



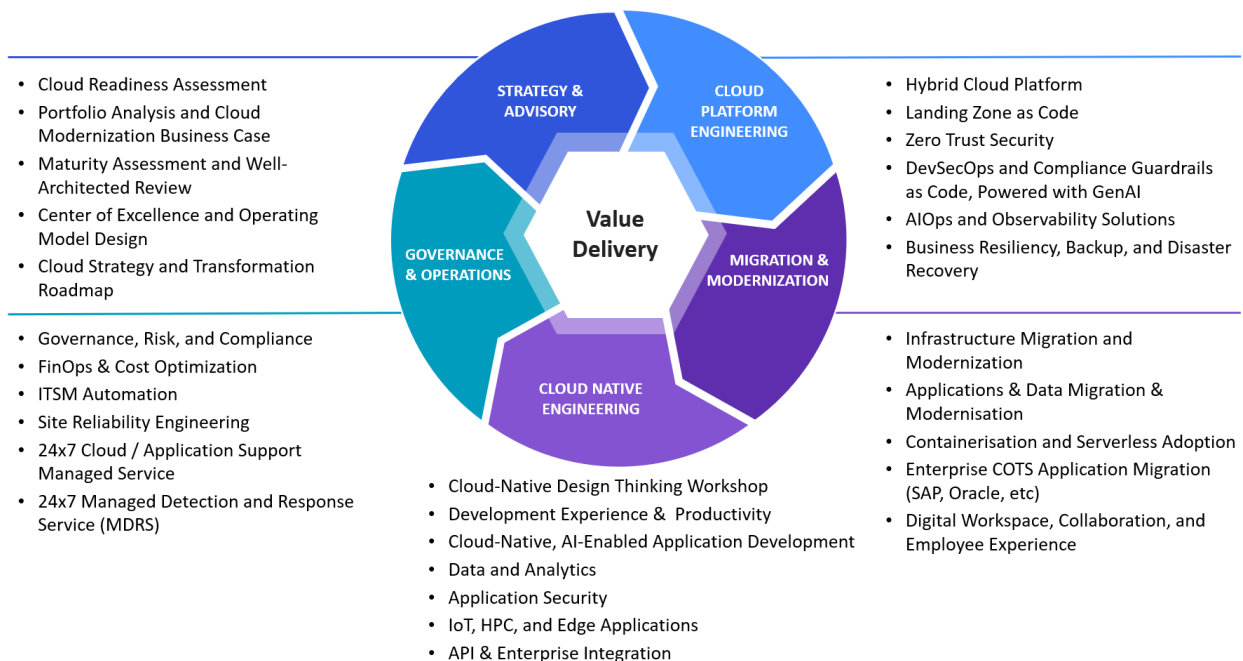
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EPAM SERVICE DEFINITION DOCUMENT (G-CLOUD 15 LOT 3 CLOUD SUPPORT)

EPAM Cloud Practice Overview

Over the last 30 years, EPAM has become a cloud-first engineering company. Our success is based as on our world class abilities to design, engineer, migrate and operate cloud ecosystems to support the ambitions of our clients to innovate and grow. EPAM helps organisations to transform their businesses and stay competitive, helping them to shape transformation strategies and deliver enterprise scale cloud enablement, migration and modernisation programs.

EPAM offers a full spectrum of cloud services from strategy, migration, modernisation, optimisation to broad enterprise adoption projects. We bring deep cloud-native expertise with design and engineering capabilities to solve the most complex transformation challenges. By addressing the full cloud enablement lifecycle, EPAM's cloud services allow organisations to gain the agility and flexibility necessary to thrive — paving the way for new business models, cutting-edge products and more dynamic experiences in a faster time-to-market:

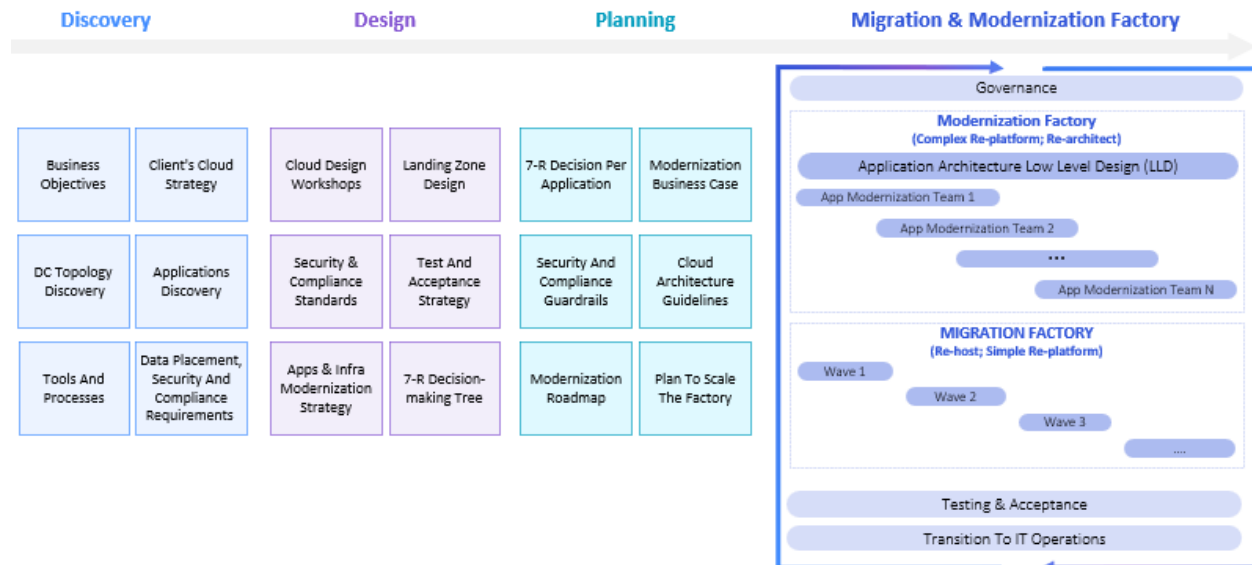


We have strong partnerships with all major hyperscale cloud providers – Amazon Web Services (AWS), Google Cloud Platform (GCP), Microsoft Azure. Our relationships allow us to learn, absorb and adopt innovation from AI solutions and Cloud providers to deliver cutting edge, future-proof solutions for our clients.

