

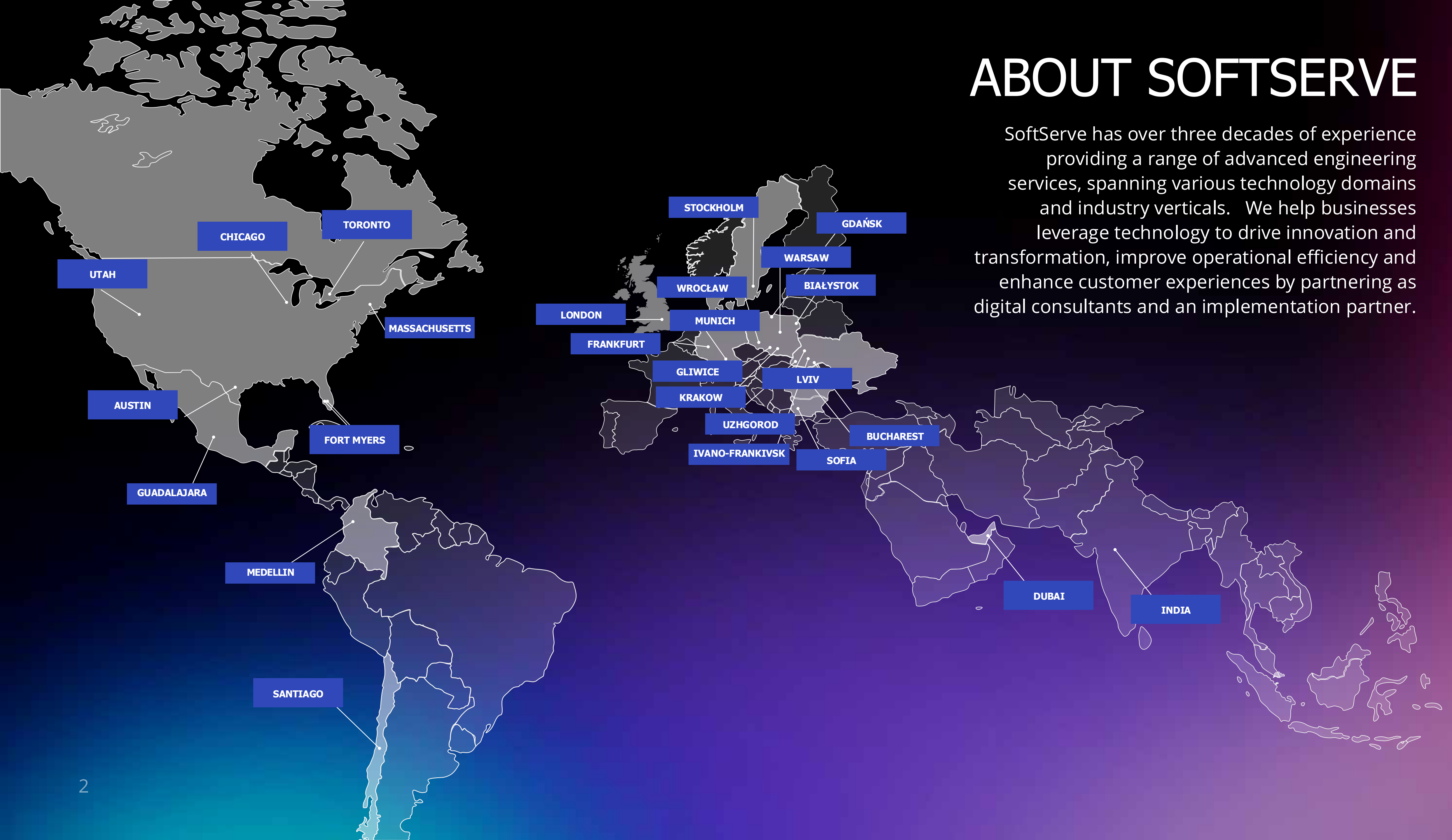
softserve

Lot 3 - Cloud Support Services

G-CLOUD 15

ABOUT SOFTSERVE

SoftServe has over three decades of experience providing a range of advanced engineering services, spanning various technology domains and industry verticals. We help businesses leverage technology to drive innovation and transformation, improve operational efficiency and enhance customer experiences by partnering as digital consultants and an implementation partner.



OUR VALUES & MISSION

OUR MISSION IS TO

Enable talented people to change the world.

For over 30 years, we have been providing top-tier technology solutions. Our success in delivering sophisticated enterprise software stems from our integration of engineering expertise, cutting-edge technology, user-centric design, and a highly collaborative approach. At the heart of our business is our commitment to building strong relationships.

Our transparency and integrity have earned us the trust of our clients. We stand out due to the exceptional quality of our work, the vibrant culture we foster, and the resilience demonstrated by our team.

We pride ourselves on our straightforward approach in all our endeavours. Our agility, dedication to excellence in technology, and unwavering focus on delivering results enable us to thrive in challenging and intricate settings.

Our ability to remain flexible, combined with a staunch commitment to outstanding technical performance and a laser focus on achieving specific outcomes, consistently allows us to accomplish what others might not.



Trust

We cultivate an environment where trust thrives because of honesty, transparency, and mutual respect.



Teamwork

We value collaborative teamwork because it advances the success achieved by strong relationships and a sense of belonging.



Growth

We nurture growth, learning, and curiosity within our teams.



Innovation

We achieve technical excellence by fearlessly embracing the challenge to experiment and innovate.



Willingness to help

We are community builders. Our willingness to help is at the heart of what we do.



Exceed expectations

We go the extra mile, measuring our success by exceeding expectations.

CLOUD PARTNERSHIPS

SoftServe's approach is to have a wide list of technology partners. This allows us to leverage the best technologies and solutions for our clients. We have a unique position as a cloud-agnostic consulting and implementation partner with the highest distinctions across the three major cloud providers.



Solutions Partner

- Data & AI
- Digital & App Innovation
- Infrastructure
- Security
- Kubernetes on Azure
- Analytics on Azure
- Infra & Database Migration to Azure

Programs

- End Customer Investment Funds (ECIF)
- Azure Innovate
- Azure Migrate & Modernize (AMM)



AWS Competencies

- Migration
- DevOps
- Data & Analytics
- SaaS
- Energy
- Machine Learning
- Manufacturing & Industrials
- Finance
- Healthcare
- Retail
- Security
- Gen AI

Programs

- Migration Acceleration Program (MAP)
- POC Funding
- Microsoft Modernization Program (MMP)
- Generative AI
- Production-Ready Funding



Premier Partner Specializations

- Generative AI
- Cloud Migration
- Security
- Data & Analytics
- Machine Learning

GCP Programs

- Deal Acceleration Funds (DAF)
- Partner Service Funds (PSF)
- Professional Services (PSO)
- Pipeline Performance Funds (Marketing PPF)
- Rapid Migration Program (RaMP)

SOFTSERVE GOOGLE CLOUD OVERVIEW

- 1 of 12 Global Strategic Solution Partners (SSPs)
- Early Access Services Partner for Gemini Enterprise
- Highly regarded Delivery Partner
- Eligible for Client Funding: DAF, PSF, and RAMP
- Onboarded as a Provider to Google:
 - *Healthcare API & Maps Development*

180+

Google Cloud
Enabled Clients

800+

Google Cloud
Certified
Professionals

81

NPS



SOFTSERVE AMAZON CLOUD OVERVIEW



APN CONSULTING PARTNER SINCE 2014

AWS COMPETENCIES

In Machine Learning, MLOps, Data & Analytics, DevOps, Migration, SaaS, Financial Services, Healthcare and Retail

SERVICE DELIVERY PROGRAMS:

Amazon Redshift, Amazon EC2 for Microsoft Windows, Amazon EMR, AWS Lambda

100+

Data Scientists and AI/ML Experts, including PhD level

300+

Experts in BI, Big Data, IoT, AR/XR/VR and Robotics

1200+

Cloud Experts

100+

Big Data, AI, ML Projects delivered on AWS in the last 3 years

250+

AWS certified resources

500+

AWS certified resources

SOFTSERVE & AMAZON CLOUD ADVANTAGE

- Scalable ramp-up teams to identify and deliver Amazon Cloud specific use cases and solutions
- Cloud-first innovations, designed for the speed and security needed by the industry
- End-to-end solutions and lifecycle, from ideation to delivery, support and maintenance

SOFTSERVE MICROSOFT OVERVIEW

MICROSOFT SOLUTIONS PARTNER

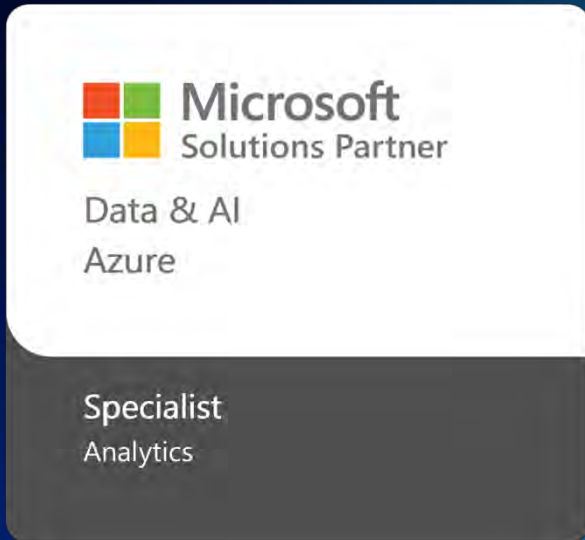
Partner since 2004
Global Associates 11, 000

MICROSOFT PRACTICE

- 3 Microsoft MVPs (*only 3300 Globally*)
- 500+ Satisfied Customers **84 NPS Score & 98% Customer Retention**
- 1,300+ Delivered Projects
- 500+ Microsoft Certified Professionals
- 450+ Azure Certified Professionals
- 1800+ Azure Experienced Professionals

PROGRAM PARTICIPATION

- Partner Led Funding
- ECIF Eligible
- Azure Accelerate Eligible
- 30+ Marketplace Offerings



MICROSOFT
ECOSYSTEM
PARTNERS



4X

SOLUTION
AREAS

- Data & AI
- Digital & App Innovation
- Infrastructure
- Security

4X

ADVANCED
SPECIALIZATIONS

- Kubernetes on Azure
- Analytics on Azure
- Infra & Database Migration on Azure
- AI Platform on Azure

+1

SPECIALIZATIONS
END OF 2025

- SAP on Azure

3X

FABRIC ACCREDITATIONS

- Fabric Featured partner
- Real time intelligence Fabric partner
- Fabric Databases featured partner

SOFTSERVE NVIDIA OVERVIEW

NVIDIA ELITE SERVICE DELIVERY PARTNER (SDP)

- Partner since 2020
- Elite Service Delivery Partner (SDP)
- 2025 Service Delivery Partner of Year (NALA)
- 2024 NVIDIA Consulting Partner of Year (EMEA)
- 2023 NVIDIA Outstanding Impact Partner of Year (EMEA)

NVIDIA PRACTICE

- Global Launch Partner for **NVIDIA Omniverse**
- Launch Partner for **NVIDIA AI Enterprise**
- **NVIDIA AI Blueprint** Launch Partner



400+

NVIDIA Experienced Professionals

100+

Omniverse & Robotics Experts

1000+

Experts in Big Data, AI/ML, Robotics, IoT, AR/VR, R&D

50+

NVIDIA Certified Engineers

50+

experts contributing to NVIDIA's Certification Champions programs

SOFTSERVE IS ADVANCED TECHNOLOGY PARTNER (ATP)

STRATEGIC FOCUS AREAS

AGENTIC AI
(Gen AI)

Industry Solution Focused

PHYSICAL AI / ROBOTICS
(Omniverse, Digital Twins, Industrial AI, Simulation)

Packaged Solution Focused

EMBEDDED COMPUTE
(Edge Solutions, Computer Vision, etc.)

NVIDIA AI Factory Focused

OUR AI & GENAI CAPABILITIES

AI Practice in Numbers

200+

AI & Data Science experts,
including PhDs

700+

Experts in BI, Big Data, IoT,
Robotics, VR & R&D

2000+

Complex AI projects delivered
200+ AI in 2024
100+ Agentic & Gen in 2024

State-of-the-Art Expertise

Artificial Intelligence

- Agentic AI & Generative AI
- Responsible & Explainable AI
- ML & MLOps
- Deep Learning
- Computer Vision & Natural Language

Advanced Analytics

- Data Analysis
- Predictive Analytics
- Business Forecasting
- Simulation and Optimization

Platform & Infrastructure

- Enterprise AI Platform
- AI Governance
- AI & ML Operations
- Workload Migration
- Efficient AI

Agentic AI & Generative AI

Agentic/Gen AI Clusters

- Agentic & Gen AI Solutions
- Agentic Software Development
- Agentic & Gen AI Readiness
- Agentic & Gen AI Maturity
- Agentic & Gen AI Operations
- Reliable & Trustworthy Gen AI
- Efficient Agentic & Gen AI
- Visual Gen AI
- Agentic & Gen AI for Robotics
- Agentic & Gen AI for Life Science

Agentic AI Archetypes

- Data Insights
- Virtual Assistant
- Content & Data - Creation & Augmentation
- Operational Efficiency & Process Automation

Accelerator Solutions

- Talk 2 Database
- Intelligent Video Monitoring
- Insights Engine
- Industrial Assistant
- LLM evaluation framework
- Warehouse Sim
- Content generator
- Secure LLM research

SOFTSERVE GEN AI SOLUTIONS PORTFOLIO



QUALIFICATIONS AND CREDENTIALS

CISCO CYBERSECURITY EXPERTS

Over 300 engineers imbedded in Cisco's premier cybersecurity research group focusing on the industry leading AI/ML tools and Threat Intelligence as a Service.



OFFENSIVE SECURITY CERTIFIED PROFESSIONAL

Professionals who have mastered a comprehensive and practical understanding of the penetration testing process.



CERTIFIED CLOUD SECURITY EXPERTS

Engineering professionals certified in Amazon Web Services, Microsoft Azure, and Google Cloud Platform.



CERTIFIED ISO

Our ISO certifications demonstrate our commitment to robust governance, security, and high-quality service delivery.

9001, 14001, 20000, 27001, 27701, SOC 2



OFFENSIVE SECURITY CERTIFIED EXPERT

Experts who have mastered advanced offensive security techniques.



CERTIFIED PAYMENT CARD INDUSTRY PROFESSIONALS

Experts who gained knowledge of the PCI standards and how the requirements may be applied to organisations.



HIPAA CERTIFIED

SoftServe adheres to and fully complies with all HIPAA privacy requirements.



GDPR EXPERTISE

Experts at General Data Protection Regulation compliance and instituting data protection by default.



CERTIFIED ETHICAL HACKERS

Our Center of Excellence organisation includes experts who look for weaknesses and vulnerabilities in systems and use the same knowledge and tools as a malicious hacker.



CYBER ESSENTIALS CERTIFIED

UK Government backed set of basic technical controls organisations should have in place to protect themselves against common online security threats.



