applications and their integration, utilising dynamic and static testing methods to reveal significant issues such as SQL injection and weak access controls. The old application exhibited numerous vulnerabilities due to outdated code, while the newer CMS-based application had flaws in access controls and user data protection. SoftServe's detailed recommendations aimed to bolster the security framework, enhance CMS configurations, and address design flaws, ultimately safeguarding sensitive data and preventing potential financial and reputational damage to the client.



SoftServe developed a comprehensive security solution for a global consulting provider facing challenges from recent DDoS attacks. To protect their multiple AWS accounts, SoftServe implemented Web Application Firewalls (WAF) and AWS Shield Advanced services, enhancing the client's ability to manage security across their infrastructure centrally. The team designed practical runbooks for incident response, automated deployment scripts for security services, and provided a guide with custom rule recommendations to ensure flexibility and rapid response capabilities. This initiative successfully secured over 200 AWS accounts, enabling real-time monitoring and management from a unified platform, thus elevating the client's infrastructure security, scalability, and ability to meet business goals effectively.

softserve

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