We believe cloud is the future and that's why we actively participate and, in some cases, drive cloud consortiums, associations and research programs such as Cloud Native Computing Foundation (CNCF), Digital Operational Resilience Act (DORA). We are the founding members of the MACH alliance (Microservices, API-first, Cloud-native, Headless) which advances the MACH architecture across the industry.

EPAM provides comprehensive guidance on a client's entire topology, data-driven modernisation strategy, high-level design and definition of modernisation business case, estimation of cost and efforts for modernisation and planning of migration and modernisation. We accelerate Cloud Strategy Design,

Discovery, Migration, Modernisation and Operations for our clients thanks to a rich library of accelerators, frameworks, open-source solutions, migration and modernisation patterns.



We invest in upskilling our engineering talent through tailored training programs delivered jointly with Cloud Service Provider (CSPs), Cloud and DevOps Labs, certification programs and educational events. EPAM employs cloud-experienced engineers and cloud-certified professionals across the Americas, Europe, Middle East and APAC regions.

Our expertise is proven by multiple industry recognitions. EPAM is named a leader in Nelson Hall's Assessment for Cloud Advisory, Assessment & Migration Services. Forrester repeatedly recognised EPAM as one of the most significant Application Modernisation and Migration Services providers.

For more details on our solutions, please, visit our Solutions Hub: <https://solutionshub.epam.com>

Our Cloud Partnerships

EPAM has a widespread partner network, holds advanced partner status with leading cloud providers including AWS, Azure, GCP and has achieved a comprehensive set of accreditations. We are continuously certifying our people and are a top-certified provider globally:

Amazon Web Services:

- EPAM is AWS Premier Tier Services Partner.
- Certified in multiple categories, including AWS Public Sector Partner, AWS Solution Provider Program, Well-Architected Review (WAR), APN Immersion Days
- Verified competencies in Migration, DevOps, Data & Analytics.
- EPAM is a qualified partner for AWS MAP (Migration Acceleration Program), which allows to receive funding to deliver migration and modernisation programs.

Google Cloud:

- EPAM is a GCP Premier Services Partner, Apigee Global Consulting Partner, GCP Advanced Solution Lab Partner and PSO Partner.
- Advanced Specialisations in Data Analytics, Infrastructure, Application Development and Cloud Migration.
- Verified expertise in Google Cloud Analytics, Compute, ML & ML APIs, Networking, Open-Source Technology, SAP, Anthos: Hybrid Multi-Cloud, App Dev & Monitoring, Identity & Security.
- As a certified professional services partner, we deliver services to GCP clients under the Google umbrella and following the GCP PSO methodology. Our teams conduct joint training with Google teams using a collaboratively developed roadmap.
- Our partnership and accreditations allow us to receive additional funding to support our clients as part of Deal Acceleration Fund (DAF) and Partner Services Fund (PSF).

Microsoft Azure:

- EPAM is Microsoft Solution Partner in Digital and App Innovation, Infrastructure, Data and AI, Business Apps and Security.
- Advanced Specialisations in DevOps with GitHub, Kubernetes on Azure, Migrate Enterprise Apps to Azure, Low Code Application Development, Build and Modernise AI Apps with Azure, Analytics, AI and Machine Learning, Infra and Database Migration, Cloud Security, Threat Protection, and Intelligent Automation.

We also have partnerships with vendors such as Oracle, Salesforce, Snowflake, Databricks, SAP, ServiceNow that help us deliver value-added services to our clients.

EPAM Cloud Support Services for G-Cloud Lot 3

A) Managed Cloud

Overview

Our Managed Cloud service delivers secure, compliant IaaS and SaaS/PaaS on dedicated infrastructure with 24/7 monitoring, proactive maintenance, scalable resources, and robust backup. Proprietary platforms enable global orchestration, zero-trust security, and automated compliance. Comprehensive application management ensures high uptime, rapid support, and flexible delivery models tailored to business needs.

Context

i) Managed Private Cloud

Managed Private IaaS

EPAM's delivers Managed Private Infrastructure-as-a-Service (IaaS) using dedicated on-premises infrastructure and GKE Enterprise (Google Distributed Cloud) to deliver isolated compute, storage and networking resources. It includes 24/7 proactive monitoring and streamlined expansion capabilities while maintaining robust data security and compliance with regulations. The service provides scalable infrastructure that flexibly adapts to business needs, efficient help desk support and disaster recovery solutions. Core components feature encrypted storage (SAN/NAS), dedicated bare-metal servers,

virtualised resources, VLAN segmentation, private IP networks, firewalls and Active Directory-based custom identity and access management with SSO. Monitoring and logging integrate with SIEM systems for security insights.

Services operate on EPAM proprietary platforms, including the Internal Cloud Solution for global server management with autoconfiguration, the EPAM Delivery Platform for container orchestration, and SafeCloud for automated security policies supporting frameworks like HITRUST, PCI DSS, and SOC2 compliance. Together, these technologies ensure operational reliability and security within private infrastructure environments.

Managed Private SaaS/PaaS

Managed Private SaaS/PaaS by EPAM leverages GKE Enterprise within on-premises infrastructure to deliver isolated, multi-tenant environments with enhanced compliance. Users benefit from streamlined cloud adoption and application maintenance designed to maintain uptime of 99% reliability while achieving 95-99% incident response rates. The service offers ITSM automation following ITIL-certified standards, managed cloud security and 24/7 preventive monitoring for consistent performance.

Infrastructure capabilities extend to dedicated compute, networking and storage resources, with secure database instances (PostgreSQL, MySQL, SQL Server) safeguarded by encryption and automated compliance. Proprietary technologies like the EPAM Delivery Platform, the Internal Cloud Solution and SafeCloud further enhance development automation, compliance and zero-trust security.

Application Management

EPAM's application management services for private cloud environments ensure a 99% application uptime and 95-99% incident response rate. Services include application development to enhance performance, 24/7 monitoring and maintenance to overcome risks and compliance aligned with industry regulations. Security is augmented through preemptive strategies to mitigate vulnerabilities and ensure application reliability.

Support services cover troubleshooting, document management and a fully available 24/7 help desk system. Tools like the EPAM Delivery Platform simplify orchestrated development, while SafeCloud and Syndicate allow secure DevOps pipelines and serverless automation. Cloud Cord supports modernisation efforts, providing unified mechanisms for scalable application performance across complex infrastructures.