OUR EXTENDED PARTNERSHIPS





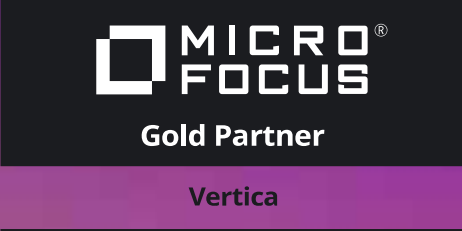












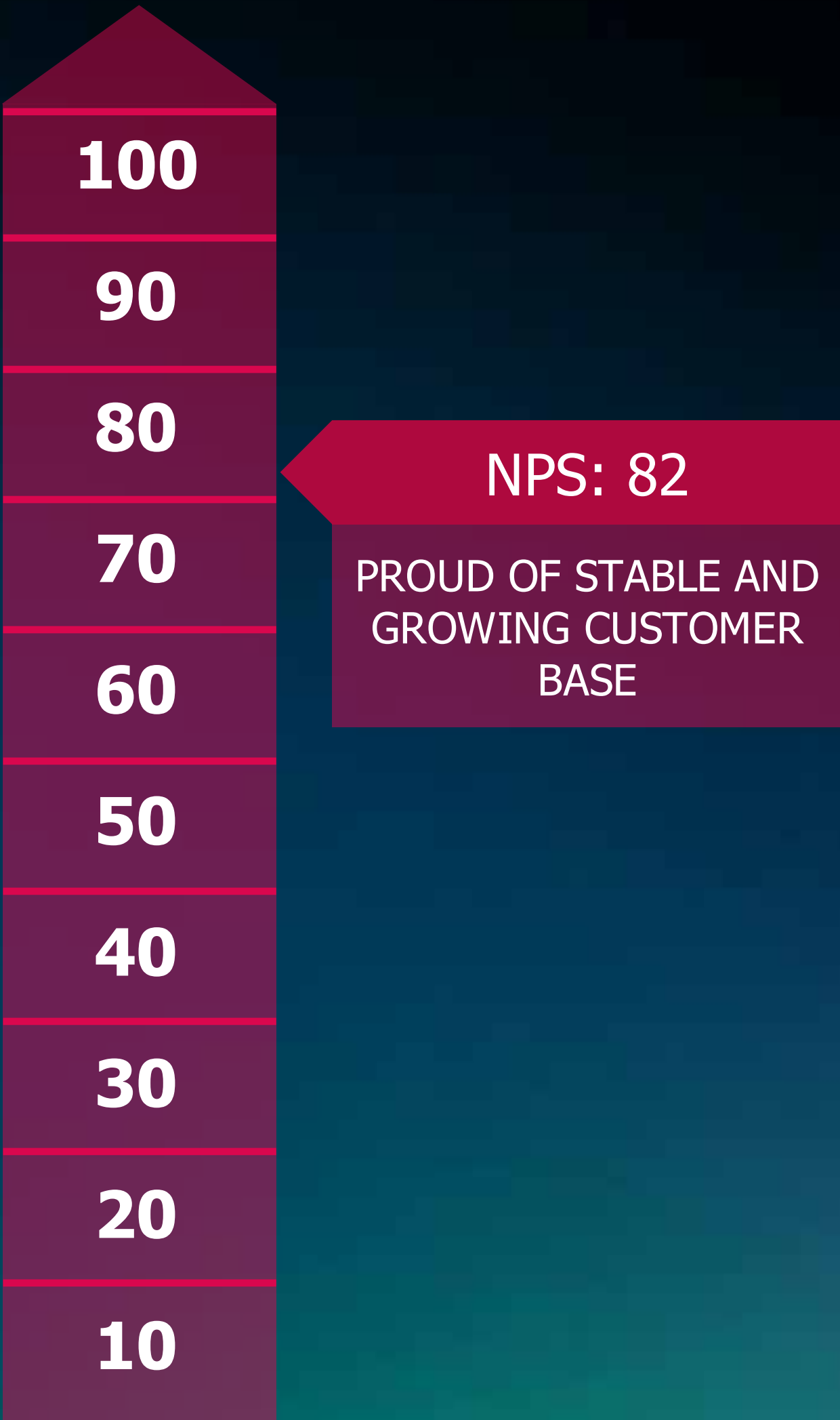
AWARDS AND RECOGNITION



'Best Digital Transformation Consultancy Firm' and 'Best User Experience Solution Provider' at Middle East Finance Banking Technology Summit 2025



CLIENTS' FEEDBACK



“SoftServe’s team has the highest level of security expertise. After security assessment and finding critical vulnerabilities, we decided to continue our collaboration to mitigate the risks. We are confident in our partner and strongly recommend to work with SoftServe.”

ALEXANDER SHEVCHUK

IT Manager
Shell Retail



“We needed a sophisticated and innovative team who could meet the challenge of developing both hardware and software for this complex project, and SoftServe UGE fully exceeded our expectations. The resulting Panasonic Smart Cloud Climate Control system paves the way for more innovative solutions as we expand into new markets and work with SoftServe on bringing the future into our customers’ everyday lives.”

JOSE ALVES

Head of Marketing
Heating and Cooling Systems
Panasonic Appliance Air-Conditioning
Europe



“We knew that we needed a very experienced and strong team of technology experts, who are both analytical and innovative. We were happy to find this partnership with SoftServe. SoftServe’s active participation and partnership approach towards this project, whereby OBH supported SoftServe’s technical delivery with specifications and research on outcomes measurement, has made the difference between an app which merely ‘does the job,’ and one which is able to be sustainably deployed as a routine health tracking innovation.”

DR. NASRIN HAFEZPARAST

CTO and Co-Founder
Outcomes Based Healthcare



SOFTSERVE UNIVERSITY

ENSURES QUALIFICATION OF OUR ASSOCIATES

GLOBAL RECOGNITION

2022 BRANDON HALL GROUP EXCELLENCE IN LEADERSHIP DEVELOPMENT AWARD

Delivery Directors Leadership Program has been globally recognised with one of the most well-known awards in talent development.

EXCELLENCE IN PRACTICE AWARD 2023 BY ASSOCIATION OF TALENT DEVELOPMENT

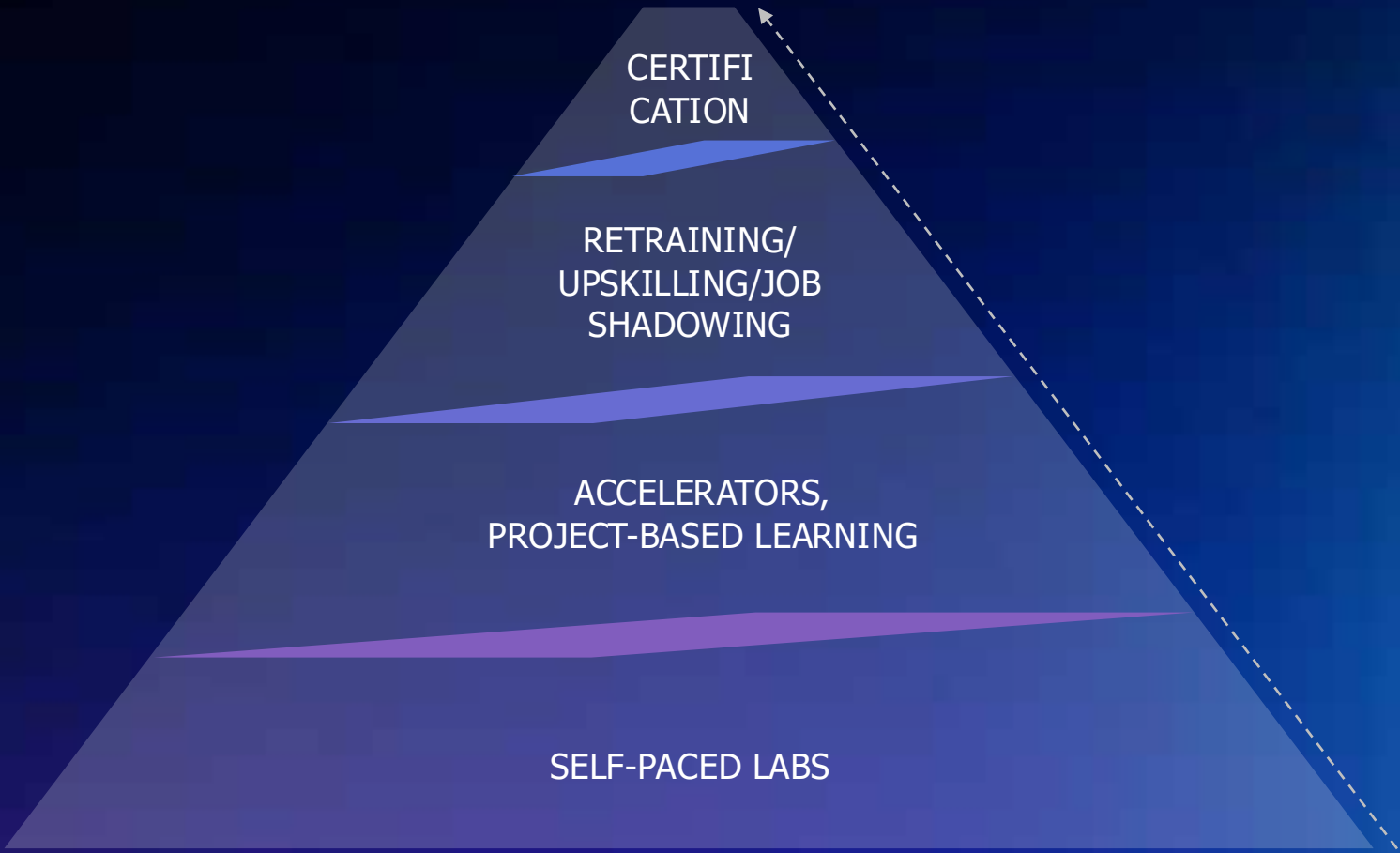
The Transformation of the Learning Function was globally recognised by ATD in December 2022. This change has brought an instant boost to associates' performance, increased the capability of delivering better outcomes at work, bringing more value to the clients.

SEVEN TRAINING DIRECTIONS

BUSINESS & MANAGEMENT	TECHNOLOGY & DEVELOPMENT	PERSONAL EFFECTIVENESS & LEADERSHIP	LANGUAGE & CROSS-CULTURE COMMUNICATION
CERTIFICATION	PROJECT & PROGRAM MANAGEMENT	BUSINESS ANALYSIS & PRODUCT MANAGEMENT	

95 Partnering universities

LEARNING FORMATS TO SUIT DIFFERENT NEEDS



90
NPS

13 870
Unique learners

401 000+
Total training hours

11 300+
Learning solutions

CORPORATE SOCIAL RESPONSIBILITY

CHARITY FUND **OPEN EYES** | **DEI** | PRO BONO PROGRAM **OPEN TECH**

OUR SUSTAINABILITY ECOSYSTEM

VOLUNTEERING & CHARITY

Creating positive changes in our communities

ENVIRONMENT

Addressing global and local environmental challenges

DIVERSITY, EQUITY & INCLUSION

Providing equal opportunities and an inclusive corporate culture

IT EDUCATION

Enabling major changes in educational approaches to talent development

WELL-BEING

Creating comfortable and healthy working environments

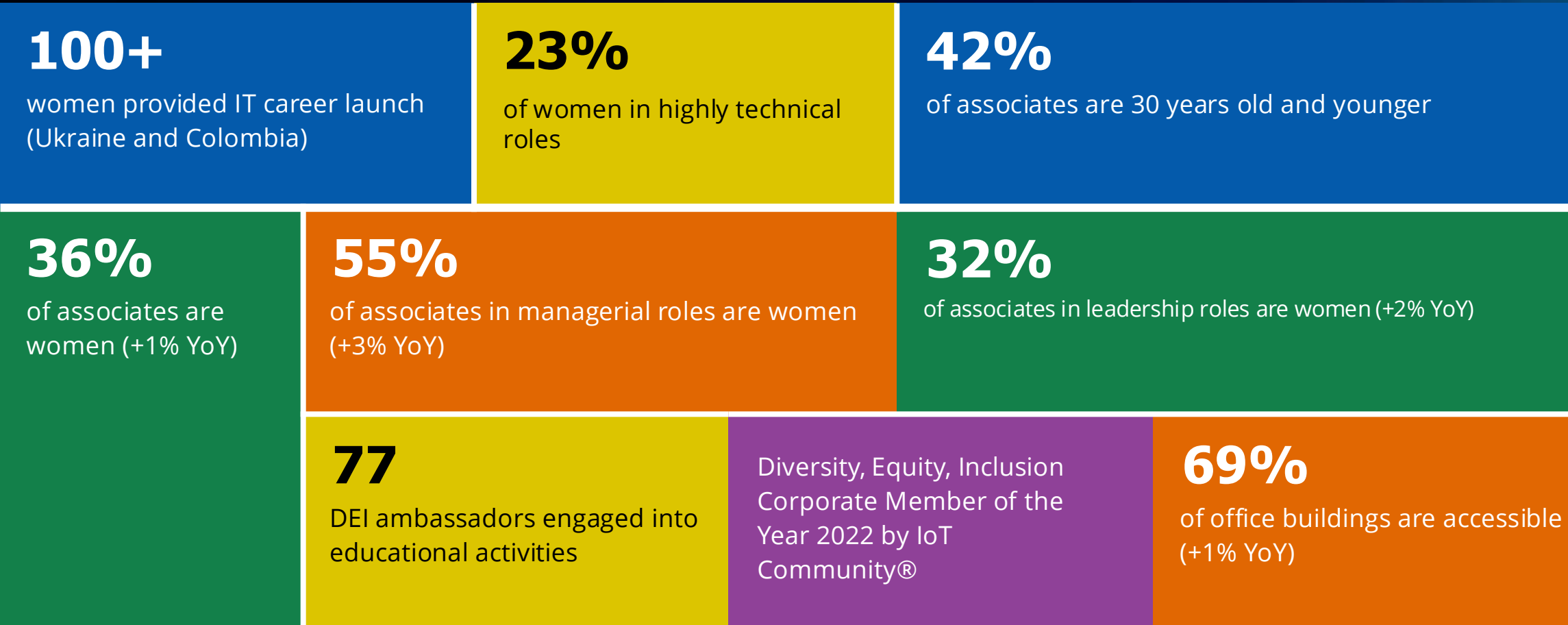
OPEN EYES CORPORATE CHARITY FUND

Driving charitable projects to help those in need

COMMUNITIES

Supporting the development of tech communities

DEI



OPEN EYES



A SELECTION OF OUR CUSTOMERS



Nordea

illi zilliant

cloudera



Deutsche Bank

Panasonic

PEARSON



logitech

▲ ATlassian



LIEBHERR



P I M C O



INDITEX



Mercedes-Benz

SERVICE  TRADE



OUR SERVICES

TECHNOLOGY & ENGINEERING

- [Advanced Cloud Technology Advisory & Enablement Services](#)
- [API Integration and Configuration Support Services](#)
- [Cloud-native Application Enablement and Operational Support](#)
- [Container Platform Configuration and Operational Support](#)
- [Continuous Delivery and Integration Enablement](#)
- [DevOps Enablement and Operational Support](#)
- [Identity and Access Management Configuration and Support](#)
- [Mobile Application Cloud Enablement and Operational Support](#)
- [Service Reliability and Operational Resilience Support](#)
- [Application Modernisation Assessment and Cloud Migration Support](#)
- [Cloud Testing and Quality Assurance Support](#)
- [Web Platform Cloud Enablement and Operational Support](#)

