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Head Offices

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Software Solutions

About your service

Service description

We are technical specialists in Serverless Architectures and Low Code solutions. We provide a full range of cloud services relating to technologies from Microsoft, Oracle, Google, Amazon, SAS, Palantir, Others. Big or small, we can help with your project in whatever capacity you require.

Service categories

- Application Development and Deployment
 - Application platforms
 - Model driven application platforms
 - Model driven application platforms
 - Robotic process automation
 - Robotic process automation

Multi cloud support

Yes

Service features and benefits

Service features and benefits

Service features

- Tailored Solutions
- Best practice
- Enterprise Architecture
- Agile Methodology and Scrum
- Microservices
- Microsoft, Oracle, other technologies
- Rapid Application Development
- Continuous Integration and Delivery (DevSecOps)
- Secure Services
- Full Software Development Lifecycle

Service benefits

- Improved efficiencies
- Drive down costs
- Integrate multiple systems and data sets
- Increased productivity
- Customer and requirement-specific solutions
- Harness industry best practice
- Surface the value of your data

Service scope

Add-ons and extensions

Software add-on or extension

No

Cloud deployment model

- Public cloud
- Private cloud
- Community cloud
- Hybrid cloud

Service constraints

We cater for customer and requirement-specific solutions.

System requirements

Suitable access provided to customer-owned equipment and networks where necessary

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

At service initiation we will agree with you the best support plan that works for you.

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

(Or as agreed to best suit your requirement)

Web chat support

Web chat support

No

Onsite support

Yes

Support levels

Bronze, Silver, Gold and Custom Support Levels are available, charged at the most cost effective rate for the client and project specific requirement. Our Account Managers will work with you to understand the most suitable Support Level for your needs. All support levels allow access to expertise from highly qualified and experienced support engineers ensuring the value you derive from the services provide remains as high as possible at all times.

How users work with your service

Customisation

Customisation available

Yes

Description of customisation

We cater for customer and requirement-specific solutions. Our Account Managers will work with you to fully understand your requirements and ensure that the provided service is tailored to your needs.

Onboarding and offboarding

Getting started

A host of training options are available both on and off-site. Our Account Managers will work with you to discover the best options for your organisation and your team.

Documentation

Service documentation

Yes

Documentation formats

PDF

How the documentation is accessible

A host of onboarding and offboarding options are available both on and off-site. Our Account Managers will work with you to discover the best options for your organisation and your team. The full details of the in-scope services will be agreed at the beginning of the engagement. To fully support your changing requirements, the services is entirely flexible over time. Features or services which attract an additional cost will be clearly communicated by the Account Manager.

End-of-contract data extraction

Our Cloud Software Engineers will work with you to extract any data in a suitable format for your requirements.

End-of-contract process

The full details of the in-scope services will be agreed at the beginning of the engagement. To fully support your changing requirements, the service is entirely flexible over time. Features or services which attract an additional cost will be clearly communicated by the Account Manager.

Data importing and exporting

Data export approach

Our Expert Cloud Engineers will work with you to ensure data is exported in the most suitable format for your needs.

Analytics

Metrics

Service usage metrics

Yes

Metrics types

At service inception, our Account Managers will work with you to fully understand any metrics you require throughout the course of the user of the service.

Scaling

Independence of resources

Detailed resource planning and management, along with a thorough understanding of customers' requirements coupled with frequent analyses of service performance allows us to ensure that no user's usage impacts another.

Availability and resilience

Guaranteed availability

We will customise our service levels and SLAs to suit your specific requirements.

Approach to resilience

Detail available on request.

Outage reporting

We will work with you to implement an outage reporting mechanism that aligns with your requirement.

Governance

Named board-level person responsible for service security

Yes

Security governance

Software Security Code of Practice

Yes

Security governance certified

Yes

Security governance standards

ISO/IEC 27001

Information security policies and processes

We adhere to formal ISO-27001 standard which are formally certified by an external UKAS-accredited auditor

Operational security

Configuration and change management standard

Supplier-defined controls

Configuration and change management approach

We have formal Configuration and Change Management processes. We are operate in line with the following ISO standard which are formally certified by an external auditor: ISO 9001 Quality ISO 27001 Information Security ISO 14001 Environment ISO 20000-1 Service Management

Vulnerability management type

Supplier-defined controls

Vulnerability management approach

We have formal Vulnerability management processes. We are operate in line with the following ISO standard which are formally certified by an external auditor: ISO 27001 Information Security ISO 9001 Quality ISO 14001 Environment ISO 20000-1 Service Management

Protective monitoring approach

We have formal processes and operate in line with the following ISO standard which are formally certified by an external auditor: ISO 27001 Information Security ISO 9001 Quality ISO 14001 Environment ISO 20000-1 Service Management

Incident management approach

We have formal processes and operate in line with the following ISO standard which are formally certified by an external auditor: ISO

27001 Information Security ISO 9001 Quality ISO 14001
Environment ISO 20000-1 Service Management

Audit information for users

We'll work with you to provide the level of audit information you require.