Service delivery varies based on the support model—offering dedicated, shared resource, or hybrid support models tailored to organisational needs. Supported technologies include a range of programming languages (e.g., Python, Java, JavaScript, C#), databases (PostgreSQL, MySQL, MongoDB), and performance platforms like Prometheus, Grafana and the ELK stack.

ii) Managed Public Cloud

Managed Public IaaS

Managed public IaaS is offered by EPAM through collaboration with major cloud providers—Google Cloud Platform, AWS, and Microsoft Azure. Expertise in multi-cloud infrastructure ensures precise design, deployment and monitoring. Key features include 24/7 proactive maintenance for reliability, automated scaling, secure networking configuration and highly efficient self-service capabilities. Scalable backups, disaster recovery practices and compliance measures ensure industry-ready resilience.

Proprietary platforms support operations: EPAM Cloud Cord aids in discovery/migration, migVisor™ accelerates migration strategies and SafeCloud along with Syndicate optimises security. As part of EPAM's extensive partnerships, thousands of certified experts handle platform-specific fields like Kubernetes, DevOps and cloud infrastructure, with advanced topics spanning compliance and migration on GCP, AWS and Azure.

Managed Public SaaS/PaaS

Public SaaS/PaaS services streamline cloud adoption, blending application management and operational stability with 99% uptime reliability and a 95-99% incident recovery rate. ITSM (via ServiceNow and Micro Focus) supports automated management, while cloud-native integrations facilitate high performance. With DevOps tools like Syndicate and migVisor™, cloud migration and development prioritise efficiency and scalability.

EPAM's alliances expand support for specialised services, such as cloud-native application development (GKE, Azure AKS, AWS Lambda). Scalable security solutions include SafeCloud's automated compliance framework and MDRS (managed detection/response), which proactively addresses security threats with 24/7 SOC coverage.

Application Management

EPAM addresses public cloud application management challenges by guaranteeing 99% uptime and optimised operations. Automated services enhance cloud-native environments through CI/CD pipelines that simplify changelog management while ensuring cloud observability. Maintenance, development, and security solutions focus on elevating application functions while mitigating risks using advanced monitoring techniques.

Flexible support models enable organisations to choose between dedicated teams, shared ticketing, or hybrid setups to meet team-specific demands. Supported cloud-oriented technologies include multiple programming languages, relational/non-relational databases, plus performance-boosting tools such as CloudWatch and Application Insights.

iii) Managed Hybrid Cloud

Managed Hybrid IaaS

Hybrid IaaS balances on-premises and public cloud environments via GKE Enterprise, offering a unified architecture that simplifies consistent deployment. Whether it's cloud bursting or optimised scaling across environments, the approach supports rapid adaptation to variable infrastructure demands. Enhanced by EPAM's Maestro unified hybrid management platform—which includes detailed analytics—users can dynamically optimise performance and reduce costs.

Secure frameworks like SafeCloud implement zero-trust policies across infrastructure with continuous compliance and expansive flexibility. The core architecture benefits from centralised monitoring solutions, disaster recovery workflows with failover across environments, federated authentication systems and hybrid networking powered by VPN and SD-WAN setups.

Proprietary tools such as Syndicate, Cloud Cord and SafeCloud reinforce integration and compliance while improving deployment efficiencies and standardization across hybrid setups.

Managed Hybrid SaaS/PaaS

EPAM's managed hybrid SaaS/PaaS services combine on-premises and public cloud platforms via GKE Enterprise, enabling consistent Kubernetes-based application deployment. Services ensure consistent

performance metrics with 99% uptime SLAs. Infrastructure optimisation and ITSM consulting enable scaling via workload optimisation or data replication support.

Proprietary cloud platforms such as Maestro streamline multi-environment operations alongside migration platforms, including migVisor™ and Cloud Cord. Unified service deployment across hybrid environments hinges on Cloud-native Landing Zone Blueprints and Well-Architected Review frameworks.

Application Management

Hybrid infrastructure management ensures strong application functionality across environments using containerized abstraction methods or hybrid CI/CD pipelines. Organisations benefit from fully compatible architectures (e.g., Kubernetes microservices) reinforced by monitoring tools like Prometheus and Grafana. With robust changelog management and modernisation facilitated using a unified suite of streamlined tools, workflows remain agile.

Support models offer a balance between dedicated staffing, shared ticket access, or mixing hybrid strategies for cost-efficiency. Data compliance, container optimisation and workload portability remain critical components, ensuring operational success and business continuity.

Additional Information

All Managed Cloud services follow a standardised three-tier support model, ranging from helpdesks to maintenance operations spanning 400+ global locations with 24/7x365 coverage. Security is achieved through EPAM's Managed Detection and Response Services (MDRS) with penetration testing ensuring SOC2, GDPR, PCI DSS, ISO 27001 and HITRUST compliance levels. Flexible custom SLAs are available via Bronze, Silver, or Gold packages.

Service features

Features that best describe EPAM's Managed Cloud service:

- Dedicated On-Premises Infrastructure for Private Cloud Solutions
- 24/7 Proactive Maintenance and Continuous System Monitoring Services
- Isolated Compute, Storage, and Networking Resources with Encryption
- Custom Identity and Access Management with Active Directory Integration
- Seamless Multi-Cloud Integration with GCP, AWS, and Azure
- Zero-Trust Architecture and Automated Security Policy Frameworks
- Proprietary Platforms for Hybrid Cloud Management and Modernisation
- Container-Based Application Orchestration and Development using GKE
- Tiered Support Model for Application and Infrastructure Management
- Comprehensive Backup, Disaster Recovery, and Business Continuity Services

Service benefits

Benefits that show how EPAM's Managed Cloud service helps users improve working processes.

- High availability with 99% uptime commitment minimises disruptions to operations.

- Support model ensures expert issue resolution tailored to user environments.
- Unified platforms streamline deployment, enabling faster cloud adoption and scalability.
- Compliance measures remove risk by aligning solutions with industry regulations.
- Zero-trust security ensures enhanced data protection across user networks.
- Infrastructure scalability matches growth, preventing over- or under-provisioning issues.
- Hybrid solutions improve flexibility by seamlessly bridging cloud and on-premises systems.
- Streamlined application management increases performance and reduces troubleshooting effort.
- Advanced monitoring ensures rapid identification and resolution of performance issues.
- Backup and disaster recovery safeguard critical systems against unexpected failures.

