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Consulting Services
G-Cloud – Service Definition

Cloud Support & DevOps Service

1.   About Us

Valcon is a full-service provider that works at the intersection between consultancy, technology, data, advanced analytics and strategy. Situated in The Netherlands, The United Kingdom, Denmark, Sweden, Germany and Croatia, Valcon forms a European community helping clients across national borders. We focus on end-to-end transformations in which we create long-lasting and sustainable value together with a human approach.

We know that every link matters in improving an organisation value chain. We support our clients in pursuing the right change in people, system, and process. Our involvement is based on deep knowledge and experience, working shoulder to shoulder with many different organisations. We do not blindly follow a methodology; we follow through on getting things done. Who have deep expertise in operationalising strategy, process design, data and analytics, technology, and change.

2.   Service offering

Cloud Support & DevOps services are vital components of modern IT strategies. Cloud Support services ensure the reliability, security, and performance of cloud environments by managing infrastructure, monitoring, and troubleshooting. DevOps practices focus on automating and optimising the software development lifecycle, enhancing collaboration between development and operations teams. Cloud Support services encompass tasks such as provisioning, configuration, and optimisation of cloud infrastructure, ensuring seamless operation and minimal downtime. Meanwhile, DevOps practices streamline development processes through automation of tasks like code deployment, testing, and release management. This integration facilitates faster and more reliable software delivery, driving innovation and customer satisfaction. By combining Cloud Support & DevOps services, organisations can leverage the scalability and flexibility of cloud technologies while accelerating software development and deployment. This approach fosters a culture of collaboration, agility, and continuous improvement, enabling businesses to stay competitive and responsive in today's rapidly evolving digital landscape.

Features

Cloud Support:

- Infrastructure provisioning and configuration
- Monitoring and troubleshooting
- Security management
- Performance optimisation
- Incident response and resolution

DevOps:

- Continuous integration and continuous deployment (CI/CD)
- Automation of software development processes
- Collaboration between development and operations teams
- Release management
- Monitoring and feedback loops
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Benefits

Cloud Support:

- Improved reliability and uptime of cloud infrastructure
- Enhanced security and compliance management
- Optimised performance and resource utilisation
- Efficient incident response and resolution
- Scalability and flexibility to meet evolving business needs

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DevOps:

- Accelerated software delivery and time-to-market
- Increased collaboration and communication between teams
- Reduced manual errors and deployment failures
- Improved software quality and reliability
- Agile response to changing market demands

3.   Approach

Delivering a Cloud Support & DevOps service to a client typically involves following a structured project approach. Below are the phases commonly used, along with tasks under each phase:

Initiation Phase:

- Define project objectives and scope.
- Identify stakeholders and establish communication channels.
- Conduct initial assessment of client's existing infrastructure and DevOps practices.
- Develop a project charter outlining goals, deliverables, and timelines.

Planning Phase:

- Develop a detailed project plan including tasks, dependencies, and milestones.
- Identify resource requirements and allocate roles and responsibilities.
- Define key performance indicators (KPIs) to measure project success.
- Establish communication and escalation protocols.
- Create a risk management plan to identify and mitigate potential risks.

Analysis and Design Phase:

- Conduct a comprehensive assessment of client's cloud infrastructure and DevOps processes.
- Identify areas for improvement and optimisation.
- Design a customised Cloud Support & DevOps solution tailored to the client's requirements and objectives.
- Develop architectural diagrams and documentation for the proposed solution.
- Define metrics and monitoring requirements for performance evaluation.

Implementation Phase:

- Deploy necessary tools and technologies for cloud management and DevOps automation.
- Configure cloud infrastructure according to design specifications.
- Set up continuous integration and deployment pipelines.
- Implement security measures and compliance standards.
- Conduct training sessions for client's teams on new processes and tools.

Testing and Quality Assurance Phase:

- Perform testing of cloud infrastructure and DevOps workflows.
- Conduct functional testing of automation scripts and deployment pipelines.
- Validate security measures and compliance with industry standards.
- Identify and address any issues or defects discovered during testing.

Deployment Phase:

- Transition the solution to production environment.
- Monitor deployment processes and ensure successful rollout.
- Conduct post-deployment testing to verify system functionality.
- Provide support and troubleshooting assistance during the initial phase of operation.

Monitoring and Optimisation Phase:

- Establish monitoring and alerting mechanisms for cloud infrastructure and DevOps pipelines.
- Continuously monitor system performance and KPIs.
- Analyse data to identify areas for optimisation and improvement.
- Implement iterative enhancements based on feedback and performance metrics.
- Provide ongoing support and maintenance to ensure the long-term success of the solution.

Closure Phase:

- Conduct project review and assessment against project objectives and KPIs.
- Document lessons learned and best practices for future reference.

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- Obtain client sign-off on project deliverables.
- Transition knowledge and documentation to the client's teams.
- Celebrate project success and close out the project formally.

By following this structured approach, Valcon can effectively deliver Cloud Support & DevOps services to clients, ensuring successful implementation and ongoing support for optimised cloud infrastructure and software development processes.

4. Effort and Cost

Effort will be scoped between Valcon and the client based on the skills mix required. See the Pricing Document for the current rates.

Rate card prices are exclusive of VAT. Expenses are re-charged at cost. Expenses will be evidenced by receipts and will include reasonable travel, accommodation and subsistence costs. The payment schedule will follow milestone completions as agreed in the Statement of Work.

5. Assumptions

The successful delivery of and engagement is dependent on the key assumptions identified through collaboration between the client and Valcon. These will be documented and agreed as a part of the Statement of Work.

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