

Service Definition Document

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Introduction:

Gitansh Software Solution Limited (www.gsslai.com) is a Technology Services and Product development organisation. We are passionate about our customers' needs and requirements. We are experts in providing technology solutions and use our enormous experience and knowledge in public sector projects.

Service Overview:

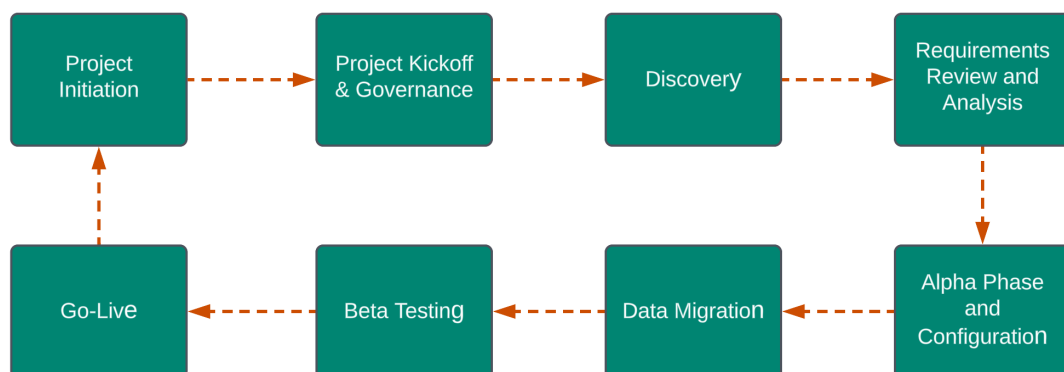
We offer various software-as-a-service (SaaS) products ready to be hosted on multiple cloud platforms, such as AWS, Google Cloud, and AZURE Cloud. We also provide custom solutions based on the business users' requirements by customising our plug-and-play components.

- A **Master Data Management (MDM)** product service offers a comprehensive solution to manage an organisation's critical data from multiple sources to ensure consistency, accuracy, completeness, and accountability of the organisation's official shared master data assets. MDM products focus on creating a unified master data set that is the single source of business truth used for operations, analytics, and decision-making.
- **Cyber Threat Intelligence (CTI)** services are specialised solutions designed to help organisations understand the threats they are most likely to encounter, including potential threat actors' tactics, techniques, and procedures (TTPs). Organisations can proactively enhance their security posture by leveraging such services and making informed defence strategies and investment decisions.
- **Custom Product Development (CPD)** services involve the creation of tailored software solutions designed specifically to meet the unique requirements of a client's business. These services span across various stages of software development, including initial concept, design, development, testing, deployment, and maintenance. CPD services are essential for organisations with specific needs that off-the-shelf software products cannot address.
- **Architecture as a Service (AaaS)** provides organisations with strategic access to expert architectural guidance and implementation strategies for information technology. This service enables businesses to design, enhance, or transform their IT infrastructure, systems, and applications to align with business goals and scale overall performance.

Service Features:

- Cost Efficiency.
- Ease of Deployment:
- Scalability and Flexibility
- Automatic Updates
- Accessibility
- Integration and Customization
- Disaster Recovery and Data Security
- Focus on Core Business
- Trial Options and Software Demos
- Reduced Time to Benefit

Service Lifecycle:



Service Support:

GSSL offers both standard support and custom support packages. Support hours are dependent on client requirements and formalised in an SLA. Incident management details, including prioritisation, response times, updates and resolution times, are also formalised in the SLA.

Contact Information:

If you would like further information on our services and support or specific advice on how we can configure them to your needs, then don't hesitate to get in touch with us as follows:

Email: info@gsslai.com

Phone: +44 (0)20 8922 8522

Website: www.gsslai.com