Service Constraints

Managed Private Cloud relies on dedicated on-premises infrastructure, limiting flexibility compared to public cloud solutions. Initial setup and maintenance require significant expertise, resources and costs. Customisation may be restricted by proprietary platforms, while compliance with industry regulations adds complexity. Multi-tenant environments face shared resource allocation challenges and scalability depends on physical capacity planning. Seamless integration with hybrid or public clouds requires specialised tools and expertise. Effective backup and disaster recovery rely on proper replication and failover implementation. Centralised monitoring and logging depend on SIEM configuration, while customised identity management can complicate adoption for existing workflows.

B) Ongoing Support

Overview

Our cloud operating model encompasses security, cloud cost control, training and governance. It enables our clients to transform the cloud ecosystem into an effective and automated hybrid cloud environment, powered by a rich set of self-services. This provides the foundation and capabilities for continuous cloud cost optimisation.

Context

As part of our Ongoing Support Service, EPAM's Service Desk (Level 1 support) performs service monitoring and acts as a single point of contact for all incoming requests. It accepts, registers, resolves the requests, or escalates them to appropriate resolver groups. We can provide AI powered chat and incident management solutions and integrate them with client tools to enhance collaboration and support capabilities.

Application/Infrastructure Operations Team (Level 2 support) performs incident and problem management, including investigation and resolution of complex issues along with corrective actions.

If service health cannot be restored via corrective actions or configuration changes, the operations team will escalate the incident to the Maintenance team (Level 3 support).

To provide our clients with tailored support solutions that align with their operational requirements we offer flexible support packages based on our global support team: Bronze, Silver, Gold. The Gold package offers customisable SLAs, allowing adjustments to meet specific business needs.

Service features

Features that best describe EPAM's Ongoing Support service:

- Infrastructure monitoring, including acceptance, registration, resolution, escalation of requests.
- Incident and problem management including investigation, resolution, corrective actions.
- AI-powered chat solutions integrated with tools for support and automation.
- Configuration management and Infrastructure as Code (IaC)
- Identity and Access Management for authentication, authorisation, user provisioning, security.
- Continuous vulnerability management, including patching and security updates.
- Backup and recovery management for data protection, restoration, automation, compliance.
- Storage and capacity management for resource utilisation and cost control.
- Business continuity management to help maintain operations.
- Ongoing continuous improvement focuses on processes, automation and costs.

Service benefits

Benefits that show how EPAM's Ongoing Support service helps users improve working processes.

- Ongoing cloud cost control optimises spending and reduces unnecessary expenses.
- Governance frameworks ensure compliance across hybrid and multi-cloud environments.
- Automating routine operations reduces manual effort and increases operational efficiency.
- Self-service capabilities empower teams to manage cloud resources independently
- Constant support minimises risks related to downtime or outages.
- Implementing latest cloud solutions and technologies keeps systems updated.
- Scalable infrastructure management supports business growth and changing requirements.
- Business continuity and disaster recovery planning safeguards operations against disruptions.
- Effective communication channels between teams enhances collaboration and issue resolution.
- Cloud documentation and training materials improves team knowledge and skills.

Service constraints

Effective cloud management relies on timely access to client systems, accurate configuration data and ongoing collaboration. Integration of AI-powered chat and automation tools may require compatibility with existing client platforms. Service levels and response times depend on agreed support tiers. Some features and benefits, such as cost optimisation and business continuity, may be influenced by third-party provider limitations or specific cloud environments.

C) Training

Overview

EPAM offers comprehensive training for business users and IT/support teams, including solution knowledge transfer, maintenance training and business user sessions before User Acceptance Testing. Executive and workforce programs feature curated learning paths, mentorship, practical exercises and

skill assessments, ensuring clients and employees stay updated with the latest technologies and expertise.

Context

EPAM provides different types of training for our clients' business users and IT/support teams:

- *Solution knowledge transfer/support and maintenance team training*: a well-established process of knowledge transfer at the end of a project, enabling a client's internal staff to take over maintenance and enhancement of the solution delivered by EPAM.
- *Business user training*: training sessions for business users of the EPAM client solution often last for 3-5 business days and are typically scheduled before User Acceptance Testing begins.

Workforce, Management and Executive training: EPAM invests heavily in education and technologies for our employees. In our proprietary learning platform, EPAM provides curated content from our training catalogue and third-party sources, offering support and feedback from coaches/mentors, along with customised practical exercises and skill assessments. EPAM also delivers executive education programs specifically for IT/digital executives and senior leaders.

Service features

Features that best describe EPAM's Training service:

- Solution knowledge transfer sessions, normally conducted at project completion.
- Structured support and maintenance team training.
- Business user training, often scheduled before User Acceptance Testing starts.
- Training often three to five days but can be longer/ongoing.
- Adjustable training schedules to meet user requirements.
- Executive education programs designed for IT and digital senior leaders.
- Learning paths created in a proprietary learning platform.
- Curated content from internal and third-party training catalogues.
- Coaches and mentors assigned to provide ongoing support and feedback.
- Practical exercises and skill assessments customised for participants.

Service benefits

Benefits that show how EPAM's Training service helps users improve working processes.

- Users gain confidence in maintaining and delivering solutions independently.
- Support teams quickly resolve issues with improved technical understanding.
- Business users adapt faster to new solutions and workflows.
- Training flexibility accommodates diverse learning needs and schedules.
- Managers/Executives develop advanced leadership and digital transformation skills.
- Continuous learning keeps users updated with the latest technologies.
- Mentorship accelerates skill development and professional growth.
- Practical exercises reinforce real-world application of learned concepts.
- Skill assessments identify strengths and areas for improvement.
- Curated content ensures relevant, high-quality learning experiences for all users.

Service constraints

Training schedules and durations may be limited by project timelines and resource availability. Customisation of content depends on client requirements and platform capabilities. Access to proprietary learning platforms and curated materials may require specific licensing or agreements. Participation in executive programs could be restricted by eligibility criteria.

D) Quality Assurance and Performance Testing**Overview**

We ensure services meet client needs through robust quality assurance, test automation and performance testing across all project stages. AI integration enhances defect detection, risk prediction and test automation, simulates complex user scenarios and optimises performance. Our approach improves cost efficiency, time-to-market and enables flexible, AI-powered testing models for clients.

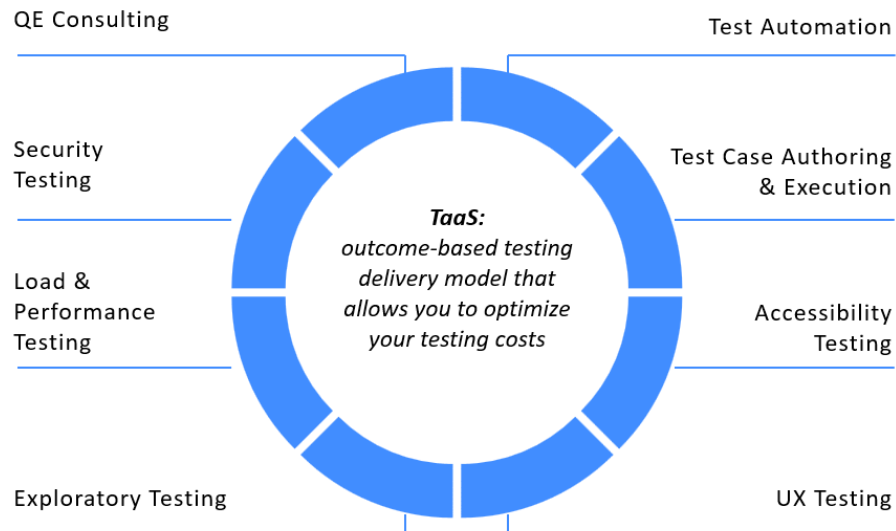
Context

EPAM uses artificial intelligence to help clients improve their quality assurance and performance testing practices. By integrating AI into the testing process, EPAM identifies patterns and anomalies that might be missed through manual testing, ensuring a thorough QA process. This approach helps predict risks, prioritises testing efforts and automates the creation and execution of test cases.

In performance testing, EPAM's AI capabilities help simulate complex user behaviors and load scenarios, allowing buyers to understand how their applications would perform under peak conditions. AI algorithms analyse large volumes of performance data to pinpoint bottlenecks and optimise system performance before deployment.

EPAM combines AI technologies and Testing as a Service capabilities to enhance Delivery Model to achieve better cost and time-to-market:

- Organisations can shift towards a core-flex model, where a core team focuses on strategic test planning and AI-powered crowd handles routine testing tasks.
- In end-user testing, platforms like test IO can leverage crowd testing along with AI to analyse user feedback, identify patterns and focus on areas needing attention.
- AI-augmented Test Automation as a Service allows businesses to outsource their testing needs, with AI tools continuously learning and improving test suites.
- AI can convert high-level test cases into executable test scripts by selecting appropriate test data, formulating assertions and using natural language processing (NLP) to interpret test case requirements.
- When migrating test scripts, AI can understand the semantics of test cases in one framework and translate them into equivalent scripts in another framework or language, reducing manual effort.

EPAM AI-driven Testing as Service: Coverage**Service features**

Features that best describe EPAM's Quality Assurance and Performance Testing service:

- Test automation strategies support continuous release and DevOps environments.
- Performance-based defects are identified and resolved at any project stage.
- Load, stress, volume, soak and scalability testing can be performed.
- Capacity planning ensures systems can handle expected workloads efficiently.
- Quality assurance is managed according to project delivery plans.
- Validation and verification cover both functional and non-functional requirements.
- Cloud solution performance is checked across private and public infrastructures.
- Operational readiness is assessed before services move into production.
- Artificial intelligence identifies patterns and anomalies in testing processes.
- AI automates test case creation, execution and test script migration.

Service benefits

Benefits that show how EPAM's Quality Assurance and Performance Testing service helps users improve working processes.

- Users experience faster releases with automated, cost-efficient testing processes.
- Defects are detected and resolved early, reducing project risks.
- Performance issues are identified before deployment, ensuring reliable services.
- Testing covers all functional and non-functional requirements for completeness.
- Cloud solutions deliver consistent performance across infrastructure environments.
- AI uncovers hidden patterns, improving overall quality assurance accuracy.
- Testing efforts are prioritised, focusing on high-risk areas first.
- Test case creation and execution become faster and more efficient.
- System bottlenecks are pinpointed, optimising application performance.
- Manual effort is reduced through AI-driven test script migration.

Service constraints

Effective testing and automation may depend on client-provided infrastructure, data, and access. AI-driven processes require sufficient historical data for optimal results. Customisation of frameworks and test cases may be limited by existing client systems. Performance testing accuracy depends on realistic user scenarios and available resources. Integration with third-party platforms may require additional configuration.

E) Security Services

Overview

EPAM's Security and Compliance Practice delivers comprehensive, global security services, combining 20+ years of expertise and a team of 500+ specialists. Offerings span cloud, application and data security, compliance management and incident response. The approach integrates governance, zero-trust architecture, automated policies and assessments aligned with industry standards for robust protection.

Context

EPAM offers a full spectrum of cybersecurity services, combining advisory and implementation services and technologies. We are a full-stack security services provider, with coverage from governance, defensive, and offensive perspectives.

We help clients protect their systems and data in a rapidly changing cybersecurity landscape. Our approach focuses on combining EPAM's heritage and expertise in Application and Hybrid Cloud Engineering, Agile methodologies, large program experience, together with our "Wide-and-Deep" Security coverage.

We look at Security holistically, continuously hardening your defence to reduce the attack surface and reducing blind spots with adversarial services. This is aligned with overall governance and executive-level visibility and accountability.

Service features

Features that best describe EPAM's Security service:

- Cloud security architecture and buildout with a zero-trust approach.
- Automated security policies and secure DevOps pipelines for cloud environments.
- Cloud security posture management with automated checks and guardrails.
- Comprehensive cloud security assessments for risks, vulnerabilities and compliance.
- Threat modelling, architecture assessments and code reviews for applications.
- Compliance management for likes of GDPR, HIPAA, PCI-DSS and ISO27001.
- Incident response and management for rapid breach recovery.
- Managed Detection and Response Service (MDRS) for threat monitoring.
- Security Operations Centre (SOC) for continuous security oversight.
- Governance, risk and compliance services integrated with executive-level visibility.

Service benefits

Benefits that show how EPAM's Security service helps users improve working processes.