DESIGN & DIGITAL ENABLEMENT

- [Accessibility Assessment and Enablement Services](#)
- [Content Design and Strategy Enablement Services](#)
- [Conversational Design Enablement Services](#)
- [UX and Product Design Enablement Services](#)
- [User Research Enablement Services](#)

CLOUD OPERATIONS & MANAGED SERVICES

- [Cloud Managed Services](#)
- [Managed Application Support Services](#)
- [Managed Data Platform Services](#)
- [Managed Cloud Service Desk Services](#)
- [Managed Atlassian Cloud Services](#)
- [Managed Salesforce Cloud Services](#)

CLOUD ARCHITECTURE & MIGRATION

- [Cloud Architecture Design and Advisory Services](#)
- [Cloud Landing Zone Configuration and Enablement](#)
- [Cloud Maturity Assessment Services](#)
- [Cloud Migration Planning and Delivery Support Services](#)
- [Cloud Platform Delivery and Operational Enablement](#)
- [Cloud Proof of Concept Enablement Services](#)
- [Cloud Software Enablement and Operational Support](#)
- [AWS Well-Architected Framework Assessment Services](#)
- [Azure Well-Architected Framework Assessment Services](#)
- [GCP Well-Architected Framework Assessment Services](#)

STRATEGY & CONSULTING

- [CIO Advisory Services](#)
- [Cloud Strategy Design and Advisory Services](#)
- [Enterprise Architecture Advisory Services](#)
- [IT Strategy Design and Advisory Services](#)
- [Strategic Technology Advisory Services](#)
- [Sustainability Strategy Advisory Services](#)
- [Technology Assessment and Advisory Services](#)

SECURITY & ASSURANCE

- [Cloud Readiness Assessment Services](#)
- [Cloud Security Assessment Services](#)
- [Manual Penetration Testing Services](#)
- [Automated Penetration Testing \(DAST\) Services](#)
- [Static Application Security Testing \(SAST\) Services](#)
- [Secure Cloud Landing Zone Design and Configuration Services](#)

DATA & AI ENABLEMENT

- [AI and ML Enablement and Support Services](#)
- [BI and Data Visualisation Enablement and Support Services](#)
- [Conversational AI Enablement and Configuration Services](#)
- [Data as a Service Enablement and Support](#)
- [Data Governance Enablement and Support Services](#)
- [Data Maturity Assessment Services](#)
- [Data Operating Model Design and Enablement Services](#)
- [DataOps Enablement and Operational Support Services](#)
- [Data Platform and Architecture Design and Enablement Services](#)
- [Data Strategy Design and Advisory Services](#)
- [Analytics Enablement and Operational Support Services](#)
- [Intelligent Solutions Enablement and Operational Support](#)
- [IoT Enablement and Operational Support Services](#)
- [Natural Language Processing Enablement and Support Services](#)
- [Generative AI Enablement and Operational Support Services](#)

DIGITAL TRANSFORMATION

- [Alpha and Beta Service Enablement and Assurance](#)
- [Digital Transformation Advisory and Enablement Services](#)
- [Digital Twin Enablement and Advisory Services](#)
- [Accelerated Innovation Enablement and Advisory Services](#)
- [Discovery and Service Assessment Services](#)
- [Low-Code Platform Enablement and Governance Services](#)
- [Digital Strategy Design and Advisory Services](#)
- [Power Platform Enablement and Governance Services](#)
- [Robotic Process Automation Enablement and Support Services](#)

TECHNOLOGY & ENGINEERING

CASE STUDIES



A leading Big Four consulting firm encountered significant challenges during its cloud migration journey, resulting in fragmented IT services and operational inefficiencies. In response, our team conducted a comprehensive analysis and implemented cutting-edge DevOps methodologies. This strategic intervention streamlined processes and dramatically enhanced performance across the board.

The results were transformative: Accelerated deployment times, maximised resource efficiency, and bolstered confidence in IT operations, marking a significant turning point. These pivotal improvements are now driving the firm towards sustained success in a dynamic and competitive business environment.

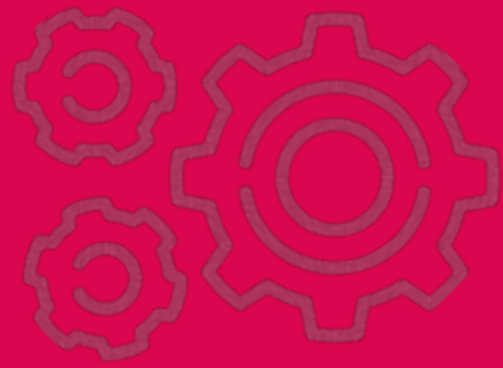


SoftServe significantly enhanced the quality, reliability, and launch readiness of Monblanc digital paper ecosystem. Acting as the primary Quality Owner, we took over end-to-end testing responsibilities for a complex hardware–software product, ensuring seamless integration across a next-generation handwriting device, a GDPR-compliant cloud platform, and web and mobile applications supporting a large-scale global rollout. We introduced a unified, cloud-based quality framework that aligned multiple independent vendors across geographies, establishing clear quality gates, integration criteria, and transparent defect management processes. This approach enabled early defect detection, consistent delivery standards, and controlled integration despite parallel hardware manufacturing and software

development.

Our implementation leveraged real-time quality metrics and dashboards, providing full visibility into test coverage, defect trends, and release readiness for both engineering and executive stakeholders. Shift-left testing practices and collaborative quality workshops ensured issues were identified early, reducing rework and integration risk.

As a result, vendor accountability and delivery predictability improved significantly, security and compliance requirements were met, and penetration testing passed on the first attempt. The product was successfully launched to a global user base with no critical issues, demonstrating the effectiveness of SoftServe's cloud-enabled quality governance and multi-vendor coordination model.



ABOUT

SoftServe's Advanced Cloud Technology Advisory & Enablement Services support organisations to assess, adopt and optimise advanced cloud technologies through advisory, configuration and operational enablement. The service focuses on informed decision-making, operational readiness and knowledge transfer, excluding bespoke software or product development.

[BACK TO OUR SERVICES](#)

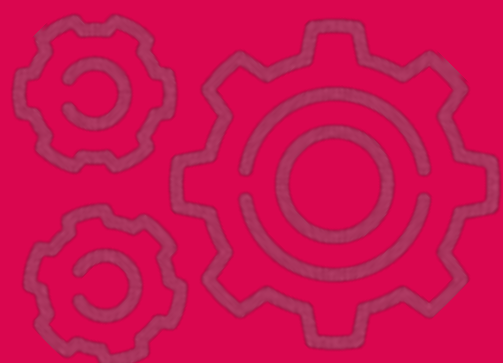
ADVANCED CLOUD TECHNOLOGY ADVISORY & ENABLEMENT SERVICES

SERVICE FEATURES

- Assessment of advanced and emerging cloud technologies against organisational needs
- Cloud capability and readiness analysis aligned to business and technical objectives
- Advisory support for selecting appropriate cloud services and platforms
- Configuration and optimisation of existing cloud-native services and tooling
- Proof-of-concept support using existing cloud services Security, compliance and operational considerations for cloud technology adoption
- Cost, performance and sustainability considerations
- Operational readiness planning and governance support
- Knowledge transfer, documentation and best-practice guidance

SERVICE BENEFITS

- Enables informed and evidence-based adoption of advanced cloud technologies
- Reduces technical, operational and security risks
- Improves readiness to operate and support cloud technologies
- Supports alignment between business objectives and cloud platforms
- Enhances governance, compliance and security posture
- Improves cost control and operational efficiency
- Builds internal capability through structured knowledge transfer
- Accelerates cloud optimisation without bespoke development risk



ABOUT

SoftServe's API Integration and Configuration Support Services help organisations integrate, configure and operate existing APIs within cloud environments. The service focuses on secure connectivity, configuration, monitoring and operational support using existing platforms and tools, excluding bespoke API or application development.

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API INTEGRATION AND CONFIGURATION SUPPORT SERVICES

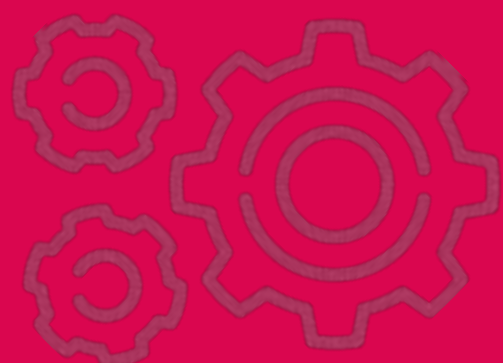
SERVICE FEATURES

- Configuration and integration of existing APIs within cloud environments
- Support for API connectivity between cloud platforms, systems and services
- Configuration of authentication, authorisation and access controls
- API security, compliance and governance configuration
- Support for API monitoring, logging and performance management
- Troubleshooting and incident support for API integrations
- Advisory support on API management platforms and integration patterns
- Operational documentation and knowledge transfer for internal teams

SERVICE BENEFITS

- Enables secure and reliable integration between cloud services and systems
- Reduces operational and security risks associated with API usage
- Improves visibility and control over API performance and availability
- Supports compliance through consistent access and security configuration
- Accelerates integration using existing platforms and standards
- Improves operational resilience through monitoring and support
- Builds internal capability through structured documentation and guidance
- Avoids bespoke development while enabling effective API adoption





ABOUT

SoftServe's Cloud-native Application Enablement and Operational Support Services support organisations to deploy, configure, operate and optimise cloud-native applications using existing cloud platforms and services. The service focuses on operational readiness, performance, security and reliability, excluding bespoke application or software development.

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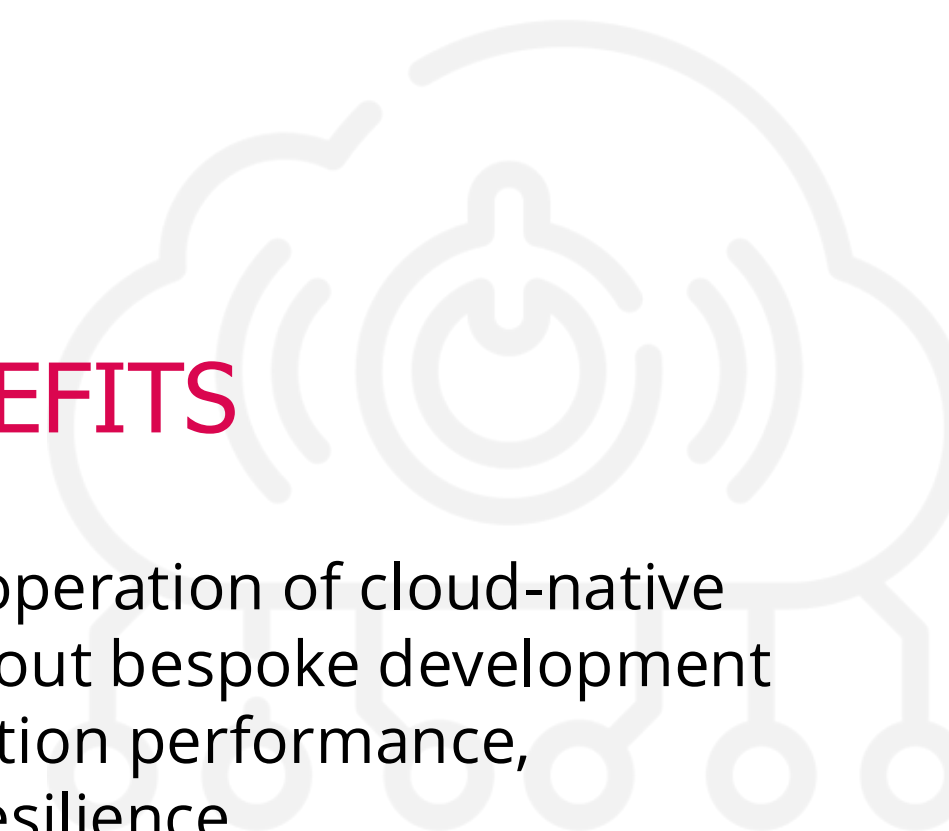
CLOUD-NATIVE APPLICATION ENABLEMENT AND OPERATIONAL SUPPORT

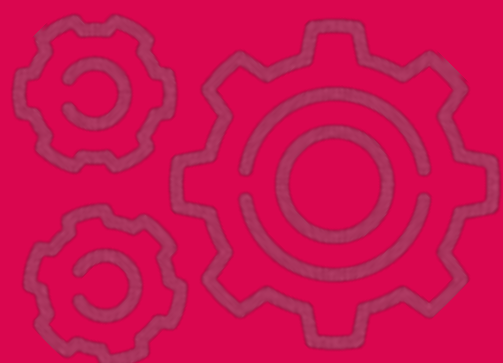
SERVICE FEATURES

- Support for deployment of existing cloud-native applications
- Configuration of cloud services supporting application operation
- Environment setup and configuration across development, test and production
- Performance, availability and resilience optimisation
- Security, compliance and access configuration for applications
- Integration with existing cloud monitoring and logging services
- Operational readiness reviews and runbook development
- Incident support and troubleshooting for cloud-native applications
- Knowledge transfer and operational best-practice guidance

SERVICE BENEFITS

- Enables reliable operation of cloud-native applications without bespoke development
- Improves application performance, availability and resilience
- Reduces operational and security risks
- Supports compliance and governance requirements
- Accelerates time to stable operation in cloud environments
- Improves observability and operational control
- Builds internal capability through structured knowledge transfer
- Optimises cloud-native applications for ongoing operational efficiency





ABOUT

SoftServe's Container Platform Configuration and Operational Support Services help organisations configure, operate and optimise container platforms within cloud environments. The service focuses on reliability, security and operational efficiency using established container technologies and tooling, excluding bespoke platform engineering or software development.

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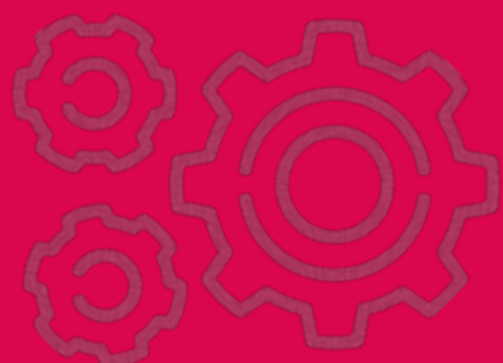
CONTAINER PLATFORM CONFIGURATION AND OPERATIONAL SUPPORT

SERVICE FEATURES

- Configuration and optimisation of container platforms
- Environment configuration across development, test and production
- Integration with existing cloud monitoring, logging and alerting services
- Security, access control and policy configuration for container workloads
- Performance, capacity and cost optimisation for container environments
- Operational readiness reviews and runbook development
- Incident support and troubleshooting for container platforms
- Support for platform upgrades and version management
- Knowledge transfer and operational best-practice guidance

SERVICE BENEFITS

- Improves stability, security and reliability of container platforms
- Reduces operational overhead and platform risk
- Enhances visibility and control of container workloads
- Supports compliance through consistent configuration and controls
- Optimises performance and cost of container environments
- Accelerates operational readiness and day-to-day support
- Builds internal capability through knowledge transfer
- Avoids bespoke platform development while enabling effective container adoption



ABOUT

SoftServe's Continuous Delivery and Integration Enablement Services support organisations to configure, optimise and operate continuous delivery and integration practices using existing cloud platforms and tooling. The service focuses on reliability, security and operational efficiency, excluding bespoke pipeline, platform or software development.

