

## **Cloud Consultancy Services**

### **Service Definition Description:**

Synapri is a cloud-based delivery partner that helps leverage the benefits of cloud computing by seamlessly integrating various cloud services into your existing infrastructure.

As a technology service integrator we customise and optimise your Cloud solutions to fit your organisation's needs, streamlining integration, reducing risks, and providing ongoing support for long-term success.

### **Key Features:**

- **Expertise Across Multiple Cloud Platforms:** We possess expertise across a range of cloud platforms such as Amazon Web Services (AWS), Microsoft Azure, Oracle Cloud, Google Cloud Platform (GCP), and others, allowing you to tailor solutions to meet specific business needs.
- **Integration Services:** We offer integration services to connect disparate cloud services and on-premises systems, ensuring smooth data flow and interoperability.
- **Customisation and Tailored Solutions:** We provide customised solutions tailored to the unique requirements of each client, considering factors such as industry, scale, compliance, and security needs.
- **Scalability:** Our solutions are designed to scale alongside the client's business, accommodating growth and fluctuating demands without compromising performance or efficiency.
- **Security and Compliance:** We prioritise security and compliance, implementing robust measures to safeguard data and ensure adherence to relevant regulations and industry standards.
- **Migration Services:** We assist businesses in migrating their existing applications, data, and workloads to the cloud, minimising downtime and disruptions while optimising performance and cost-efficiency.
- **Continuous Support and Maintenance:** We offer ongoing support and maintenance services to monitor, manage, and optimise cloud environments, ensuring optimal performance, reliability, and cost-effectiveness over time.
- **Cost Optimisation:** We help businesses optimise their cloud spending by identifying cost-saving opportunities, rightsizing resources, and implementing efficient billing and monitoring solutions.

- **Training and Education:** We provide training and educational resources to empower clients to make informed decisions about cloud technologies and maximize their benefits.
- **Innovation and Emerging Technologies:** We stay abreast of the latest advancements and emerging technologies in cloud computing, enabling clients to leverage innovative solutions to gain a competitive edge.
- **Collaborative Approach:** We adopt a collaborative approach, working closely with clients to understand their goals, challenges, and constraints, and co-creating solutions that deliver tangible business value.
- **Flexibility and Agility:** We demonstrate flexibility and agility in adapting to evolving business requirements and technological landscapes, ensuring that solutions remain relevant and effective in the long term.

#### Target Audience:

Cloud solutions are suitable for organisations of all sizes and industries looking to improve customer relationship management, streamline business processes, and drive sales and revenue growth.

#### Value Proposition:

- **Customisation:** We tailor Cloud solutions to match your organisation's specific processes and workflows, maximizing its effectiveness and usability.
- **Efficiency:** We will streamline the integration process, accelerating deployment timelines and minimizing disruptions to business operations.
- **Expertise:** We bring deep expertise in Cloud solutions, ensuring that implementations are executed with best practices and industry standards.
- **Risk Mitigation:** We prioritise quality assurance and risk management, reducing the likelihood of issues or disruptions post-implementation.
- **Long-Term Support:** We provide ongoing support and optimisation services to help the organisation maximise the long-term value of Cloud CRM.
- **Strategic Partnership:** We collaborate closely with your organisation, aligning solutions with broader strategic objectives to drive business growth and success.

#### Pricing:

We offer various pricing plans and editions tailored to different business needs and budgets, with options for fixed-fee, daily and monthly rates.

## Integration Project Teams:

Providing you with specialist Cloud based implementation teams that offer several key benefits:

- **Expertise and Specialisation:** Our specialist team brings deep expertise in Cloud implementation, including knowledge of best practices, industry standards, and the latest features and updates. This expertise ensures that the implementation is tailored to the unique needs and goals of your organisation, maximising the value and effectiveness of your Cloud solution.
- **Customisation and Tailoring:** Our customised implementation teams can tailor to align with your specific processes, workflows, and requirements. This customisation ensures that we meet your unique business needs, enhances user adoption, and improves overall efficiency and productivity.
- **Efficiency and Accelerated Deployment:** Our project team can streamline the implementation process, leveraging their experience and expertise to accelerate deployment timelines and minimise disruptions to business operations. This efficiency reduces implementation costs and time-to-value, enabling you to start realising the benefits of sooner.
- **Quality Assurance and Risk Mitigation:** Our dedicated implementation team prioritises quality assurance and risk management throughout the project lifecycle. By conducting thorough testing, validation, and risk assessments, the team ensures that Cloud CRM is implemented correctly, minimising the likelihood of issues or disruptions post-deployment.
- **Continuous Support and Optimisation:** Our specialist team provides ongoing support and optimisation services to help the organisation maximise the long-term value of the platform. This includes user training, system maintenance, performance monitoring, and proactive recommendations for enhancements and improvements.
- **Strategic Partnership and Collaboration:** Our team fosters a strategic partnership and collaboration. By understanding your goals, challenges, and vision, our team can align the implementation with broader strategic objectives, driving business growth and success.

Our project teams typically consist of various roles, each playing a specific part in the planning, implementation, and maintenance of cloud integration projects. Our typical role types include:

1. **Project Manager:** Responsible for overall project planning, coordination, and execution. They ensure that the project stays on track, within budget, and meets its objectives. They also facilitate communication among team members and stakeholders.
2. **Cloud Architect:** Designs the overall architecture of the cloud integration solution, considering factors such as scalability, security, performance, and cost-effectiveness. They select appropriate cloud services and technologies to meet the project requirements.
3. **Integration Developer:** Develops the software components and interfaces required to integrate various cloud services and on-premises systems. They write code, configure APIs, and implement data mappings to enable seamless communication between different applications and platforms.
4. **Systems Administrator:** Manages the deployment and configuration of cloud infrastructure and services. They ensure that the environment is properly provisioned, monitored, and maintained to meet performance, availability, and security standards.
5. **Security Specialist:** Focuses on ensuring the security of the cloud integration solution. They identify potential vulnerabilities, implement security controls, and establish best practices to protect data and systems from threats and unauthorized access.
6. **Data Engineer/Integration Specialist:** Handles the movement and transformation of data between different systems and databases. They design data pipelines, ETL (extract, transform, load) processes, and data mappings to enable seamless data flow and synchronization.
7. **Quality Assurance (QA) Engineer:** Tests the cloud integration solution to identify and address any issues or defects. They develop test cases, perform functional and performance testing, and collaborate with developers to ensure the quality and reliability of the solution.
8. **Business Analyst:** Works closely with stakeholders to gather requirements, define use cases, and prioritize features for the cloud integration solution. They bridge the gap between business needs and technical implementation, ensuring that the solution aligns with organisational goals.
9. **Change Management Specialist:** Facilitates the adoption of the cloud integration solution within the organisation. They develop change management plans, communicate with stakeholders, and provide training and support to ensure a smooth transition and maximize user adoption.

10. **Vendor/Service Provider Liaison:** Act as a point of contact between the project team and external vendors or service providers. They coordinate activities, resolve issues, and ensure that third-party services align with project requirements and service-level agreements.

These roles may vary depending on the size and complexity of the cloud integration project, as well as the specific needs and resources of the organisation. Additionally, some team members may take on multiple roles or collaborate closely with others to deliver successful outcomes.

Overall we play a vital role in seamlessly incorporating Cloud solutions into an organisation's infrastructure. We bring expertise and collaboration with stakeholders to ensure alignment and successful project outcomes.



Technology Transformation for Public Sector

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