- Sensitive data remains protected with robust cloud security architecture.
- Automated security policies reduce manual errors and improve compliance.
- Continuous monitoring detects threats early and minimises potential damage.
- Incident response enables rapid security breach or data loss recovery.
- Comprehensive assessments identify vulnerabilities and strengthen overall security posture.
- Compliance management ensures alignment with major regulations and standards.
- Threat modelling and code reviews enhance application security from development.
- Executive-level visibility supports informed decision-making and accountability.
- Holistic security approach reduces attack surface and organisational blind spots.
- Proactive strategies adapt to evolving threats and maintain business resilience.

Service constraints

Effective security services require timely access to client systems, accurate and up-to-date data and ongoing collaboration. Integration with existing infrastructure may be limited by legacy systems or third-party platforms. Regulatory compliance support depends on client-provided documentation. Some advanced security features may require additional licensing or specialised cloud environments.

F) Setup and Migration

Overview

Cloud migration requires a holistic, strategic approach, emphasising governance, organisational impact and tailored migration strategies per application. EPAM's AI-driven services cover architecture, automation, testing and training, supported by governance frameworks, Cloud Centre of Enablement and accelerators for security, cost optimisation and operational excellence, ensuring seamless, secure cloud transitions.

Context

We believe defining the right strategy at the outset is vital to unlock the full potential of a Cloud Migration program and avoid common pitfalls. In our experience, the main differentiators between a successful and a failed cloud migration are effective program governance and management appreciating the impact on an organisation; focusing on technology alone is not enough. EPAM's proven services are driven by a comprehensive AI-driven approach that delivers a secure and optimised migration to cloud or between clouds.

Our experts ensure they understand the lifecycle of a client's applications and define a per-application migration strategy. For example, some applications may be lifted and shifted as a last resort, others can be re-platformed to optimise the cost of ownership, others refactored and adopted to the cloud, while some can be recreated in the cloud-native (e.g. serverless application) or cloud agnostic (e.g. dockerised microservices) way. Meanwhile, some discovered application may be obsolete and retired. We categorise applications and systems and define the future state jointly with the client.

As part of the EPAM setup and migration service, EPAM uses a 'Cloud Migration and Modernisation Factory' approach which governs migration, ensures business continuity and supports repeatable models, leading to hypercare and seamless operational transition. Under this Factory approach, we initiate the migration conveyor. We build a foundation for migration by designing a target solution architecture and automation strategy, establish testing and acceptance principles and migrate applications in accordance with agreed priorities and sequencing.

We recommend running a set of POCs to verify the approach and help fine tune the vision, create the migration roadmap, understand the required skill sets, forecast the migration team size and scope out in detail the first wave of cloud migration. Other EPAM Cloud Services performed as part of this are Quality Assurance and Performance Testing and Training for client operations teams.

Three additional areas of activity EPAM regards as essential for the success of any Migration program are: Cloud Centre of Enablement, Cloud Foundation and Cloud Operating Model.

- *Cloud Centre of Enablement (CCoE)*: Cloud CoE jump-starts cloud adoption, driving cloud strategy, governance standards, policies and management of the cloud ecosystem. CCoE helps define and manage cloud strategy and provides cloud adoption oversight and architecture guidance. This takes place at the start of a client's cloud journey to reduce the risk of technological fragmentation, effort duplication and rework. CCoE matures the skills and capabilities of in-house teams and reduces dependency on third parties to manage cloud strategy and adoption.
- *Cloud Foundation*: Transforms a client's current infrastructure into a highly effective and automated cloud environment powered by a rich set of self-services, to enable security, cloud cost control and governance. Cloud foundation includes a self-service portal with DevOps best practices, cloud service catalogue, landing zones design and security and compliance guardrails. This ensures standardisation across an organisation and reduces reliance on IT operations.
- *Cloud Operating Model*: focuses on how value is created within an organisation, what needs to get done and by whom to deliver it. It focuses on target state definition in finance, agility, security, development and operations. As part of the Cloud Operating model design EPAM conducts GAP analysis and mapping of current and target capabilities, defines RACI models for organisational alignment, enables communications and change management, designs and implements the new Service Delivery model.

We also leverage Cloud Accelerators to speed up the implementation and optimise the cost of services:

- *Cloud-Native App of the Future*. End-to-end offering designed for ideation of cloud-native opportunities. Includes a business case, high-level architecture design, landing zone and feature prioritisation list.
- *Cloud Native Landing Zone Blueprints*. EPAM designed Landing Zone Blueprints using native AWS, GCP and Azure services that cover CI/CD, observability, security, authentication, connectivity and infrastructure provisioning capabilities.
- *EPAM Delivery Platform (EDP)*. Container-based, technology neutral orchestrated combination of software engineering methodologies, architecture frameworks and development processes/ tools.
- *Syndicate*: Platform that collects best practices, approaches and tools for easy development using a Serverless architecture.
- *SafeCloud*: Cloud-native, comprehensive platform solution for all security aspects in the cloud. Provides modern development pipelines and secure SDLC tooling, automation and processes. Accelerates passing compliance audits. Performs security microtasks on demand such as Pen Tests, Threat Models, Security scans and Security assessments.
- *Well Architected Review*: Evaluate platforms to achieve optimisation in costs, performance efficiency, operational excellence, reliability and security.

Service features

Features that best describe EPAM's Setup and Migration service:

- Per-application migration strategies include lift-and-shift, re-platforming, and refactoring.

- Obsolete applications are identified and retired during migration planning.
- Target solution architecture and automation strategy are designed for migration.
- Proof of concepts validate migration approach and refine project vision.
- Migration roadmap creation includes skill set and team size forecasting.
- Quality assurance and performance testing are performed during migration execution.
- Operations teams receive training for seamless post-migration transition.
- Cloud Migration and Modernisation Factory enables Migration and business continuity.
- Cloud Centre of Enablement defines strategy, governance, cloud adoption standards.
- Cloud foundation stream delivers automated, self-service cloud environments with governance.

Service benefits

Benefits that show how EPAM's Setup and Migration service helps users improve working processes.

- Tailored migration strategy is received for each application's needs.
- Obsolete applications are identified and retired, reducing unnecessary costs.
- Migration roadmaps clarify priorities and streamline the transition process.
- Proof of concepts validate migration approaches before full-scale execution.
- Quality assurance and performance testing ensure reliable cloud deployments.
- Business continuity is maintained throughout the migration process.
- Training empowers operations teams for post-migration success.
- Cloud governance standards reduce risks of fragmentation and rework.
- Self-service portals enhance developer experience and operational efficiency.
- Comprehensive planning reduces rework and aligns organizational cloud objectives.

Service constraints

Successful cloud migration requires active collaboration, clear governance and accurate application data. Legacy systems or complex dependencies may limit migration options or require additional remediation. Skill gaps in client teams could impact transition speed. Some automation and cloud-native features may depend on compatible infrastructure or third-party platform support.

G) Cloud Migration Planning

Overview

EPAM's cloud migration and modernisation planning involves readiness assessment, strategy creation and leveraging tools like Cloud Cord and migVisor for rapid, data-driven decisions. These tools automate analysis, provide tailored migration recommendations and use reusable architecture patterns. This ensures efficient, secure and cost-effective cloud transitions with minimal manual effort.

Context

Our approach to Migration and Modernisation planning includes:

- *Readiness Assessment*: aims to establish a clear understanding of business objectives, application portfolio, infrastructure capabilities and migration drivers. We conduct detailed application and infrastructure inventory analysis, discover and document high level architecture, integration points

and dependencies, understand application performance profile and group applications by line of business, criticality, technology and complexity.

- *Strategy Creation*: focused on identifying functional overlaps, gaps and creating specific per-application migration strategy as well as sequencing dependencies in the correct order. We find patterns that can be applied to multiple applications that have a similar stack. We find common components that can be leveraged across multiple applications, understand gaps, risk and collaborate on the mitigation strategy. We define what kind of existing tools can be brought to the cloud and what tools must be replaced to create the solid cloud foundation such as delivery automation and operations automation.

For both Readiness Assessment and Strategy Creation, EPAM has a set of discovery and migration tools available that enable clients to make informed decisions without extensive, time-consuming detailed analysis:

- *Cloud Cord*: This platform collects information required to understand a client's technology landscape well enough to make informed decisions without extensive, time-consuming detailed analysis. Cloud Cord provides objective data for decision-making, migration planning and costs. It is extendable and pluggable to use input from third party code analysis and asset management tools. The model generates future state cloud and on-premises migration recommendations based on holistic current state analysis and client specific strategic drivers.
- *MigVisor*: an automated database migration assessment tool created by EPAM that helps to accelerate database cloud migrations including adoption of cloud-native database technologies, while reducing database license, support and operational costs.
- *Architecture Patterns and Blueprints Library*: helps accelerate DB blueprints and ERIs evolution within cloud projects. EPAM can re-use our library of cloud-native solutions using Microservices, API-first, Cloud-native solutions, allowing us to extend or augment existing architectures and derisk a transition from an older ecosystem to cloud.

Service features

Features that best describe EPAM's Cloud Migration Planning service:

- Readiness assessment analyses business objectives, application portfolio and infrastructure.
- Detailed inventory analysis documents architecture, integration points and dependencies.
- Applications grouped by business line, criticality, technology and complexity.
- Strategy creation identifies functional overlaps, gaps and migration sequencing.
- Common components and reusable patterns are leveraged across applications.
- Cloud Cord collects technology landscape data for informed migration planning.
- Automated migration recommendations generated based on holistic state analysis.
- MigVisor tool accelerates lift-and-shift database migration assessments.
- Architecture Patterns and Blueprints library supports cloud-native solution adoption.
- Discovery and migration tools integrate with third-party code analysis platforms.

Service benefits

Benefits that show how EPAM's Cloud Migration Planning service helps users improve working processes.

- Users gain a clear understanding of migration drivers and objectives.
- Application grouping streamlines migration planning and resource allocation.

- Functional overlaps and gaps are identified for targeted improvements.
- Migration strategies are tailored for each application's unique requirements.
- Reusable patterns accelerate modernisation across similar technology stacks.
- Automated recommendations reduce manual analysis and decision-making time.
- Database migrations are assessed and executed faster.
- Cost savings achieved through optimised migration and modernisation efforts.
- Cloud-native solutions reduce risk during ecosystem transitions.
- Integration with third-party tools enhances data-driven migration decisions.

Service constraints

Successful migration and modernisation planning depends on access to accurate, up-to-date application and infrastructure data. Integration with third-party tools may require additional configuration or licensing. Some recommendations may be limited by legacy system constraints or technology compatibility. Timely client collaboration is essential for effective readiness assessment and strategy creation.

H) Cloud Financial Management Services

Overview

Our FinOps and GreenOps services optimise cloud costs, ensure financial discipline and drive sustainability. FinOps covers advisory, operations and proprietary platforms for AWS, GCP and Azure. GreenOps leverages EPAM's Emissions Digital Platform and Google Cloud tools to track, reduce and report carbon emissions, supporting ESG compliance and sustainable cloud adoption.

Context

i) FinOps Services

EPAM delivers end-to-end FinOps (Financial Operations) services, enabling organisations to maximise the value of cloud investments across AWS, GCP and Azure. EPAM's offering spans Advisory & Strategy, Optimisation & Operations and proprietary FinOps platforms. These all focus on optimising cloud spend, improving financial accountability and strengthening alignment between cloud usage and business objectives.

Advisory & Strategy:

EPAM provides Cloud Strategy & Advisory services, leveraging portfolio assessment tools to evaluate cloud investments and deliver actionable insights into cost efficiency, performance, security, and compliance. Organisational Change Management services promote a culture of financial responsibility across IT, finance, and business units. Governance & Compliance expertise draws on best practices from the FinOps Foundation, ITIL, and TOGAF to help clients define policies and architectural standards for regulatory compliance and robust governance. EPAM also offers guidance on Budgeting & Forecasting, supporting accurate budget-setting, future needs prediction and automated alerting for cost thresholds.

Optimisation & Operations:

EPAM's optimisation services encompass Cost Monitoring and Management, deploying systems for real-time monitoring, anomaly detection and cloud utilisation and spending audits. Resource Management solutions identify and decommission underused resources, leverage dynamic scaling and optimise workload scheduling for efficiency. Strategic Purchasing services guide clients through the selection of cost-effective cloud pricing models (on-demand, reserved, spot instances, Committed Use Discounts, and Savings Plans) tailored to their usage and needs. Migration & Modernisation services cover the design of cloud-native applications and modernisation of legacy systems, helping businesses harness cloud efficiencies and optimise their total cost of ownership (TCO).