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CONTINUOUS DELIVERY AND INTEGRATION ENABLEMENT

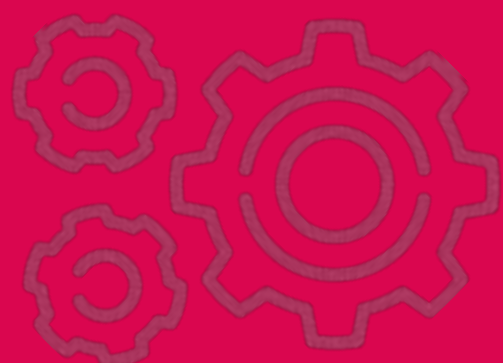
SERVICE FEATURES

- Configuration and optimisation of continuous delivery and integration tooling
- Review and improvement of release, deployment and change processes
- Integration of testing and security tools using existing capabilities
- Advisory support on deployment strategies such as blue/green and canary
- Configuration of monitoring, logging and alerting for delivery pipelines
- Operational readiness reviews and documentation
- Governance and compliance considerations for delivery processes
- Troubleshooting and operational support for delivery pipelines
- Knowledge transfer and best-practice guidance

SERVICE BENEFITS

- Improves reliability and consistency of software releases
- Reduces operational risk and deployment-related incidents
- Enhances security and compliance through configured controls
- Improves visibility and assurance across delivery pipelines
- Supports faster, safer releases using existing tooling
- Reduces manual effort and operational overhead
- Builds internal capability through structured knowledge transfer
- Avoids bespoke development while improving delivery effectiveness





ABOUT

SoftServe's DevOps Enablement and Operational Support Services help organisations adopt, operate and optimise DevOps practices within cloud environments. The service focuses on process improvement, tooling configuration and operational readiness, supporting secure and reliable delivery without bespoke software or platform development.

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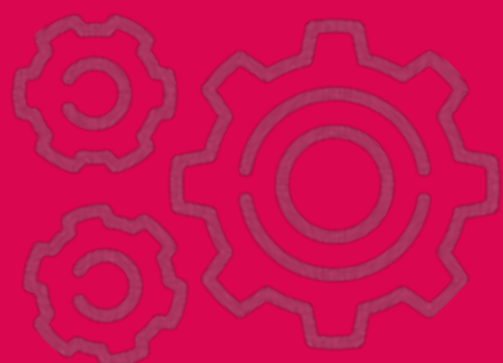
DEVOPS ENABLEMENT AND OPERATIONAL SUPPORT

SERVICE FEATURES

- DevOps capability and maturity assessments
- Configuration and optimisation of existing DevOps toolchains
- Review and improvement of deployment, release and operational processes
- Integration of monitoring, logging and security tooling
- Advisory support on DevOps operating models and governance
- Operational readiness reviews and runbook development
- Troubleshooting and operational support for DevOps tooling
- Metrics and reporting configuration to support continuous improvement
- Knowledge transfer and best-practice guidance

SERVICE BENEFITS

- Improves consistency and reliability of cloud operations
- Reduces operational risk through standardised DevOps practices
- Enhances collaboration between development and operations teams
- Improves visibility and control of delivery and operations
- Supports compliance and governance requirements
- Increases operational efficiency using existing tools
- Builds internal capability through structured knowledge transfer
- Enables DevOps adoption without bespoke development risk



ABOUT

SoftServe's Identity and Access Management Configuration and Support Services help organisations configure, operate and optimise identity and access controls within cloud environments. The service focuses on secure access, compliance and operational effectiveness using existing IAM platforms and tooling, excluding bespoke identity or application development.

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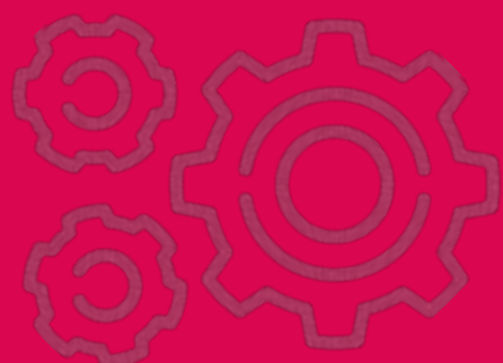
IDENTITY AND ACCESS MANAGEMENT CONFIGURATION AND SUPPORT

SERVICE FEATURES

- Configuration and optimisation of cloud identity and access management platforms
- User, role and permission configuration aligned to organisational policies
- Authentication and authorisation configuration, including federation support
- Access governance, policy and lifecycle management support
- Security and compliance configuration aligned to regulatory requirements
- Integration with existing cloud services and applications
- Monitoring, logging and access review configuration
- Incident support and troubleshooting for access-related issues
- Documentation, knowledge transfer and best-practice guidance

SERVICE BENEFITS

- Improves security through consistent and controlled access management
- Reduces risk of unauthorised access and identity-related incidents
- Supports regulatory and compliance requirements
- Enhances visibility and governance of user access
- Improves operational efficiency of access management processes
- Enables secure integration across cloud services
- Builds internal capability through knowledge transfer
- Avoids bespoke identity development while strengthening access controls

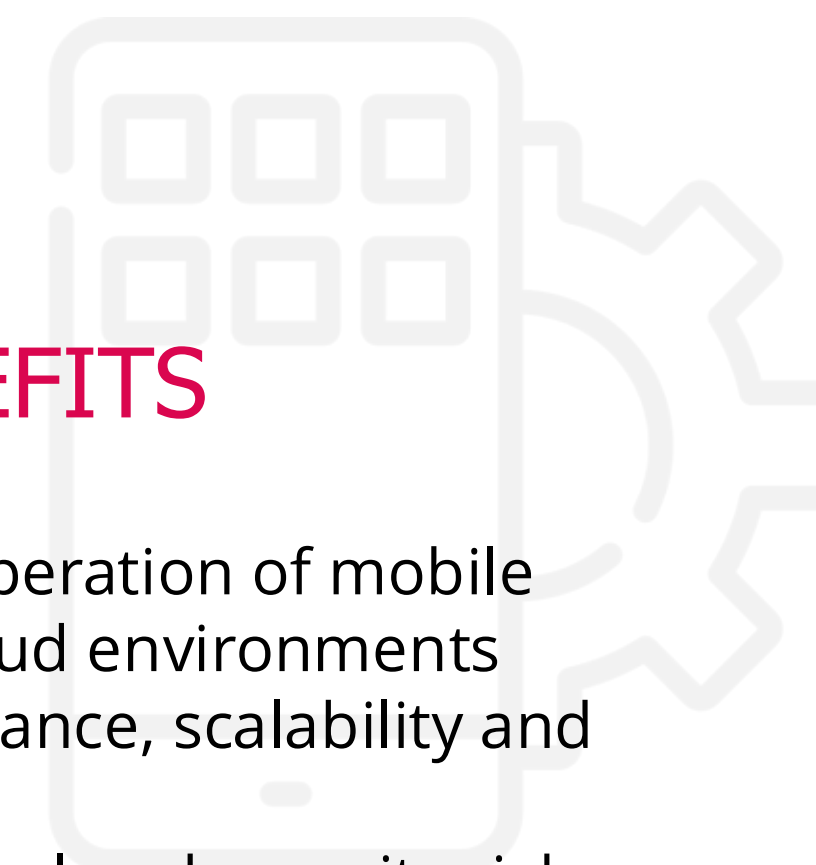


ABOUT

SoftServe's Mobile Application Cloud Enablement and Operational Support Services support organisations to deploy, configure, operate and optimise existing mobile applications within cloud environments. The service focuses on hosting, integration, security and operational readiness, excluding bespoke mobile application or software development.

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MOBILE APPLICATION CLOUD ENABLEMENT AND OPERATIONAL SUPPORT

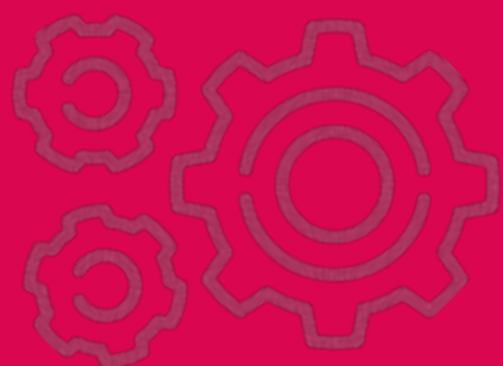


SERVICE FEATURES

- Support for deployment of existing mobile applications into cloud environments
- Configuration of cloud services supporting mobile application backends
- Integration with existing APIs, identity and data services
- Security, access control and compliance configuration
- Performance, scalability and availability optimisation
- Monitoring, logging and alerting configuration
- Operational readiness reviews and support model definition
- Incident support and troubleshooting for mobile application services
- Knowledge transfer and operational best-practice guidance

SERVICE BENEFITS

- Enables reliable operation of mobile applications in cloud environments
- Improves performance, scalability and availability
- Reduces operational and security risks
- Supports compliance and governance requirements
- Accelerates cloud adoption for mobile services
- Improves visibility and operational control
- Builds internal capability through structured knowledge transfer
- Avoids bespoke mobile development while enabling effective cloud operation



ABOUT

SoftServe's Service Reliability and Operational Resilience Support Services help organisations improve the availability, performance and resilience of cloud-hosted services. The service focuses on monitoring, incident management, operational optimisation and reliability practices, excluding bespoke software, platform or automation development.

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SERVICE RELIABILITY AND OPERATIONAL RESILIENCE SUPPORT

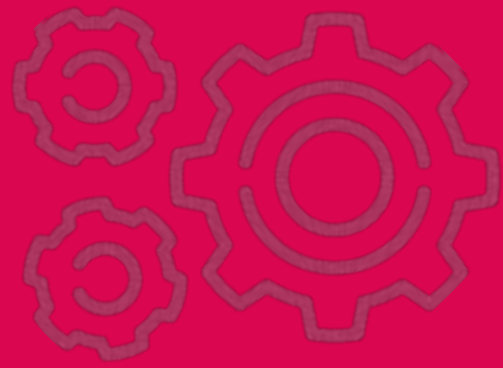
SERVICE FEATURES

- Reliability and availability assessments for cloud-hosted services
- Configuration and optimisation of monitoring, alerting and observability tools
- Incident management, escalation and post-incident review support
- Performance, capacity and resilience optimisation
- Availability, reliability and service-level reporting configuration
- Operational readiness reviews and resilience planning
- Support for backup, recovery and continuity processes
- Troubleshooting and root-cause analysis support
- Knowledge transfer and operational best-practice guidance

SERVICE BENEFITS

- Improves availability and reliability of cloud-hosted services
- Reduces service disruption and operational risk
- Enhances visibility into service performance and health
- Supports resilience, continuity and recovery objectives
- Improves incident response effectiveness and recovery times
- Strengthens operational governance and assurance
- Builds internal capability through structured knowledge transfer
- Avoids bespoke engineering while improving service resilience





ABOUT

SoftServe's Application Modernisation Assessment and Cloud Migration Support Services help organisations assess existing applications and plan, support and optimise their transition to cloud environments. The service focuses on assessment, migration support and operational optimisation, excluding bespoke application redevelopment or re-engineering.

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APPLICATION MODERNISATION ASSESSMENT AND CLOUD MIGRATION SUPPORT

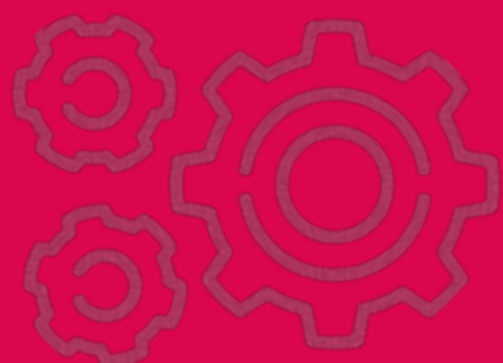


SERVICE FEATURES

- Assessment of existing applications for cloud suitability and readiness
- Analysis of modernisation options, risks and dependencies
- Cloud migration planning and transition support
- Configuration of cloud environments to support modernised applications
- Performance, cost and operational optimisation post-migration
- Security, compliance and access configuration
- Integration with existing cloud monitoring and management services
- Operational readiness reviews and support model definition
- Knowledge transfer and documentation for ongoing operation

SERVICE BENEFITS

- Enables informed decision-making on application modernisation approaches
- Reduces risk during transition of applications to the cloud
- Improves performance, scalability and resilience post-migration
- Supports compliance and governance requirements
- Optimises operational efficiency and cloud costs
- Improves visibility and control of modernised applications
- Builds internal capability through structured knowledge transfer
- Avoids bespoke redevelopment while supporting cloud modernisation goals



ABOUT

SoftServe's Cloud Testing and Quality Assurance Support Services help organisations assure the quality, performance and readiness of cloud-hosted services. The service focuses on testing strategy, execution and optimisation to support secure and reliable cloud operations, excluding bespoke software development or application build activities.

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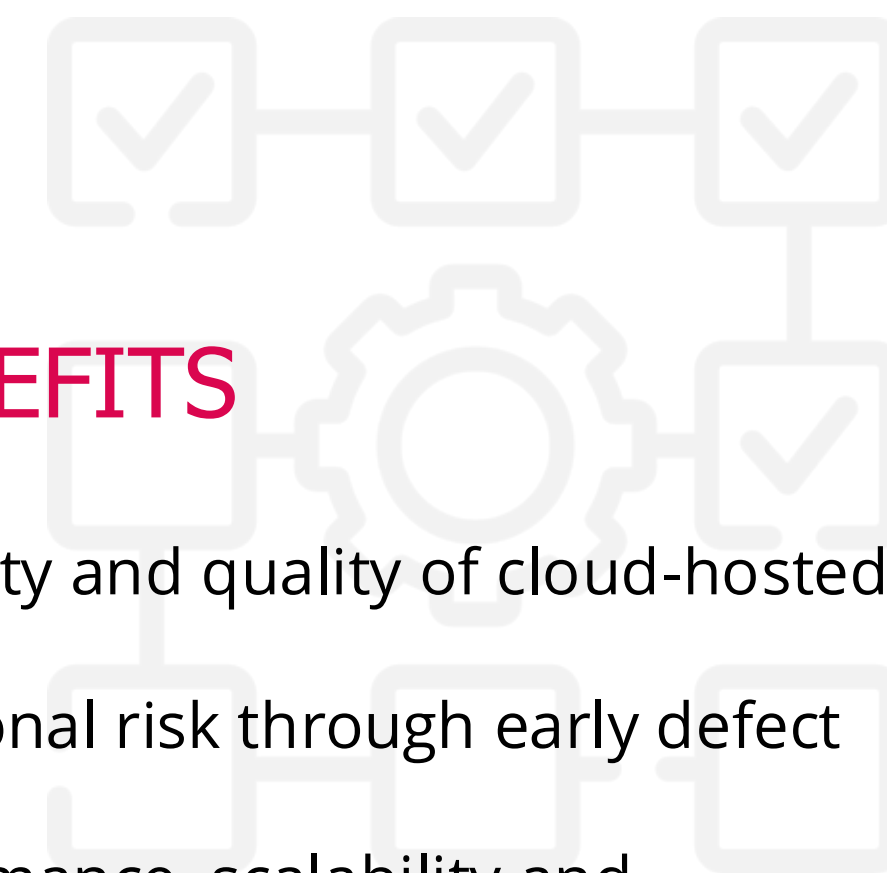
CLOUD TESTING AND QUALITY ASSURANCE SUPPORT

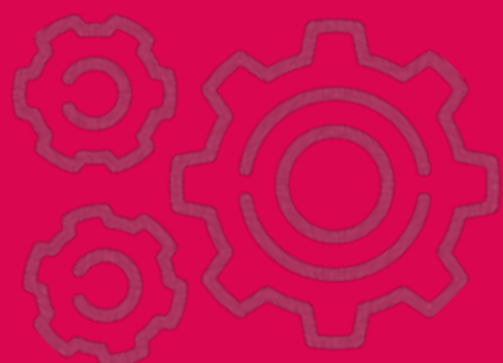
SERVICE FEATURES

- Testing strategy and planning for cloud-hosted services
- Functional, integration and regression testing support
- Performance, load and scalability testing
- Security and vulnerability testing support
- Operational readiness and resilience testing
- Test automation configuration using existing tools
- Defect management and reporting support
- Test environment configuration and coordination
- Knowledge transfer and testing best-practice guidance

SERVICE BENEFITS

- Improves reliability and quality of cloud-hosted services
- Reduces operational risk through early defect identification
- Enhances performance, scalability and resilience
- Supports security, compliance and assurance requirements
- Improves confidence in cloud service readiness
- Optimises testing efficiency using existing tools
- Improves visibility of quality and risk
- Builds internal capability through structured knowledge transfer





ABOUT

SoftServe's Web Platform Cloud Enablement and Operational Support Services support organisations to deploy, configure, operate and optimise existing web platforms within cloud environments. The service focuses on hosting, security, integration and operational readiness, excluding bespoke web or software development.

