



MONTVIEUX

G CLOUD 15

Montvieux Machine Intelligence – Service Management

Service Definition Document

Service Definition

1 Approach

Montvieux Machine Intelligence Service Management supports customers in the implementation, integration, through-live service management, service refinement (evergreen), service translation and service exit of managed services. Montvieux can take full responsibility for management for 3rd parties, including subcontractor ecosystems, ensuring service delivery and management against technical standards and customer governance and reporting needs.

Montvieux applies an Agile and User-Centric approach to Service Management, ensuring that tasks such as integration or service refinement are conducted “user-first”, ensuring that user needs are placed at the centre of delivery and support activity. An Agile approach means that service refinement can be conducted in incremental steps, allowing the customer to assess and approve the impact of change at all levels (including value for money).

Our team of system and software engineers has a broad range of skillsets that include the development of secure internet platforms, Big Data (data ingest pipelines and data management), cloud technologies (including quantum), open source intelligence, machine learning, deep learning, entity extraction (including Knowledge Graphs / Knowledge Management), streaming analytics and cloud services. We have extensive experience in User Experience and User Interface design, including application of User Centric Design methods as part of Human Machine Teaming.

Expertise includes a range of use cases across a mix of storage and compute services from vendors such as Amazon Web Services, Microsoft Azure, Rackspace, Google App Engine, Linode and Heroku. The company support services include core large-scale data handling and supporting technologies including Accumulo, Hadoop, Spark, Lucene, Kafka, Cassandra, Redis, Titan and Neo 4J. Montvieux also has practical experience of the application of data science and machine learning within the edge hardware environment.

Montvieux welcomes the opportunity to host embedded staff from within the Customer organisation for short periods or extended placements. This allows knowledge and expertise sharing (both ways) between the Customer and Montvieux team, supporting upskilling. Montvieux can take responsibility for task management and reporting of embedded personnel.

This service includes service refinement and development to evolve the capability, essential maintenance to maintain and resolve issues with the deployed service, a Helpdesk for reporting support matters and data science support.

2 Pricing

Service Requirements and any options will be agreed as part of the call off process.

Please refer to our SFIA rate card for full details of our professional services rates.

3 Security

Details relating to Security Clearances and the consideration to protectively marked information are available upon request.

4 Service Levels

Montvieux will define and agree service levels based upon each customer engagement.

5 Trial Service

Trial services are not applicable to this service offering.