Proprietary FinOps Platforms:

EPAM's solutions include the Maestro hybrid cloud management platform, offering unified control across multi-cloud environments with embedded FinOps tools, advanced reporting, and automated cost optimisation recommendations. The Syndicate RightSizer platform employs machine learning to analyse utilisation trends and generate intelligent scaling and shutdown suggestions. The Syndicate Rule Engine evaluates infrastructure against hundreds of rules covering security, compliance, and cost-effectiveness. migVisor™ facilitates the assessment and planning of cloud migrations, reducing risk and cost by identifying optimal migration strategies.

Additional Services and Support:

EPAM conducts Well Architected Reviews to benchmark platforms against cost, performance, reliability, and security criteria. Advisory services support chargeback/showback adoption and tagging strategy development for continuous cost optimisation and transparency. Integration with Cloud Centre of Excellence (CCoE) frameworks ensures FinOps best practices are embedded across the cloud lifecycle. Global 24/7x365 support is available via a three-tier model (L1-L3) across 400+ locations, with customisable SLAs (Bronze/Silver/Gold).

ii) GreenOps Services

EPAM's GreenOps services help organisations track, manage, and reduce the environmental impact of their cloud and business operations. The EPAM Emissions Digital Platform automates data collection from electricity, water, heating, and business travel, calculates carbon emissions, visualises baseline performance and streamlines sustainability reporting for diverse stakeholders.

EPAM integrates Google Cloud sustainability tools—including the Carbon Footprint dashboard, Carbon Free Energy (CFE%) metrics, and Active Assist recommendations—to enable sustainable decision-making. Services include cloud architecture advisory favouring high CFE% regions, carbon-aware workload scheduling, resource optimisation through Well Architected Reviews, and policy implementation via resource location restrictions. Carbon data can be exported to BigQuery for customised analysis.

EPAM also delivers ESG Data Analytics and Consulting, supporting strategy development and compliance with regulations such as the EU's CSRD, TCFD, GRI, and ESRS. As a Google Premier Services Partner, EPAM leverages over 15 years of cloud expertise, offering supply chain transparency assessment,

technology-enabled sustainability, and third-party validated reporting in alignment with GHG Protocol standards. All offerings seamlessly integrate with CCoE frameworks for organisation-wide impact.

Service features

Features that best describe EPAM's Cloud Financial Management Services:

- Advisory services for cloud financial strategy, governance and compliance alignment.
- Cost monitoring, anomaly detection and real-time cloud spend tracking systems.
- Automated resource management for scaling, scheduling and idle resource decommissioning.
- Strategic purchasing guidance for cloud pricing models and discount selection.
- Support for cloud-native migration, legacy modernisation and TCO optimisation.
- Hybrid cloud management platform with built-in FinOps reporting and tools.
- ML-powered utilisation analysis for instance right-sizing and scheduling recommendations.
- Infrastructure assessments based on compliance, utilisation and cost-effectiveness rules.
- Automated GHG emissions tracking from energy, travel and utilities data sources.
- Sustainable cloud architecture advisory factoring carbon footprint, latency, and cost.

Service benefits

Benefits that show how EPAM's Cloud Financial Management Services help users improve working processes.

- Users gain deep insights into cloud cost, performance and security.
- Cloud spending is optimised to support business growth and innovation.
- Financial accountability is improved across IT, finance and business teams.
- Real-time cost monitoring helps users prevent budget overruns quickly.
- Automated alerts reduce risks associated with unexpected cloud expenses.
- Migration and modernisation lower total cost of cloud ownership.
- Unified multi-cloud management streamlines reporting and cost control processes.
- Advanced resource optimisation eliminates waste and improves operational efficiency.
- Strategic purchasing maximises savings with flexible pricing model selection.
- Regulatory compliance and governance standards are met for cloud operations.

Service constraints

FinOps and GreenOps services require integration with supported cloud providers, access to cloud usage and billing data and client cooperation for process and culture changes. EPAM's proprietary platforms depend on client environment compatibility, sufficient data access and may involve data residency or security considerations. Customisable SLAs rely on service tier selection and location coverage. GreenOps tracking is contingent on data availability and access to supported sustainability tools, primarily on Google Cloud. Regulatory advisory depends on timely, accurate client data and alignment

with relevant standards. Service scope may be constrained by data integration, platform, or regulatory limits.

Lessons Learned by Delivering Cloud Services

We understand enterprise cloud adoption challenges and can help organisations to avoid common pitfalls. Here are three important lessons learned by EPAM through our experience of delivering cloud services:

- **Well defined cloud strategy is required for successful cloud adoption and should be linked to organisation's overall business strategy.** Cloud Strategy provides a common approach and guideline regarding cloud adoption objectives, key principles, risks, change management, success criteria and KPIs. Cloud Strategy must be signed off by both IT and Business leaders, making sure it is supported on all levels across the organisation. It needs to be aligned with overall organisational strategy and updated regularly to reflect changing corporate needs.
- **Lift and Shift migration does not unlock the full value of Cloud.** Cloud cannot be treated as a data centre; pure Lift and Shift does not lead to additional value compared to traditional hosting models. Hosting applications in the cloud is only half-way to realising value, an organisation should put its focus not just on migrating servers but also consider the migration from an application viewpoint. Cloud native architectures or SaaS alternatives tend to bring highest business and technical value and need to be considered to benefit from Cloud.
- **Before full application migration, migrate Pilot applications to test and improve the approach.** Even with a thorough assessment and application migration planning, EPAM recommends identifying several migration candidates /Pilot applications to verify the approach, identify and mitigate possible gaps and tune the migration roadmap accordingly. This approach helps avoid costly mistakes and ensure the target infrastructure and landing zones are properly configured and ready for migration.
- **Employees at all levels need to upgrade their skills to realise the full potential of Cloud.** Both technical and business stakeholders need to be trained to use newly created cloud capabilities and consume, operate and innovate using cloud technologies. Cloud evangelisation, training and certification need to be continuous, using a combination of CSP-led training and custom training for cloud solutions deployed within an organisation.

The background of the page is a dark, abstract composition featuring numerous thin, curved lines in shades of blue, purple, and orange. These lines are interspersed with small, out-of-focus light spots in red, yellow, and magenta, creating a sense of depth and movement, similar to a long-exposure photograph of light trails or a stylized representation of data flow.

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