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WEB PLATFORM CLOUD ENABLEMENT AND OPERATIONAL SUPPORT

SERVICE FEATURES

- Support for deployment of existing web platforms to cloud environments
- Configuration of cloud hosting, networking and security services
- Integration with existing identity, data and API services
- Performance, scalability and availability optimisation
- Monitoring, logging and alerting configuration
- Security, access control and compliance configuration
- Operational readiness reviews and support model definition
- Incident support and troubleshooting for web platforms
- Knowledge transfer and operational best-practice guidance

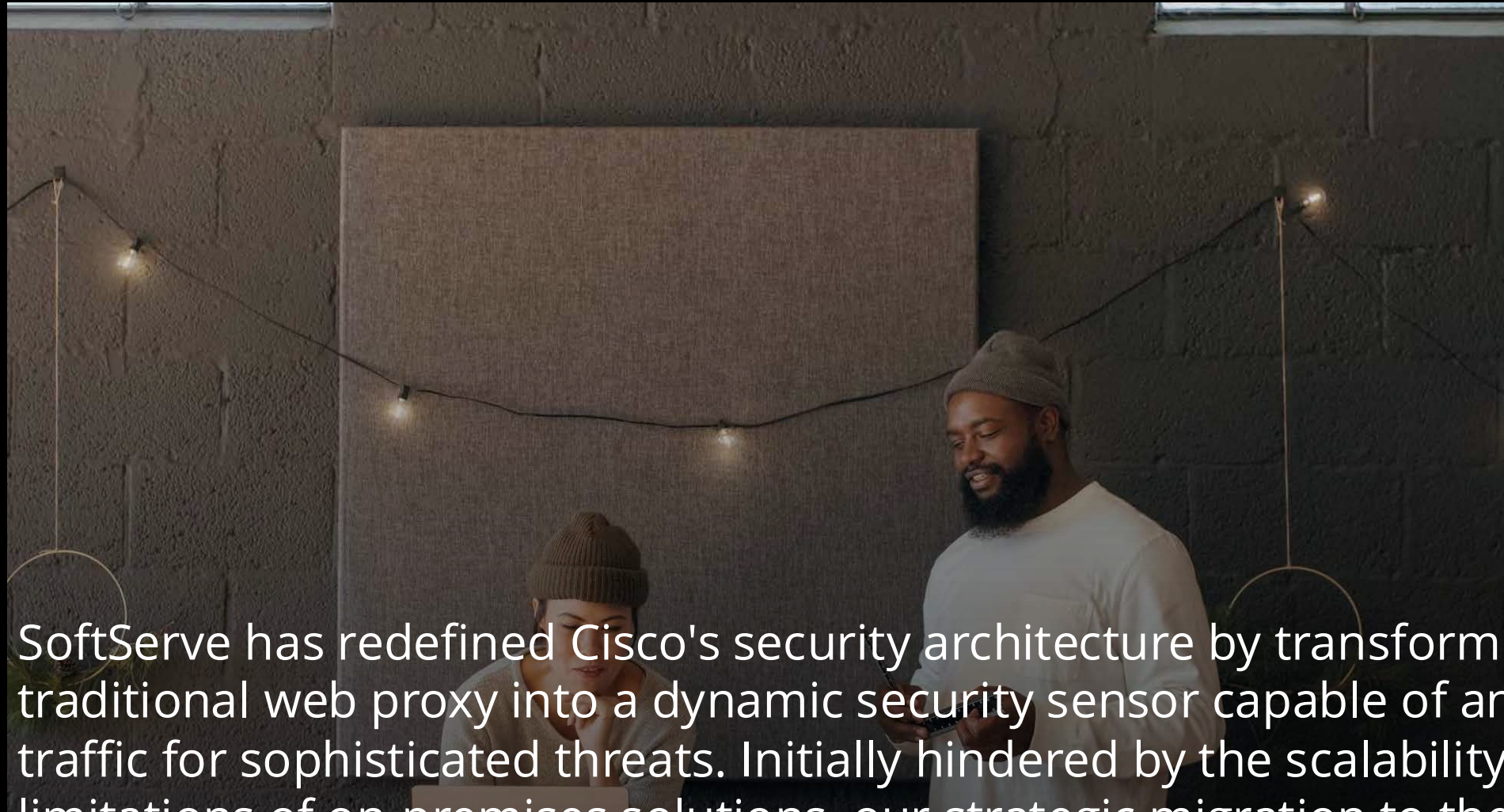
SERVICE BENEFITS

- Enables reliable operation of web platforms in cloud environments
- Improves performance, availability and scalability
- Reduces operational and security risks
- Supports compliance and governance requirements
- Improves visibility and operational control
- Optimises cloud hosting and operational costs
- Builds internal capability through structured knowledge transfer
- Avoids bespoke development while enabling effective web platform operation



CLOUD ARCHITECTURE & MIGRATION

CASE STUDIES



SoftServe has redefined Cisco's security architecture by transforming their traditional web proxy into a dynamic security sensor capable of analysing traffic for sophisticated threats. Initially hindered by the scalability limitations of on-premises solutions, our strategic migration to the cloud has enhanced operational efficiency and ensured uninterrupted service.

To accommodate Cisco's substantial data needs, including up to 5TB of RDMS data and 20TB of object data across approximately 150 services, we implemented a robust AWS-based platform. This platform not only supports seamless integration with corporate LDAP and advanced log analysis tools but also aligns with the stringent SOC2 and Cisco Approved to Operate (CATO) standards.

Our innovative approach included the development of Infrastructure as Code (IaC) scripts and a Kubernetes-based deployment strategy, enhancing system reliability and security. Furthermore, our integration of a parallel testing framework and automated infrastructure orchestration has drastically reduced release delays and optimised overall system performance, setting new benchmarks in productivity and efficiency for Cisco's security operations.



SoftServe partnered with a global leader in whole-person virtual care to tackle their ambitious enterprise-scale challenge of unifying systems across multiple sites and integrating 13 recently acquired companies. Initially hosted on AWS, their expanding infrastructure faced significant scalability and security challenges.

Our strategic intervention involved a seamless migration to Microsoft Azure, leveraging our App Modernisation Platform to enhance service cohesion and niche capabilities. This transition was facilitated by establishing a new Platform Team, aligned with the client's enterprise goals.

In collaboration with Microsoft, we secured ECIF funding which supported the implementation of new standards for service creation and testing. This not only boosted engineering productivity but also substantially reduced operational costs. Additionally, our advanced container platform cut development environment setup times by 30%, significantly streamlining operations and propelled forward-thinking innovation within the healthcare sector.



ABOUT

SoftServe's Cloud Architecture Design and Advisory Services support organisations to define, assess and optimise cloud architectures aligned to business, security and operational requirements. The service focuses on architecture design, options analysis and governance guidance, excluding bespoke software, platform or application development.

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CLOUD ARCHITECTURE DESIGN AND ADVISORY SERVICES

SERVICE FEATURES

- Assessment of existing architecture and cloud readiness
- Cloud architecture design aligned to business and technical requirements
- Architecture options analysis across public, private and hybrid cloud models
- Security, resilience and compliance architecture considerations
- Cost, performance and scalability design considerations
- Cloud governance, standards and design pattern guidance
- Integration and dependency analysis across cloud services
- Architecture documentation and design artefact production
- Knowledge transfer and architecture best-practice guidance

SERVICE BENEFITS

- Provides clear, structured cloud architecture designs
- Reduces technical and operational risks through informed design decisions
- Supports secure, resilient and compliant cloud adoption
- Improves alignment between business objectives and cloud architecture
- Enables scalable and cost-effective cloud solutions
- Accelerates cloud planning and decision-making
- Improves architectural consistency and governance
- Builds internal capability through knowledge transfer



ABOUT

SoftServe's Cloud Landing Zone Configuration and Enablement Services support organisations to design, configure and operationalise secure and compliant cloud landing zones. The service focuses on environment setup, governance and operational readiness using existing cloud platform capabilities, excluding bespoke platform or software development.

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CLOUD LANDING ZONE CONFIGURATION AND ENABLEMENT

SERVICE FEATURES

- Design and configuration of cloud landing zone architectures
- Environment setup across accounts, subscriptions and networks
- Configuration of security, identity and access controls
- Governance, policy and compliance configuration
- Network, logging and monitoring configuration
- Cost management and billing structure configuration
- Operational readiness reviews and support model definition
- Alignment with cloud provider best practices and standards
- Documentation and knowledge transfer for ongoing operation

SERVICE BENEFITS

- Establishes a secure and compliant foundation for cloud adoption
- Reduces risk through standardised environments and controls
- Improves governance, visibility and operational control
- Accelerates onboarding of workloads into the cloud
- Supports security, compliance and policy requirements
- Improves cost management and transparency
- Enhances operational readiness and consistency
- Builds internal capability through structured knowledge transfer





ABOUT

SoftServe's Cloud Maturity Assessment Services help organisations evaluate their current cloud capabilities, practices and readiness. The service provides an evidence-based assessment across strategy, architecture, security, operations and governance, delivering actionable recommendations and roadmaps to support effective cloud adoption and optimisation.

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CLOUD MATURITY ASSESSMENT SERVICES

SERVICE FEATURES

- Assessment of current cloud strategy, architecture and operating model
- Evaluation of security, compliance and governance practices
- Review of cloud operations, service management and resilience
- Cost management, FinOps and sustainability capability assessment
- Assessment of skills, processes and organisational readiness
- Gap analysis against industry and cloud provider best practices
- Identification of risks, constraints and improvement opportunities
- Prioritised recommendations and maturity improvement roadmap
- Stakeholder workshops, reporting and knowledge transfer

SERVICE BENEFITS

- Provides clear visibility of current cloud maturity and capability
- Identifies gaps and risks impacting effective cloud adoption
- Supports prioritised and structured cloud improvement planning
- Improves alignment between business objectives and cloud strategy
- Enhances security, governance and operational effectiveness
- Supports cost optimisation and sustainable cloud use
- Enables informed decision-making for future cloud investments
- Builds organisational understanding through collaborative assessment





ABOUT

SoftServe's Cloud Migration Planning and Delivery Support Services help organisations plan, manage and support the migration of applications, data and workloads to cloud environments. The service focuses on assessment, planning, coordination and operational support, excluding bespoke application redevelopment or software engineering.

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CLOUD MIGRATION PLANNING AND DELIVERY SUPPORT SERVICES

SERVICE FEATURES

- Cloud readiness and migration suitability assessments
- Application, data and workload migration planning
- Migration strategy and approach definition
- Cloud environment configuration to support migration activities
- Coordination and support of migration execution
- Data migration and cutover planning support
- Security, compliance and risk management during migration
- Post-migration validation and operational readiness reviews
- Documentation and knowledge transfer for ongoing operations

SERVICE BENEFITS

- Reduces risk and disruption during cloud migration activities
- Provides structured and well-governed migration approaches
- Improves confidence in cloud transition outcomes
- Supports secure and compliant migration execution
- Accelerates readiness for cloud-based operations
- Enhances visibility and control throughout the migration process
- Improves post-migration stability and performance
- Builds internal capability through structured knowledge transfer



ABOUT

SoftServe's Cloud Platform Delivery and Operational Enablement Services support organisations to deliver, configure and operationalise cloud platforms in line with agreed architectures and standards. The service focuses on platform setup, configuration and operational readiness using existing cloud services, excluding bespoke platform or software development.

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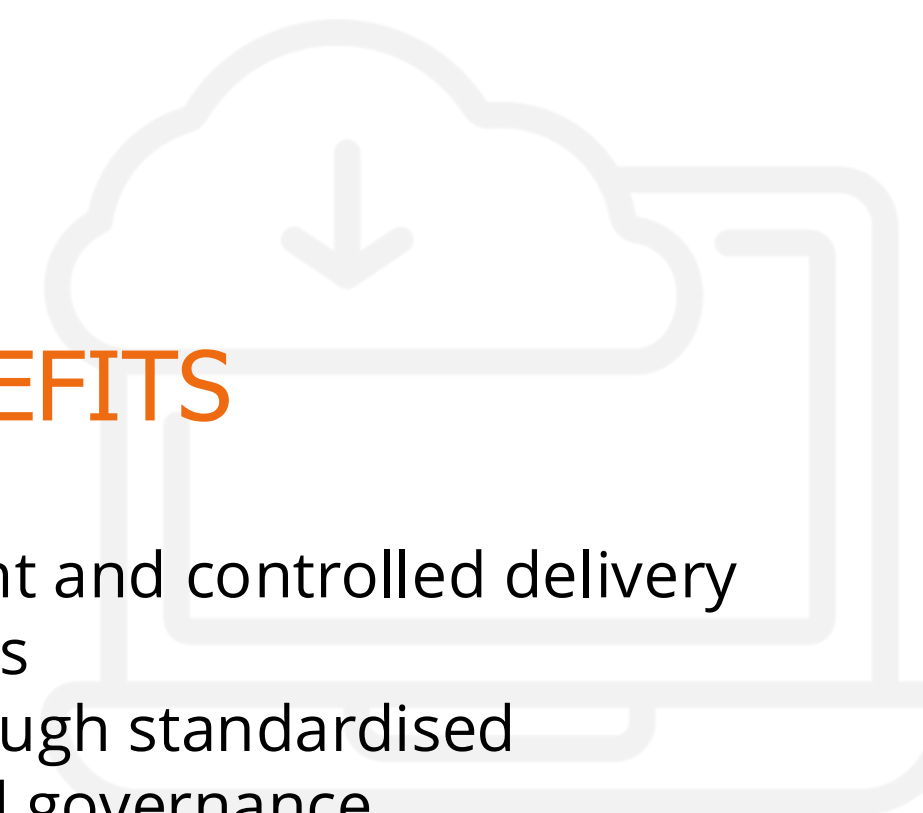
CLOUD PLATFORM DELIVERY AND OPERATIONAL ENABLEMENT

SERVICE FEATURES

- Delivery support for cloud platforms aligned to approved architectures
- Configuration of cloud services, environments and platform components
- Security, identity and access configuration
- Network, logging and monitoring configuration
- Cost management, tagging and governance configuration
- Platform validation and operational readiness reviews
- Support for onboarding workloads and teams
- Operational support model definition and documentation
- Knowledge transfer and platform best-practice guidance

SERVICE BENEFITS

- Enables consistent and controlled delivery of cloud platforms
- Reduces risk through standardised configuration and governance
- Improves platform security, reliability and operational readiness
- Accelerates onboarding of services and workloads
- Enhances visibility, control and cost management
- Supports compliance with organisational and regulatory standards
- Improves operational efficiency and platform stability
- Builds internal capability through structured knowledge transfer





ABOUT

SoftServe's Cloud Proof of Concept Enablement Services help organisations validate cloud technologies and approaches through structured proof of concept activities. The service focuses on configuration, evaluation and operational feasibility using existing cloud services, supporting informed decision-making while excluding bespoke software or application development.

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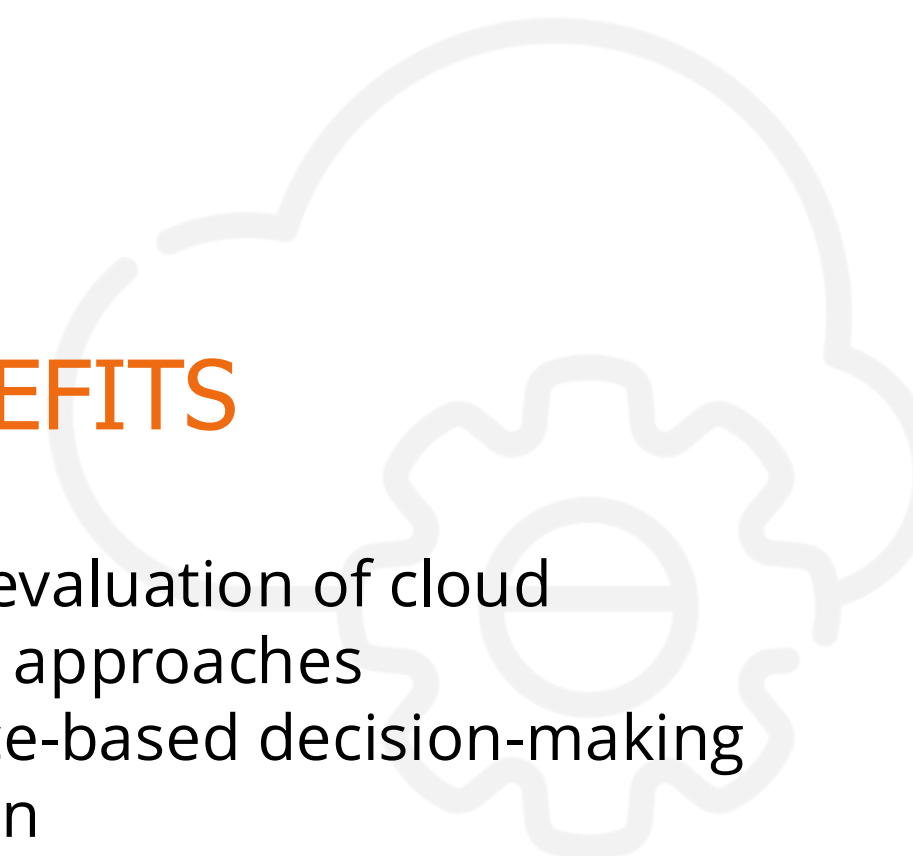
CLOUD PROOF OF CONCEPT ENABLEMENT SERVICES

SERVICE FEATURES

- Definition of proof of concept objectives and success criteria
- Selection and configuration of existing cloud services for proof of concept activities
- Environment setup to support proof of concept execution
- Security, access and governance configuration
- Performance, cost and operational feasibility evaluation
- Risk identification and mitigation considerations
- Results analysis and documented findings
- Recommendations for next steps and scaling considerations
- Knowledge transfer and stakeholder walkthroughs

SERVICE BENEFITS

- Enables low-risk evaluation of cloud technologies and approaches
- Supports evidence-based decision-making for cloud adoption
- Identifies technical, operational and cost considerations early
- Reduces uncertainty before wider cloud rollout
- Improves alignment between business needs and cloud capabilities
- Enhances stakeholder confidence through clear outcomes
- Accelerates learning without bespoke development risk
- Builds internal understanding of cloud feasibility and constraints





ABOUT

SoftServe's Cloud Software Enablement and Operational Support Services support organisations to deploy, configure, operate and optimise existing cloud software solutions. The service focuses on configuration, integration, security and operational readiness within cloud environments, excluding bespoke software design, build or development.

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CLOUD SOFTWARE ENABLEMENT AND OPERATIONAL SUPPORT

SERVICE FEATURES

- Support for deployment of existing cloud software solutions
- Configuration of cloud services and environments supporting software operation
- Integration with identity, data, API and monitoring services
- Security, access control and compliance configuration
- Performance, scalability and availability optimisation
- Operational readiness reviews and support model definition
- Incident support and troubleshooting for cloud software
- Configuration of monitoring, logging and alerting
- Knowledge transfer and operational best-practice guidance

SERVICE BENEFITS

- Enables reliable operation of cloud software without bespoke development
- Improves performance, availability and resilience of cloud software
- Reduces operational and security risks
- Supports compliance and governance requirements
- Accelerates adoption of cloud software solutions
- Improves visibility and operational control
- Optimises operational efficiency and cloud costs
- Builds internal capability through structured knowledge transfer



ABOUT

SoftServe's AWS Well-Architected Framework Assessment Services help organisations assess AWS workloads against AWS best practices across security, reliability, performance efficiency, cost optimisation and operational excellence. The service delivers structured findings and prioritised recommendations to improve workload design, governance and operational effectiveness.

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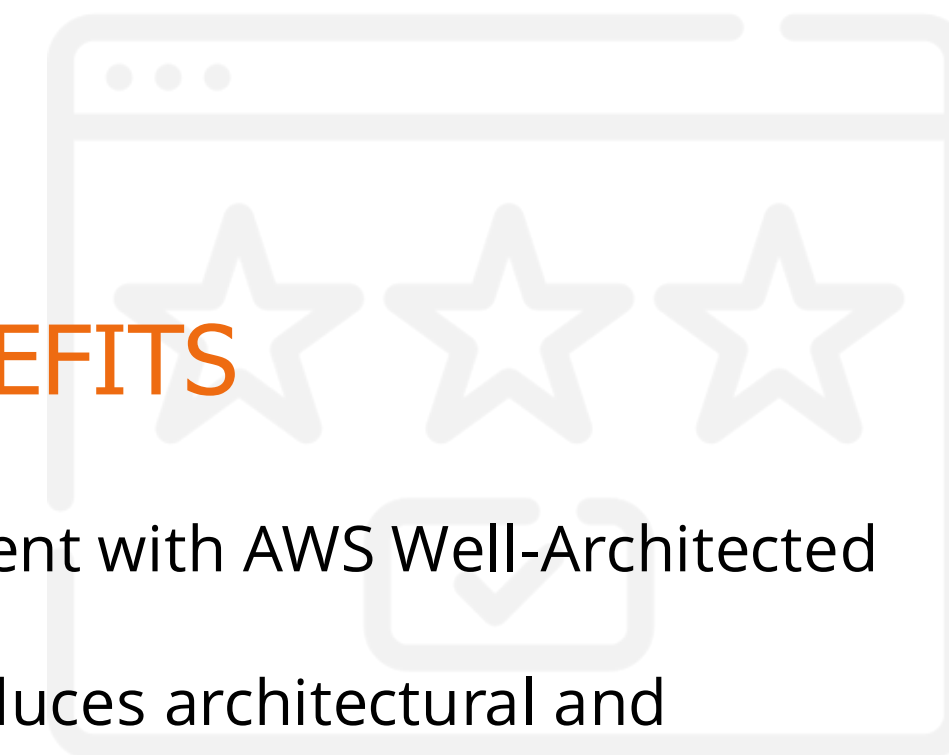
AWS WELL-ARCHITECTED FRAMEWORK ASSESSMENT SERVICES

SERVICE FEATURES

- Assessment of AWS workloads against the five AWS Well-Architected pillars
- Review of architecture, security, reliability and operational practices
- Cost optimisation and performance efficiency assessment
- Identification of risks, gaps and improvement opportunities
- Prioritised remediation recommendations aligned to AWS best practices
- Stakeholder workshops and findings walkthroughs
- Documentation of assessment results and action plans
- Support for governance and continuous improvement planning
- Knowledge transfer and AWS best-practice guidance

SERVICE BENEFITS

- Improves alignment with AWS Well-Architected best practices
- Identifies and reduces architectural and operational risks
- Enhances security, reliability and resilience of AWS workloads
- Improves cost efficiency and performance
- Supports informed prioritisation of improvement activities
- Strengthens governance and operational assurance
- Accelerates optimisation of existing AWS environments
- Builds internal understanding of AWS architecture best practices





ABOUT

SoftServe's Azure Well-Architected Framework Assessment Services help organisations assess Azure workloads against Microsoft best practices across cost optimisation, operational excellence, performance efficiency, reliability and security. The service provides structured findings and prioritised recommendations to improve workload design, governance and operational effectiveness.

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AZURE WELL-ARCHITECTED FRAMEWORK ASSESSMENT SERVICES

SERVICE FEATURES

- Assessment of Azure workloads against the five Azure Well-Architected pillars
- Review of architecture, security, reliability and operational practices
- Cost optimisation and performance efficiency assessment
- Identification of risks, gaps and improvement opportunities
- Prioritised remediation recommendations aligned to Azure best practices
- Stakeholder workshops and findings walkthroughs
- Documentation of assessment results and action plans
- Governance and continuous improvement planning support
- Knowledge transfer and Azure best-practice guidance

SERVICE BENEFITS

- Improves alignment with Azure Well-Architected best practices
- Identifies and reduces architectural and operational risks
- Enhances security, reliability and resilience of Azure workloads
- Improves cost efficiency and performance
- Supports informed prioritisation of improvement activities
- Strengthens governance and operational assurance
- Accelerates optimisation of existing Azure environments
- Builds internal understanding of Azure architecture best practices





ABOUT

SoftServe's GCP Well-Architected Framework Assessment Services help organisations assess Google Cloud workloads against Google best practices across security, reliability, performance efficiency, cost optimisation and operational excellence. The service delivers structured findings and prioritised recommendations to improve workload design, governance and operational effectiveness.

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GCP WELL-ARCHITECTED FRAMEWORK ASSESSMENT SERVICES

SERVICE FEATURES

- Assessment of GCP workloads against Google Well-Architected principles
- Review of architecture, security, reliability and operational practices
- Cost optimisation and performance efficiency assessment
- Identification of risks, gaps and improvement opportunities
- Prioritised remediation recommendations aligned to GCP best practices
- Stakeholder workshops and findings walkthroughs
- Documentation of assessment results and action plans
- Governance and continuous improvement planning support
- Knowledge transfer and GCP best-practice guidance

SERVICE BENEFITS

- Improves alignment with GCP Well-Architected best practices
- Identifies and reduces architectural and operational risks
- Enhances security, reliability and resilience of GCP workloads
- Improves cost efficiency and performance
- Supports informed prioritisation of improvement activities
- Strengthens governance and operational assurance
- Accelerates optimisation of existing GCP environments
- Builds internal understanding of GCP architecture best practices



DATA & AI ENABLEMENT

CASE STUDIES



SoftServe has partnered with a leading healthcare organisation to implement a cutting-edge IoT Platform, catalysing their ambitious growth initiatives. Our collaboration has seamlessly integrated IoT solutions across thousands of sites and supported over 100,000 devices with a versatile metadata framework.

Our innovative approach automates critical functions such as gateway onboarding and replacement, dramatically reducing the need for manual setup and enhancing operational efficiency. By implementing automated gateway certificate management and leveraging a cloud-based architecture, we've liberated existing services from outdated edge frameworks, enabling robust API support and accommodating diverse system configurations.

Employing powerful technologies such as Google IoT Core, Cloud Spanner, and GKE, our solution has significantly reduced the operational costs associated with manual device management. This strategic enhancement lays a solid foundation for comprehensive digitalisation within the healthcare sector, setting new standards for efficiency and connectivity in healthcare technology.



SoftServe has collaborated with a leading German luxury car manufacturer to elevate energy efficiency in their painting operations, tackling the dual challenges of rigorous environmental standards and uncompromised quality. By partnering with a top cloud provider, we have developed a sophisticated AI-driven system designed to fine-tune energy use.

Our advanced machine learning model intelligently correlates appliance actions with airflow dynamics to optimise energy consumption while adhering to strict air quality specifications. This system is equipped to automatically select the most efficient controls, adapting in real-time to changing weather conditions to minimise energy use.

The impact of our solution is profound, delivering an average energy savings of 10-20% and reducing operational ramp-up times from 40 minutes to just 10. This transformative approach not only streamlines painting operations but also sets a new benchmark for sustainability in automotive manufacturing..



ABOUT

SoftServe's AI and ML Enablement and Support Services help organisations assess, adopt and operationalise artificial intelligence and machine learning capabilities within cloud environments. The service focuses on advisory, configuration and operational readiness using existing platforms and tools, excluding bespoke model or software development.

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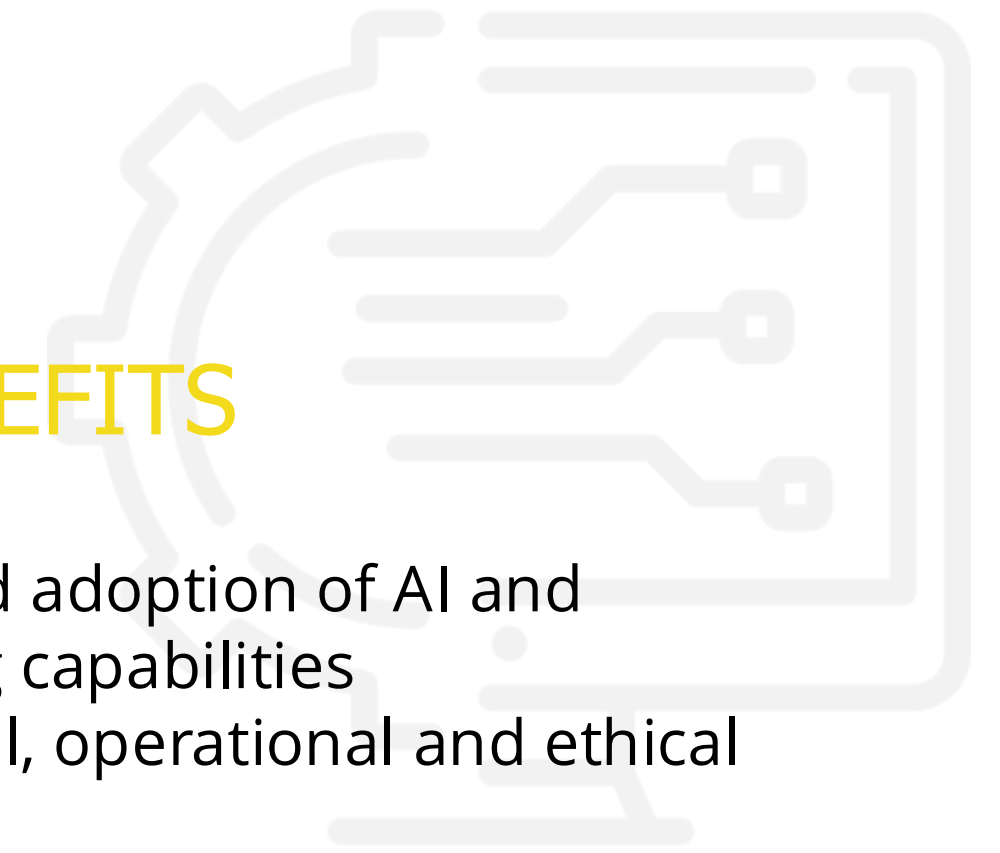
AI AND ML ENABLEMENT AND SUPPORT SERVICES

SERVICE FEATURES

- Assessment of AI and machine learning use cases and organisational readiness
- Advisory support on selection of existing AI and ML platforms and services
- Configuration of cloud-based AI and machine learning services
- Support for deployment and operation of pre-trained or existing models
- Integration with existing data platforms and cloud services
- Security, governance and ethical AI considerations
- Monitoring, performance and operational support for AI services
- Operational readiness reviews and support model definition
- Knowledge transfer and AI best-practice guidance

SERVICE BENEFITS

- Enables informed adoption of AI and machine learning capabilities
- Reduces technical, operational and ethical risks
- Improves readiness to operate AI services at scale
- Supports secure, governed and responsible AI use
- Accelerates value realisation from existing AI platforms
- Improves visibility and operational control of AI services
- Builds internal capability through structured knowledge transfer
- Avoids bespoke model development while enabling AI adoption





ABOUT

SoftServe's BI and Data Visualisation Enablement and Support Services help organisations configure, operate and optimise business intelligence and data visualisation capabilities within cloud environments. The service focuses on platform configuration, data access, governance and operational readiness using existing tools, excluding bespoke dashboard or software development.

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BI AND DATA VISUALISATION ENABLEMENT AND SUPPORT SERVICES

SERVICE FEATURES

- Assessment of BI and data visualisation requirements and readiness
- Advisory support on selection of existing BI and visualisation platforms
- Configuration of BI tools, datasets and access controls
- Data connectivity and integration configuration using existing services
- Security, governance and data access configuration
- Performance and usage optimisation of BI platforms
- Operational readiness reviews and support model definition
- Monitoring, usage reporting and issue resolution support
- Knowledge transfer and BI best-practice guidance

SERVICE BENEFITS

- Enables effective use of BI and data visualisation tools
- Improves data accessibility and insight delivery
- Reduces operational and data governance risks
- Supports secure and compliant access to data
- Improves performance and reliability of BI platforms
- Enhances visibility into data usage and value
- Builds internal capability through structured knowledge transfer
- Avoids bespoke dashboard development while enabling insight delivery





ABOUT

SoftServe's Conversational AI Enablement and Configuration Services support organisations to configure, deploy and operate conversational AI capabilities within cloud environments. The service focuses on enablement, integration and operational readiness using existing conversational platforms and tools, excluding bespoke chatbot, model or software development.

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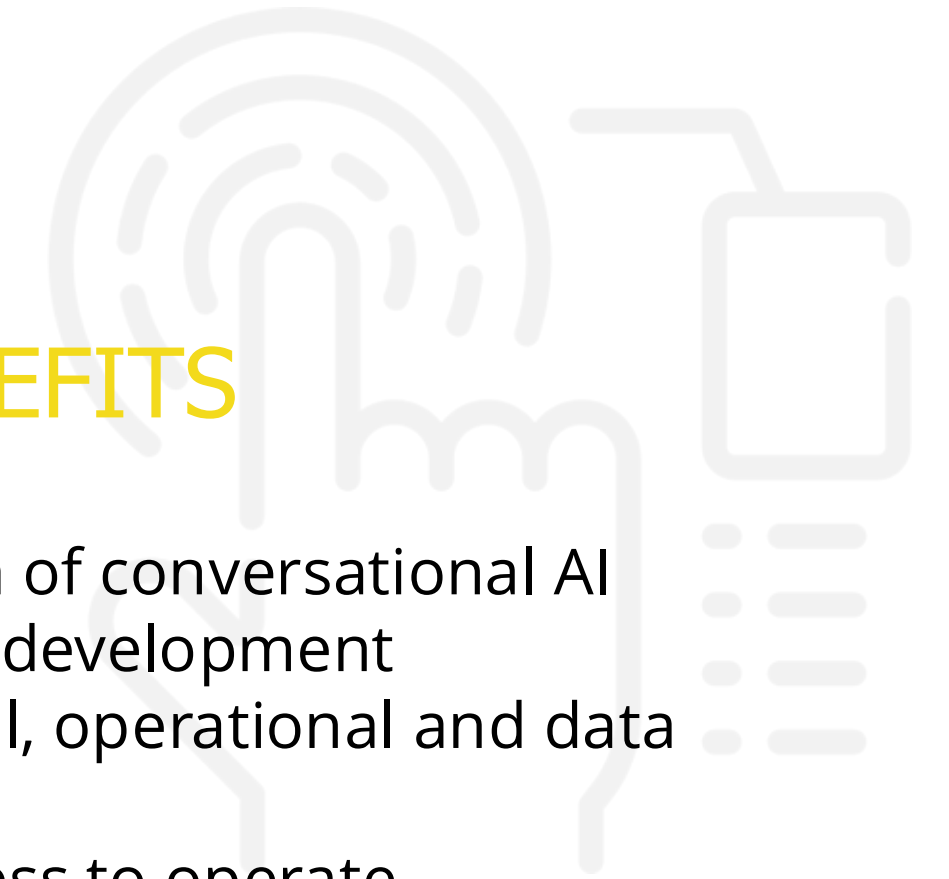
CONVERSATIONAL AI ENABLEMENT AND CONFIGURATION SERVICES

SERVICE FEATURES

- Assessment of conversational AI use cases and readiness
- Advisory support on selection of existing conversational AI platforms
- Configuration of conversational AI services and environments
- Integration with existing data, identity and backend services
- Security, privacy and governance configuration
- Conversation flow configuration using existing platform capabilities
- Monitoring, performance and operational support for conversational services
- Operational readiness reviews and support model definition
- Knowledge transfer and conversational AI best-practice guidance

SERVICE BENEFITS

- Enables adoption of conversational AI without bespoke development
- Reduces technical, operational and data privacy risks
- Improves readiness to operate conversational services at scale
- Supports secure and compliant conversational AI use
- Accelerates value from existing conversational AI platforms
- Improves visibility and operational control of conversational services
- Builds internal capability through structured knowledge transfer
- Supports consistent and reliable conversational user experiences





ABOUT

SoftServe's Data as a Service Enablement and Support Services help organisations configure, operate and manage access to data services within cloud environments. The service focuses on data access, governance, security and operational readiness using existing data platforms and services, excluding bespoke data product or software development.

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DATA AS A SERVICE ENABLEMENT AND SUPPORT

SERVICE FEATURES

- Assessment of data access and consumption requirements
- Advisory support on selection of existing data platforms and services
- Configuration of data access, APIs and consumption layers
- Security, privacy and access control configuration
- Data governance and data lifecycle management support
- Performance, availability and cost optimisation for data services
- Monitoring, usage reporting and operational support
- Operational readiness reviews and support model definition
- Documentation and knowledge transfer for ongoing data service operation

SERVICE BENEFITS

- Enables secure and governed access to data across the organisation
- Reduces operational and data governance risks
- Improves data availability, reliability and performance
- Supports compliance with data protection and regulatory requirements
- Enhances visibility and control over data consumption
- Optimises cost and efficiency of data services
- Builds internal capability through structured knowledge transfer
- Avoids bespoke data product development while enabling data sharing



ABOUT

SoftServe's Data Governance Enablement and Support Services help organisations define, configure and operate effective data governance practices within cloud environments. The service focuses on policy, controls, roles and operational governance using existing platforms and processes, excluding bespoke software or tooling development.

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DATA GOVERNANCE ENABLEMENT AND SUPPORT SERVICES

SERVICE FEATURES

- Assessment of current data governance maturity and practices
- Definition and refinement of data governance frameworks and policies
- Configuration of governance controls within existing data platforms
- Data ownership, stewardship and accountability model support
- Data quality, metadata and lineage governance enablement
- Security, privacy and regulatory compliance support
- Integration of governance practices into cloud operating models
- Operational readiness reviews and governance reporting support
- Documentation, training and knowledge transfer

SERVICE BENEFITS

- Improves control and visibility over organisational data assets
- Reduces data quality, security and compliance risks
- Supports regulatory and policy compliance
- Enhances trust in data used for decision-making
- Improves consistency and accountability in data management
- Enables scalable governance aligned to cloud environments
- Strengthens operational governance capabilities
- Builds internal capability through structured knowledge transfer





ABOUT

SoftServe's Data Maturity Assessment Services help organisations assess their current data capabilities, practices and readiness within cloud environments. The service provides an evidence-based assessment across strategy, governance, architecture and operations, delivering prioritised recommendations and roadmaps to support improved data maturity.

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DATA MATURITY ASSESSMENT SERVICES

SERVICE FEATURES

- Assessment of current data strategy, governance and operating model
- Review of data architecture, platforms and cloud services
- Evaluation of data quality, security and compliance practices
- Assessment of analytics, reporting and data usage maturity
- Review of data operations, DataOps and lifecycle management practices
- Skills, roles and organisational capability assessment
- Gap analysis against industry and cloud best practices
- Prioritised recommendations and data maturity improvement roadmap
- Stakeholder workshops, reporting and knowledge transfer

SERVICE BENEFITS

- Provides clear visibility of current data maturity and capability
- Identifies gaps and risks impacting effective data use
- Supports prioritised and structured data improvement planning
- Improves alignment between data initiatives and business objectives
- Enhances data governance, security and operational effectiveness
- Enables informed investment and platform decisions
- Improves confidence in data-driven decision-making
- Builds organisational understanding through collaborative assessment





ABOUT

SoftServe's Data Operating Model Design and Enablement Services help organisations define, refine and operationalise effective data operating models within cloud environments. The service focuses on roles, processes, governance and ways of working to support reliable and scalable data operations, excluding bespoke software or platform development.

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DATA OPERATING MODEL DESIGN AND ENABLEMENT SERVICES

SERVICE FEATURES

- Assessment of current data operating model and organisational structure
- Design of target data operating models aligned to cloud environments
- Definition of roles, responsibilities and governance structures
- Process design for data delivery, operations and lifecycle management
- Integration of data governance, security and compliance practices
- Alignment of DataOps practices with cloud operating models
- Operating model transition planning and enablement support
- Documentation of operating model artefacts and processes
- Knowledge transfer and operating model best-practice guidance

SERVICE BENEFITS

- Provides a clear and scalable data operating model
- Improves accountability and ownership of data activities
- Enhances reliability and efficiency of data operations
- Supports consistent governance and compliance practices
- Improves alignment between data teams and business stakeholders
- Enables scalable data delivery in cloud environments
- Reduces operational risk through defined roles and processes
- Builds internal capability through structured knowledge transfer





ABOUT

SoftServe's DataOps Enablement and Operational Support Services help organisations adopt, operate and optimise DataOps practices within cloud environments. The service focuses on process improvement, tooling configuration and operational readiness to support reliable, secure and efficient data operations, excluding bespoke software or pipeline development.

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DATAOPS ENABLEMENT AND OPERATIONAL SUPPORT SERVICES

SERVICE FEATURES

- Assessment of current data operations and DataOps maturity
- Design and enablement of DataOps processes and ways of working
- Configuration of existing DataOps and data pipeline tooling
- Integration of data quality, monitoring and alerting capabilities
- Security, access control and compliance configuration for data operations
- Operational readiness reviews and runbook development
- Performance, reliability and efficiency optimisation of data operations
- Incident support and troubleshooting for data pipelines and platforms
- Knowledge transfer and DataOps best-practice guidance

SERVICE BENEFITS

- Improves reliability and consistency of data operations
- Reduces operational risk and data pipeline failures
- Enhances visibility and control of data flows
- Supports secure and compliant data processing
- Improves efficiency through standardised DataOps practices
- Accelerates delivery of data services using existing tools
- Builds internal capability through structured knowledge transfer
- Avoids bespoke development while enabling effective DataOps adoption





ABOUT

SoftServe's Data Platform and Architecture Design and Enablement Services help organisations design, configure and optimise data platforms and architectures within cloud environments. The service focuses on architecture design, platform configuration and operational readiness using existing cloud services, excluding bespoke data platform or software development.

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DATA PLATFORM AND ARCHITECTURE DESIGN AND ENABLEMENT SERVICES

SERVICE FEATURES

- Assessment of existing data platforms and architecture
- Design of target data platform architectures aligned to cloud best practices
- Architecture options analysis for data storage, processing and analytics
- Configuration of existing cloud data platform services
- Security, access control and data protection architecture design
- Integration of data platforms with existing cloud services
- Performance, scalability and cost optimisation considerations
- Platform validation and operational readiness reviews
- Architecture documentation and knowledge transfer

SERVICE BENEFITS

- Provides clear and scalable data platform architectures
- Reduces technical and operational risks through informed design
- Supports secure, compliant and resilient data platforms
- Improves performance, scalability and cost efficiency
- Enhances alignment between data architecture and business needs
- Accelerates adoption of cloud-based data platforms
- Improves consistency and governance of data architectures
- Builds internal capability through structured knowledge transfer





ABOUT

SoftServe's Data Strategy Design and Advisory Services help organisations define and evolve data strategies aligned to business objectives and cloud environments. The service focuses on strategic direction, prioritisation and governance to support effective use of data, excluding bespoke software, analytics or platform development.

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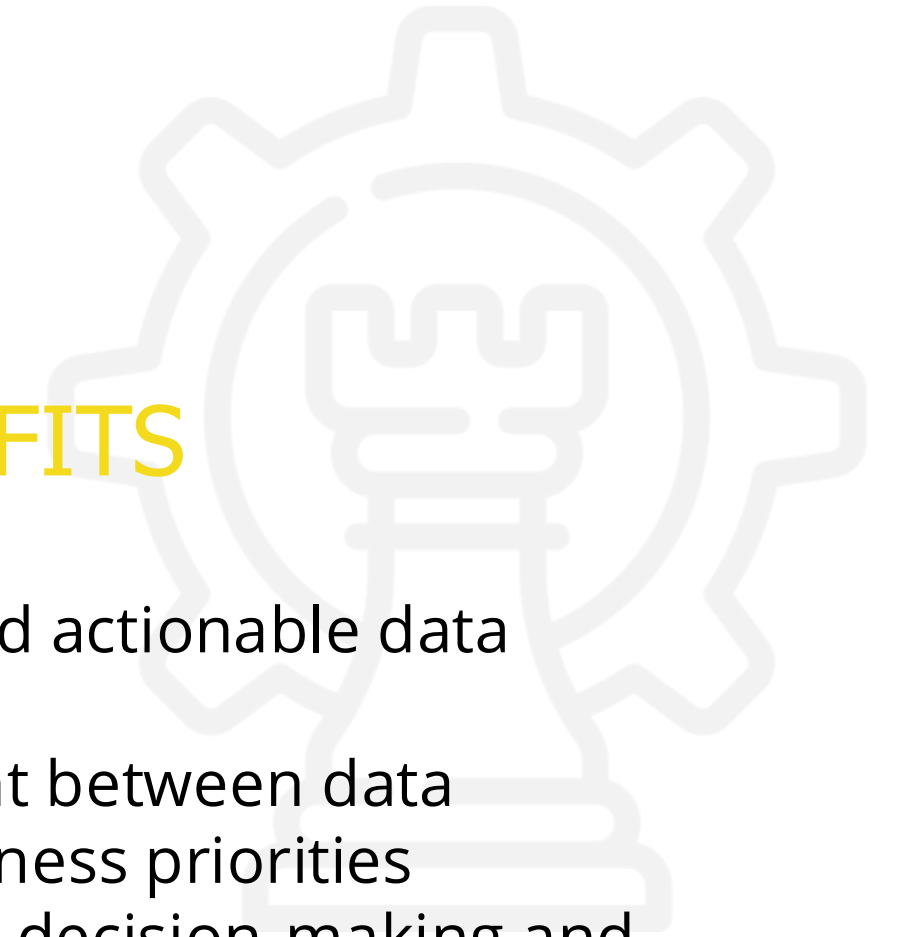
DATA STRATEGY DESIGN AND ADVISORY SERVICES

SERVICE FEATURES

- Assessment of existing data strategy, vision and objectives
- Definition of target data strategy aligned to organisational goals
- Prioritisation of data initiatives and investment areas
- Alignment of data strategy with cloud platforms and operating models
- Data governance, security and compliance considerations
- Roadmap development for data capability and maturity improvement
- Stakeholder workshops and strategic alignment sessions
- Definition of success measures and KPIs
- Strategy documentation and knowledge transfer

SERVICE BENEFITS

- Provides a clear and actionable data strategy
- Improves alignment between data initiatives and business priorities
- Supports informed decision-making and investment planning
- Enhances governance, security and compliance considerations
- Enables structured progression of data maturity
- Reduces risk through prioritised and phased delivery planning
- Improves organisational focus on data value creation
- Builds shared understanding through collaborative strategy development





ABOUT

SoftServe's Analytics Enablement and Operational Support Services help organisations configure, operate and optimise analytics capabilities within cloud environments. The service focuses on platform enablement, data access, governance and operational readiness using existing analytics tools and services, excluding bespoke analytics solution or software development.

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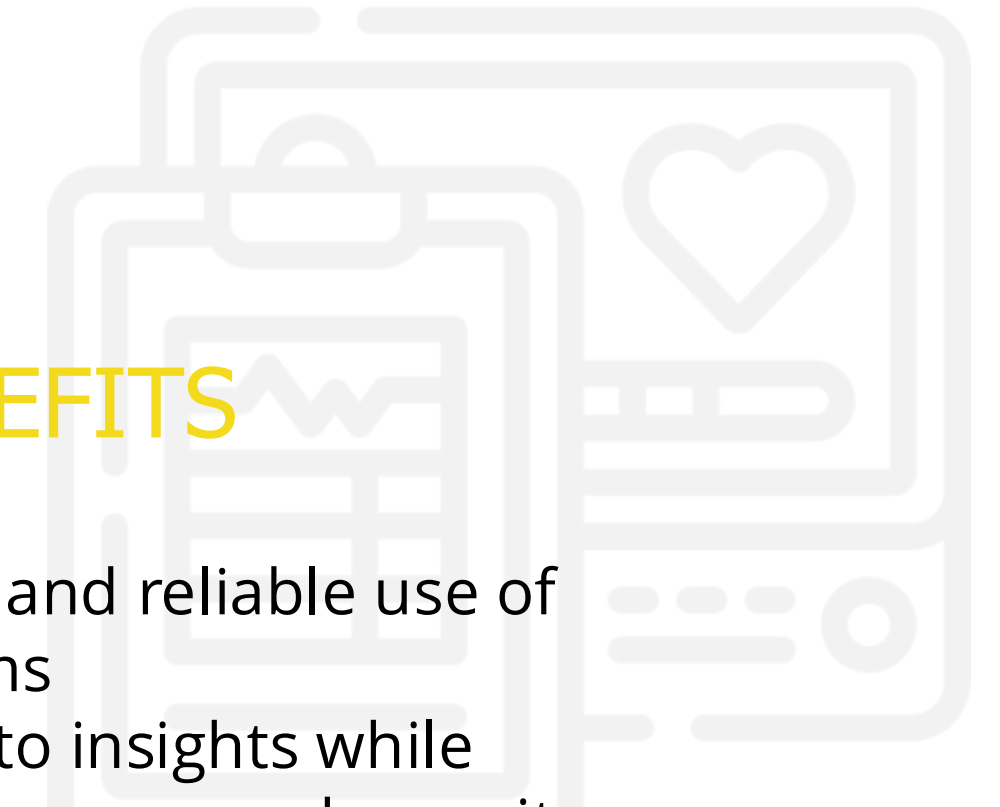
ANALYTICS ENABLEMENT AND OPERATIONAL SUPPORT SERVICES

SERVICE FEATURES

- Assessment of analytics requirements and organisational readiness
- Advisory support on selection of existing analytics platforms and services
- Configuration of analytics tools, datasets and access controls
- Integration with existing data platforms and cloud services
- Security, governance and compliance configuration for analytics
- Performance, scalability and cost optimisation of analytics platforms
- Operational readiness reviews and support model definition
- Monitoring, usage reporting and issue resolution support
- Knowledge transfer and analytics best-practice guidance

SERVICE BENEFITS

- Enables effective and reliable use of analytics platforms
- Improves access to insights while maintaining governance and security
- Reduces operational and data quality risks
- Supports compliance and controlled use of analytics
- Improves performance and scalability of analytics capabilities
- Enhances visibility into analytics usage and value
- Builds internal capability through structured knowledge transfer
- Avoids bespoke analytics development while enabling insight delivery





ABOUT

SoftServe's Intelligent Solutions Enablement and Operational Support Services help organisations adopt and operate intelligent, data-driven capabilities within cloud environments. The service focuses on configuring, integrating and supporting existing intelligent platforms and services, excluding bespoke product, model or software development.

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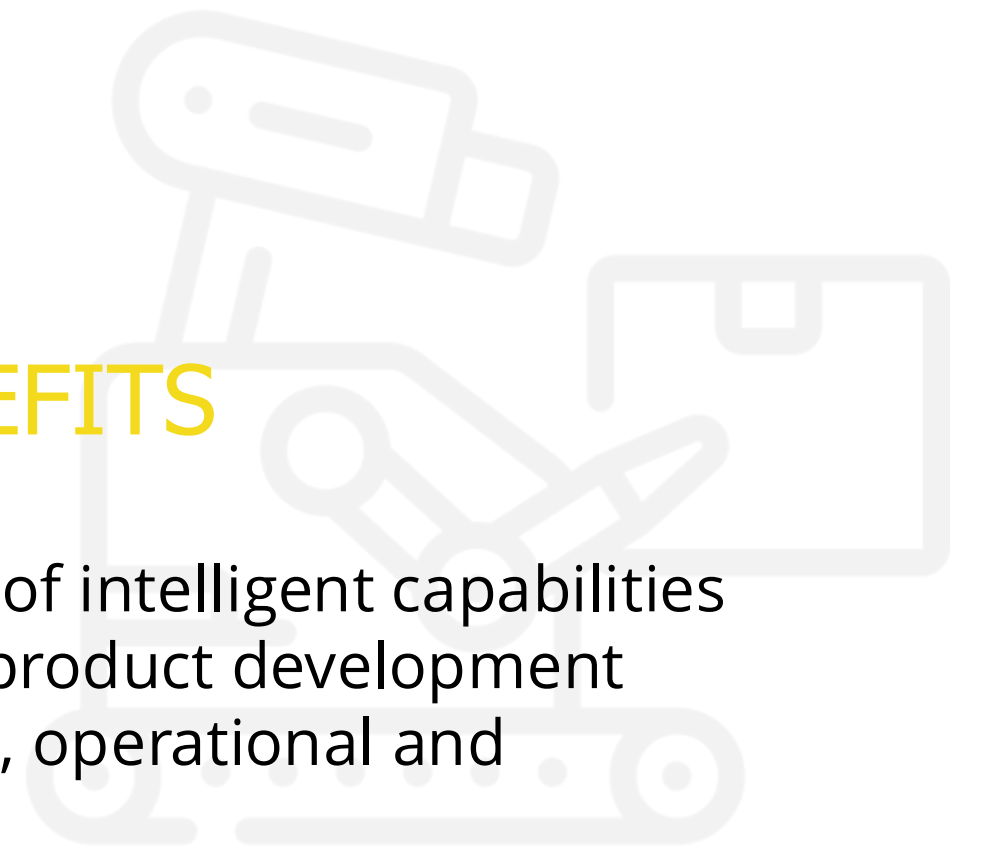
INTELLIGENT SOLUTIONS ENABLEMENT AND OPERATIONAL SUPPORT

SERVICE FEATURES

- Assessment of intelligent solution use cases and organisational readiness
- Advisory support on selection of existing intelligent and AI-enabled platforms
- Configuration of intelligent services using existing cloud capabilities
- Integration with data platforms, analytics and operational systems
- Security, governance and ethical use considerations
- Performance, reliability and operational support for intelligent services
- Monitoring and optimisation of intelligent solution usage
- Operational readiness reviews and support model definition
- Knowledge transfer and intelligent solution best-practice guidance

SERVICE BENEFITS

- Enables adoption of intelligent capabilities without bespoke product development
- Reduces technical, operational and governance risks
- Improves readiness to operate intelligent services at scale
- Supports secure, compliant and responsible use of intelligent solutions
- Accelerates value from existing intelligent platforms
- Improves visibility and operational control of intelligent services
- Builds internal capability through structured knowledge transfer
- Supports consistent and reliable intelligent service operation





ABOUT

SoftServe's IoT Enablement and Operational Support Services help organisations deploy, integrate and operate IoT solutions within cloud environments. The service focuses on platform configuration, connectivity, data integration and operational readiness using existing IoT platforms and services, excluding bespoke device, firmware or software development.

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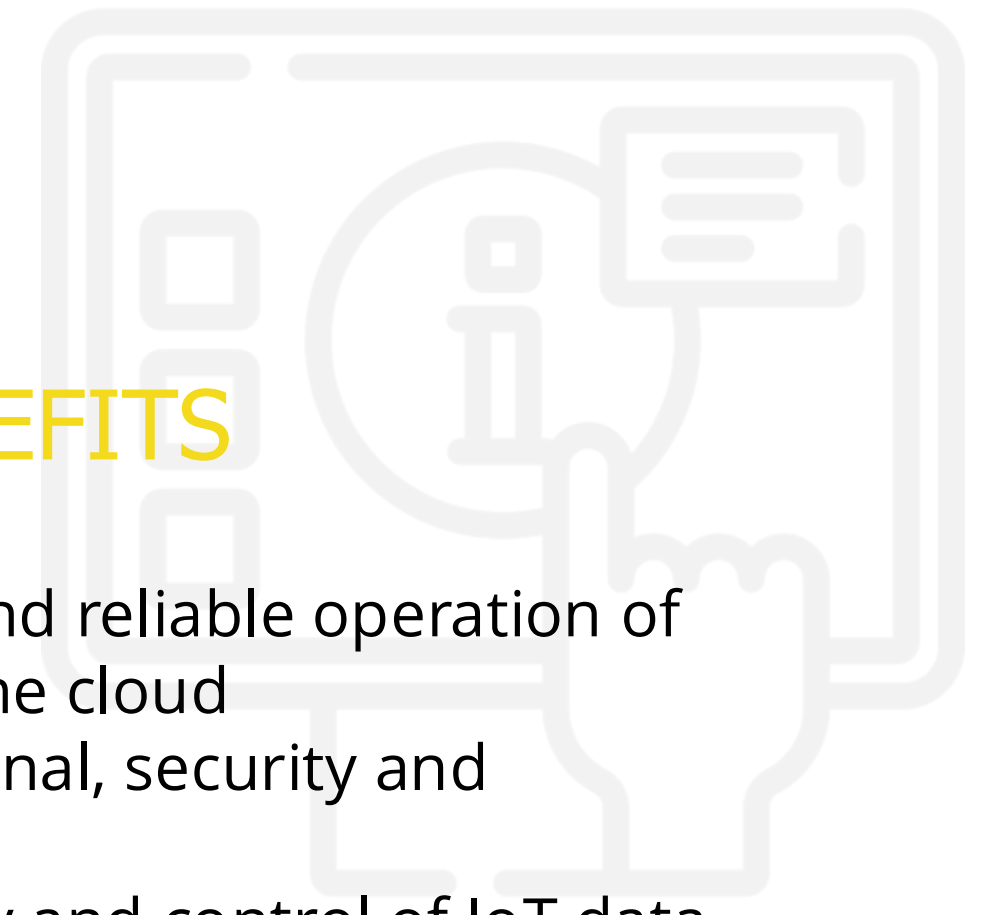
IOT ENABLEMENT AND OPERATIONAL SUPPORT SERVICES

SERVICE FEATURES

- Assessment of IoT use cases and organisational readiness
- Advisory support on selection of existing IoT platforms and cloud services
- Configuration of IoT platforms, device connectivity and messaging services
- Integration with data platforms, analytics and monitoring services
- Security, identity and access configuration for IoT environments
- Data ingestion, processing and lifecycle management configuration
- Monitoring, alerting and operational support for IoT services
- Operational readiness reviews and support model definition
- Documentation and knowledge transfer for ongoing IoT operations

SERVICE BENEFITS

- Enables secure and reliable operation of IoT solutions in the cloud
- Reduces operational, security and integration risks
- Improves visibility and control of IoT data and services
- Supports scalable and compliant IoT deployments
- Accelerates adoption of cloud-based IoT platforms
- Improves reliability and performance of IoT operations
- Builds internal capability through structured knowledge transfer
- Avoids bespoke device or software development while enabling IoT adoption





ABOUT

SoftServe's Natural Language Processing Enablement and Support Services help organisations adopt and operate natural language processing capabilities within cloud environments. The service focuses on configuration, integration and operational readiness using existing NLP platforms and services, excluding bespoke language model training or software development.

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NATURAL LANGUAGE PROCESSING ENABLEMENT AND SUPPORT SERVICES

SERVICE FEATURES

- Assessment of NLP use cases and organisational readiness
- Advisory support on selection of existing NLP platforms and cloud services
- Configuration of NLP services for text analysis, classification and extraction
- