IT Labs

Lot 3 Cloud Support

Service Definition
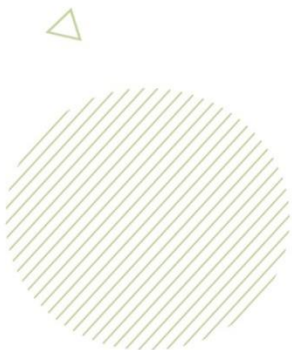
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1. Company Overview

Our journey began in 2005 in Los Angeles, California. Since its inception, IT Labs has been on a mission to cultivate high-performing, purpose-driven, and process-driven software development teams.
We are dedicated to empowering our clients with the tools they need to compete through innovation and efficient development.

Today, we are a impressive force in the industry, boasting a talented workforce pool of over 700+ members in its whole ecosystem, across multiple continents.

Our commitment to excellence is reflected in our certifications, which include AWS, Azure, ISTQB, and ISO certificates [ISO 9001, ISO 14001, ISO/IEC 27001, and ISO/IEC 20000-1]. These certifications underscore our dedication to maintaining the highest standards of quality, security, and environmental responsibility in all our endeavours.

At IT Labs, we don't just create software; we craft solutions and nurture teams that drive innovation, efficiency, and success for our clients. We continue to pave the way for a brighter technological future.

Our core business revolves around two fundamental pillars:

1. **Tailored Software Development Services:** We specialize in crafting tailor-made software solutions that precisely align with the specific needs and objectives of our clients. Our team of skilled professionals is dedicated to creating high-quality, customized software that serves as a powerful tool to drive your business forward.

2. **Dedicated Teams and Individual Experts:** We go the extra mile by providing dedicated teams or individual experts, depending on what best serves our clients' requirements. Whether it's a comprehensive team to tackle a large-scale project or a specialized expert to address a specific challenge, we have the flexibility and expertise to deliver.

1.1 Company Vision, Mission, and Values

We firmly embrace the concept of Meritocracy and wholeheartedly uphold the principles articulated by Ray Dalio: "Let the best ideas always win". At IT Labs, our unwavering commitment to cultivating a thriving culture takes precedence above all else. Our leadership operates with a forward-thinking, open-minded approach characterized by radical transparency. This has fostered an environment where our people not only find contentment but also flourish, reflected in an impressive retention rate exceeding 90%. Many of our dedicated employees have been with us since the inception of our company.

Our vision paints a picture of a world where corporate technology undergoes a profound expansion, enhancing its capabilities through collaborations with preeminent experts and specialists.

Our mission is to empower organizations by furnishing technology leaders with purpose-driven and process-oriented teams, poised for high-performance, innovation, and transformative endeavours. Our teams consistently strive for elevated quality while simplifying intricate processes to achieve our objectives.

Our core values are:

- **Integrity:** We stand behind everything we say and do. We embody this by practising radical transparency and implementing principles that form the most meaningful relationships.
- **Excellence:** We are committed and constantly pursue self-improvement, delivering fidelity in everything we do, thus providing the highest quality and value possible.
- **Proactivity**: We cultivate a culture that encourages taking initiative and bringing together smart, independent thinkers who are allowed to disagree to come up with possible ideas.
- **Innovation:** We are constantly exploring new concepts and solutions that add value and improve our ability to fully grasp the future needs of our clients.
- **People:** We care for our people by respecting their cultural diversity and experience and recognising their efforts. We strive to create an environment that allows them to thrive and achieve personal and professional growth every step of the way.

1.2 Business Strategy

IT Labs' business model/strategy is simple. We adjust to the client's needs. In all our collaborations, we are further improving our client's ways of working based on our broad experience in establishing successful collaborations, which grew from a small collaboration to a fruitful partnership lasting more than ten years. We are flexible in accepting collaboration models, which in most the cases are either to provide a dedicated Agile software development life cycle turnkey team (Team as a Service), or we specify and estimate a project on which we guarantee our estimates, timing, and deliverables according to specification (Fixed Scope Project). We believe in Agile, however, we deploy different variants of agile for different clients and projects based on their specific needs and processes. In essence, we are ready to propose our approaches or accept and accommodate processes set by the client. The overall company strategy is to collaborate with clients with which we can establish mutual trust and transparency. Having open discussion and collaboration allows us to propose how the clients can be improved. At the same time, we benefit from getting even better trust and more fluent collaboration.

Our never-ending strive to grow in new areas (both new technologies and business domains) has helped us in many cases to overcome the dynamic business we are operating at. Our upper management defines new goals for the incoming year to introduce at least one new technology or business domain into our existing portfolio of services we provide.

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2. Quality Assurance Services

As providers of Quality Assurance services, we engage in a comprehensive approach to ensure customers receive top-notch solutions. We collaborate closely with clients to develop a Strategic QA Plan tailored to their specific needs and objectives. This plan outlines the testing methodologies, tools, and timelines to be employed throughout the project covering functional and non-functional expectations.

Performance testing is a key aspect of our services, wherein we assess the system's responsiveness, stability, and scalability under varying conditions to identify and rectify bottlenecks.

Incorporating Penetration testing, we rigorously evaluate the system's security posture, probing for vulnerabilities and fortifying defenses against potential cyber threats.

Furthermore, we leverage Test Automation to streamline the testing process, enhancing efficiency and accuracy while reducing manual effort and time-to-market.
By integrating these services seamlessly, we empower customers to deploy robust, high-performance systems that meet the highest standards of quality and reliability.

Our Quality Assurance division encompasses the following services:
- Strategic QA Planning service
- Software Testing service
- Performance Testing service
- Penetration Testing service
- Test Automation service

We guide customers through a comprehensive planning process to implement our software testing service effectively. Initially, we conduct a thorough assessment of their software requirements, understanding their objectives, timelines, and budget constraints. Through collaborative discussions, we tailor a testing strategy aligned with their specific needs and goals.

Our experienced team assists in defining clear testing objectives, prioritizing critical functionalities, and identifying key performance indicators. We provide insights into selecting appropriate testing methodologies, whether it be manual, automated, or a hybrid approach, considering factors such as the complexity of the software and the desired testing coverage.

Additionally, we offer recommendations for establishing robust testing environments and tools, ensuring seamless integration with existing development workflows. We assist in resource allocation, helping clients assemble skilled testing teams or leveraging our in-house experts for comprehensive support.

Throughout the planning phase, we emphasize communication and transparency, keeping clients informed of progress and potential challenges. By fostering a collaborative partnership, we empower informed decisions and optimize software testing efforts for maximum efficiency and effectiveness.

2.1 Strategic QA Planning

Our Strategic QA Planning service tailors comprehensive quality assurance strategies to optimize software development lifecycles, ensuring efficient testing, risk mitigation, and delivery of high-quality, reliable software products, all customized to unique needs. Our commitment is to bolster the development journey.

Features:

- Customized QA Strategy to suit your project requirements and objectives
- Comprehensive analysis to identify potential vulnerabilities
- Test Automation Framework: Implementing efficient automated testing procedures
- Aligning QA with agile development methodologies
- Iterative enhancements and continuous improvement for sustained quality assurance excellence
- Performance Testing: Ensuring optimal software functionality under varying workloads
- Security Testing: Thorough evaluations to safeguard against potential cyber threats
- Preparing for future growth and increased user demands (Scalability Planning)
- Ensuring adherence to industry regulations and standards
- Expert consultation for guidance and support

Benefits:

- Enhanced Product Quality - Rigorous testing ensures superior software performance
- Reduced Development Costs - Minimize expenses by preventing post-release issues
- Faster Time-to-Market - Streamlined processes accelerate product launches
- Improved Customer Satisfaction - Deliver reliable software, fostering trust and loyalty
- Mitigated Risks - Identify and address potential pitfalls before deployment
- Increased ROI - Quality assurance investments yield long-term profitability
- Competitive Advantage - Stand out with robust, error-free software solutions
- Better Resource Allocation - Optimize workforce and budget allocations efficiently
- Regulatory Compliance - Ensure adherence to industry standards and legal requirements
- Long-Term Success - Build a solid foundation for sustained business growth

2.2 Software Testing

Our Software Testing service ensures products meet and exceed quality standards through strategic planning, meticulous execution, and comprehensive assessments. We provide actionable feedback to guarantee operational excellence, fostering buyer satisfaction and trust.

Features:

- Strategic QA Planning, shift left QA approach, Agile QA Methodologies
- Dedicated ISTQB certified and trained professionals
- Test Automation strategy and Tooling, quality consultancy and knowledge share
- Requirement Analysis, testing types, methodologies, techniques, tools, test case design
- Functional and Non-functional testing on different levels
- UI, API, Data Testing and testing E2E flows
- Performance Testing, Security Testing, Accessibility Testing, Usability, and UX
- Cross-platform and cross-browser testing, Testing Cloud Solutions, Microservices
- Testing approaches: Exploratory testing, Risk-based and Model-based testing, User Acceptance Testing (UAT)
- Reporting and Metrics: Root cause analysis and defect triaging, establish and monitor KPIs

Benefits:

- Identifies and resolves bugs early, reducing development costs
- Enhances user satisfaction, fostering customer loyalty and retention
- Improves software reliability, minimizing downtime and disruptions
- Boosts brand reputation through high-quality, error-free software releases
- Increases software scalability, accommodating growing user demands seamlessly
- Enhances security, safeguarding against data breaches and cyber threats
- Ensures compliance with industry regulations and standards
- Streamlines development processes, accelerating time-to-market for products
- Reduces business risk by preemptively addressing potential issues
- Maximizes return on investment by optimizing software performance and functionality

2.3   Performance Testing

We measure responsiveness, load, picks, stability, and scalability under diverse conditions, ensuring the applications meet performance standards.
Identify bottlenecks, optimize resource usage, and validate system reliability through real-world simulations. Elevate user experience and optimize overall performance with our tailored services.

Features:

- Scalability Testing - how the application handles the increased load
- Load Testing - measure response time, throughput, and resource use under heavy user loads
- Stress Testing - find system breaking points under extreme conditions

- Spike Testing - how the application handles sudden traffic spikes
- Endurance Testing - evaluate long-term performance for issues like memory leaks
- Realistic User Behavior - Simulation mimics actual usage
- Monitoring and Reporting - track key metrics and identify areas for improvement

Benefits:
- Minimize business uncertainty by employing specialized performance testing.
- Identifying performance bottlenecks and vulnerabilities that arise from increased loads
- Identifying system failure thresholds tied to volume and utilization.
- Save costs by adopting cutting-edge performance testing methodologies.
- Improve software reliability, optimization, and load capabilities
- Have satisfied users

2.4   Penetration Testing

Our adept team utilizes advanced methodologies to reveal vulnerabilities in systems, networks, and applications. From thorough assessments to focused tests, we deliver actionable insights to bolster defenses and protect digital assets.

Features:
- Comprehensive vulnerability assessment across systems, networks, and applications
- Thorough analysis of security weaknesses and potential attack vectors
- Simulated cyber attacks to assess real-world defense capabilities
- Tailored testing methodologies to address specific organizational concerns
- Detailed reporting with prioritized recommendations for mitigation
- Ongoing support and guidance to strengthen security posture continuously
- Compliance with industry standards and regulations to ensure regulatory adherence

Benefits:
- Enhanced resilience against cyber threats through proactive vulnerability identification
- Protection of sensitive data and intellectual property from unauthorized access
- Reduction of security risks and potential financial losses from cyber attacks
- Assurance of regulatory compliance with industry standards and mandates
- Improved trust and confidence among customers, partners, and stakeholders
- Prevention of costly breaches and reputation damage through preemptive measures
- Optimization of security investments by focusing resources on critical areas

- Empowerment of IT teams with actionable insights for strategic security improvements

2.5   Test Automation

Our Test automation service provides automated testing solutions, enabling businesses to efficiently validate software functionality. It offers scalability, flexibility, and cost-effectiveness, reducing manual effort and time-to-market, making the regression process to be faster.

Features:

- Test Automation strategy and Tooling (using Cypress, Playwright, Robot Framework, Selenium)
- Tailored automation to specific project requirements and workflows
- Quality consultancy and knowledge share
- Cross-platform compatibility
- Speeds up testing by parallel execution and running multiple tests simultaneously
- Integration with other testing tools and frameworks
- Reporting, metric and analytics and detailed insights into test results and performance metrics
- Manages test scripts efficiently, ensuring traceability and collaboration

Benefits:

- Accelerates testing processes, reducing time and effort, and faster time to market
- Ensures consistency in test execution across environments
- Minimizes human error, enhancing reliability of test results
- Allows reuse of test scripts for regression testing
- Increases test coverage, addressing more scenarios and edge cases
- Facilitates testing of large, complex systems with ease
- Lowers testing costs over the long term

3. Security Services

We must accept that our digital security is not always watertight. There is an unfortunate probability in our digital world's complexity, where some gates are left open to varying degrees. Doing business in the digital landscape causes us to at times even mistrust our own digital identities.

At the same time, the security risk mitigation yearly cycle becomes a risk-adaptive daily battle. The perimeter is not a fortress anymore, but it is scattered across our endpoints.

The solution is to embrace digital risk in real-time. Deploying security architectures as a continuous risk and trust assessment, thus staying resilient while delivering services.

Our principles in these risk lifecycles are comprehensive and consider the people, processes, and technology required. All to embrace digital risk exposure and manage them within defined risk tolerances.

Key resilience principle goals are to support business outcomes, protect the information flows, and assure risk-based decision making, rather than solely protect the infrastructure.

Our deliverables are designed to empower key IT service and security professionals to fully accept their accountabilities in a way that enables them to discharge their responsibilities completely.

Our holistic view of information systems and services creates a comprehensive scope of delivery – one that creates an internally correlated and fully compliant management system that breeds trust while supporting our client's organization's mission.

Our Security division encompasses the following services:
- Security Consulting
- CISO as a Service
- Microsoft 365 Security & Compliance

3.1 Security Consulting

Gap analysis:

- Gap analysis against any security framework such as ISO27001, NIST, CIS, NCSC CAF etc.
- Development of plan for recommendations for gaining expected maturity level

Security assessment:

- Organizational security assessment – Policies and procedures, organizational controls
- Technical security assessment – Infrastructure, systems, technical controls
- Internal auditing for specific security standard

Risk assessment:

- Governance of information security risks – Identify, Assess, Mitigate and Monitor

3.2 CISO as a Service

Our CISO-as-a-Service empowers enterprises by specializing in security awareness training, policy and procedure development, governance of ISMS, risk management, and monitoring security operations. This comprehensive approach ensures robust cybersecurity resilience for businesses.

- Security awareness trainings
- Developing policies and procedures
- Governance of ISMS
- Risk management
- Monitoring security operations

3.3 Microsoft 365 Security & Compliance

We enhance Microsoft365 suite with our security and compliance expertise. Specializing in AzureAD, IAM, PIM, Defender, Intune, and Pureview to deliver a comprehensive security framework that protects and manages digital assets effectively.

Features:

- Proven Expertise from a Microsoft Gold Partner
- Entra, Conditional access policies, IAM, PIM
- Endpoint Manager - Intune
- Security manager - Defender
- Compliance manager – Pureview

4. Managed Services

The fact is that IT technology is advancing at such a rapid pace that technologies that were the latest just a few years ago are already considered obsolete. Newer technologies respond to needs in a faster, more efficient way with several new features that provide new opportunities. On the other hand, IT security is becoming more important considering that most businesses rely on IT technologies.

Automation of company processes has multiple benefits, saving resources while reducing the likelihood of human errors, standardizing processes, and so on.

Hence the importance of keeping up with the times when it comes to IT technologies.

IT Labs is the company that can be your partner in this realization of necessity by dealing with all IT technology challenges such as migration to newer systems, maintenance of existing ones as well as automation of certain processes.

The experience that we have with different projects from small to complex with a wide range of technologies gives us ability for quality assessment, support, and implementation.

Our Manage division encompasses the following services:
- Cloud Migration
- IT Infrastructure Support
- DevOps Practice

4.1   Cloud Migration

We leverage our extensive experience, best practices, and technical prowess expertise in migrating services, applications, data, and critical infrastructure from on-premises to the cloud. Our team offers comprehensive support throughout the migration process, encompassing strategy, design, implementation, and ongoing assistance.

Features:

- Works with you to analyze the current setup and understand your requirements
- Cloud or hybrid architecture supported
- Based on the analysis and the client's needs preparing a new architecture
- Based on the analysis and the new architecture prepare a migration strategy
- Migration of infrastructure, applications, and data to existing or new platforms
- Resource and cost optimization
- Minimal impact on your business during the migration process

Benefits:

- Optimized Operational Efficiency
- Cost-Effective Solutions and Streamlining
- Ensured Cloud Service Reliability
- Robust Cloud Security Compliance
- Adherence to Governance Standards
- Enhanced Performance Optimization

4.2   IT Infrastructure Support

Design, support, optimize, monitor and transform IT infrastructure hosted on-premises or on some of the major cloud providers AWS, Azure, or GCP. Taking into consideration security, functionality, cost optimization based on your current and future business needs.

Features:

- Remote support on-premisses infrastructure including networking, virtualization, Operating systems, Databases, Patch management and more
- Support on cloud infrastructure including different cloud providers such as AWS, Azure, GCP including different specific services for it.
- Infrastructure architecture design for on-premises and cloud solutions
- Design and Implement a logging and monitoring strategy
- Support Containerisation and orchestration with Docker and Kubernetes
- Provision infrastructure using Infrastructure as a code with Terraform, Bicep, Arm and Cloud Formation

Benefits:

- Optimising will save costs and lower troubleshooting time.
- Supporting infrastructure will prevent potential issues and downtimes
- Identify and resolve issues related to infrastructure
- Increase security by implementing best practices and security recommendations
- Monitoring will allow reacting on time for potential issues

4.3   DevOps Practice

Expertise in implementing DevOps principles in various types of projects. Impelemnt CiCd processes and pipelines in different platforms using different tools. Partner in planning and implementing automation process that will speed up software delivery. Exceptional experience in Azure DevOps platform

Features:

- Various DevOps tools with a focus on the Azure DevOps platform
- Automated build and release CI/CD pipelines using different tools Azure DevOps, GitLab, Jenkins
- Develop and deploy Infrastructure as a code Terraform, ARM, Biceps, Cloud Formation
- Agile delivery methodology
- DevOps Security

Benefits:

- Minimize cost through optimization of cloud provider utilization and fees
- Meet deadlines, budgets, and quality benchmarks
- Enhance efficiency notably through automated pipelines
- Mitigate risks to ensure minimal disruptions to your business operations
- Enhance product development and lifecycle management
- Automate building, deployment, testing, rollback, and operational procedures