



**Uptime  
Labs**

# **Chaos Engineering Simulation Drills**

The World's First Realistic  
Incident Drill Platform

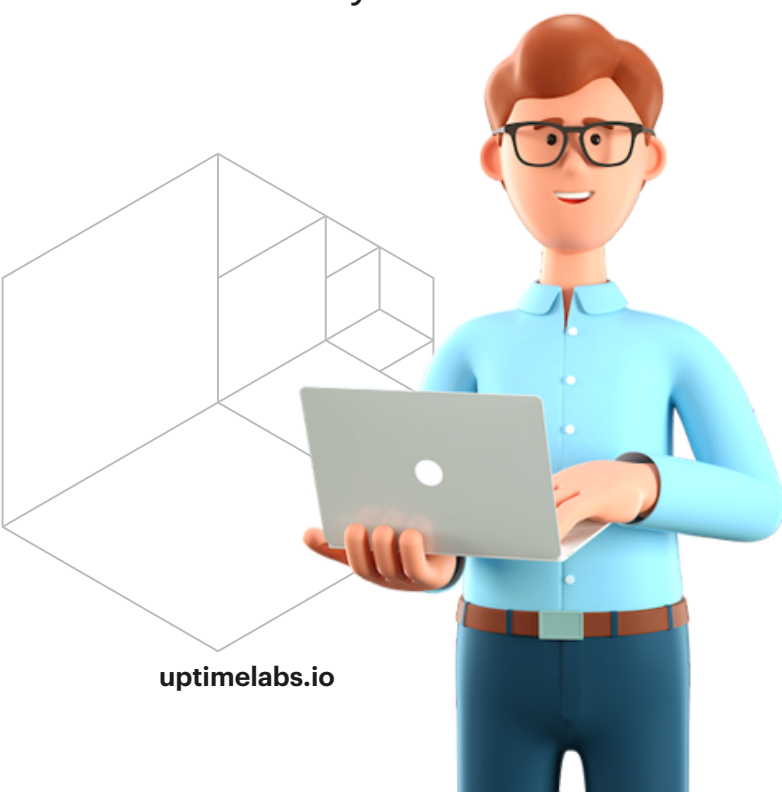


# About Us

"It's unbelievable that we expect people to fix critical incidents without practice and learn on the job during real incidents."

Uptime Labs introduces the world's pioneering AI-driven incident drill platform, designed to revolutionize your incident response capability.

This proactive security platform is tailored for IT operations and development teams actively engaged in on-call rotations, ensuring they are well-equipped to handle any situation effectively and proactively mitigate threats before they escalate.



## Enhancing Incident Response Capability

Uptime Labs understands the critical nature of incident response. That's why our simulation platform is specifically designed to refine the core competencies of your software engineers and first responders. By enhancing their incident response capability, we empower your teams to tackle disruptions swiftly, resulting in minimal MTTF (Mean Time to Failure), and improved MTTR (Mean Time to Recovery).

Our platform takes security operations to the next level, ensuring teams are not only reactive but also proactive in their approach to cyber resilience.

## Prioritizing Uptime Monitoring and Website Performance

Uptime Labs emphasizes the need to equip your teams with the skills and drills required to efficiently manage all incident types, focusing on both prevention and recovery.

This aligns with the philosophy of proactive security platforms, which prioritizes continuous visibility monitoring, ensuring that any anomalies are detected and addressed as quickly as possible.

# Service Description

Uptime Labs is an AI-driven incident drill platform, redefining how teams approach incident response. Crafted for IT operations and development teams, it empowers proactive threat management and efficient crisis handling. Designed for on-call rotations, it strengthens security readiness and operational robustness, ensuring teams are well-prepared for any outage/IT incident.



# Service Features

- Deep insight to incident response teamwork and recommended actions.
- Cross-Functional Training: Engage IT teams in multidisciplinary incident response exercises.
- Streamline incident management protocol for quicker response and improved efficiency.
- Boost engineering efficiencies when reacting to outages
- Performance Evaluation: Assess team performance and identify areas for improvement.
- Personalised training in SRE, incident management, and chaos engineering coaching
- Realistic Scenarios: Simulate authentic incidents for practical learning experiences.
- Skill Development: Enhance incident management capabilities through immersive training.
- Team Collaboration: Foster teamwork and communication skills during simulated incidents.
- Feedback Mechanism: Receive immediate feedback for continuous improvement.

# Service Benefits

- Enhanced Preparedness: Teams are better equipped to handle real incidents.
- Reduced Downtime: Faster response leads to minimised service disruptions.
- Improved Efficiency: Streamlined incident resolution processes boost operational productivity.
- Skill Development: Team members acquire and refine incident management skills.
- Cost Savings: Proactive incident training prevents costly downtime and errors.
- Team Cohesion: Collaboration strengthens team dynamics and communication.
- Compliance Readiness: Preparedness aligns with regulatory and industry standards.
- Risk Mitigation: Practice reduces likelihood and impact of future incidents.
- Continuous Improvement: Feedback loops foster ongoing learning and optimisation.
- Reputation Protection: Effective incident management preserves customer trust and loyalty.

# Pricing Overview

Uptime Labs adopts a transparent pricing model for all training and consultancy services offered through G-Cloud 14. Our pricing is based on a time and materials charging model aligned with the SFIA (Skills for the Information Age) rate card, accessible on G-Cloud 14, Digital Marketplace.

The pricing model for the Uptime Labs simulation platform is designed with clarity and simplicity, following a user-based structure. Comprehensive details regarding pricing can be found in our dedicated pricing document.

We collaborate with you to determine the optimal team structure and contract arrangement that delivers maximum value and benefits to your organisation.



# On-Boarding and Off-Boarding

At Uptime Labs, our onboarding process is designed to accommodate customer timelines, ensuring seamless integration and alignment with project goals. A dedicated Uptime Labs Account Manager will provide regular updates throughout, ensuring clear communication and alignment between all parties involved.

Our Technical Leads assess the existing skill set and identify any capability gaps within the team, proposing incremental resources as needed. We collaborate closely with your existing engineering teams to facilitate knowledge transfer and ensure a smooth transition into project execution.

Regular meetings with your designated Uptime Labs Account Manager ensure project deliverables are met, feedback is addressed promptly, and communication remains consistent throughout the project lifecycle. Additionally, we arrange on-site visits to meet with relevant stakeholders, fostering a strategic partnership and serving as a point of contact for escalations.

During the offboarding process, we ensure comprehensive knowledge transfer to your technical team, sharing operational runbooks and documentation for continued support. Your Account Manager oversees the handover process to incoming suppliers or internal teams, ensuring the transfer of relevant IP and knowledge. Rest assured, if escalation is required beyond your Account Manager, Uptime Labs always has a designated Director available for support and guidance.

# Why Choose **Uptime Labs**

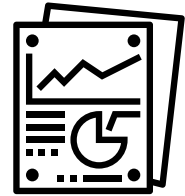
- 1 Frequent drills (Engineers & Ops)  
Always ready to respond.



- 2 Tailored coaching plan  
Designed for need of each individual



- 3 Skill-gap report  
Designed for need of each individual



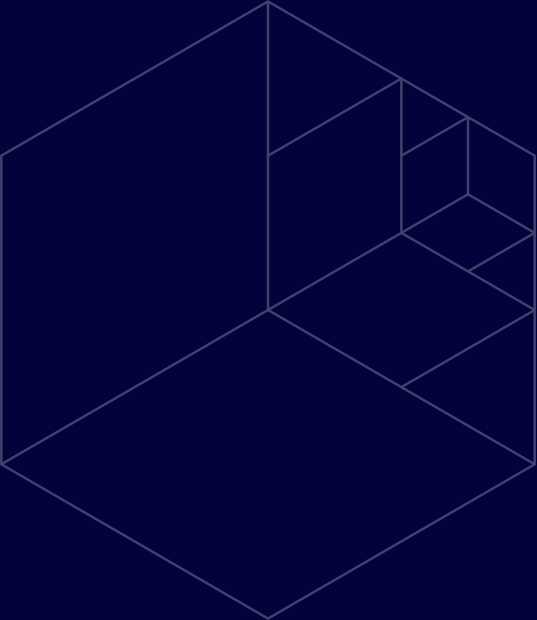
- 4 BCDR & SIRP exercises



## Trusted By...







## Partner with Us

By partnering with Uptime Labs, your organisation gains the ability to assess and manage its comprehensive readiness to tackle incidents. This collaboration not only highlights areas for individual enhancement but also empowers you to maximise the utility of your existing toolsets, ultimately transforming the trajectory of future incident responses within the framework of a proactive security platform.

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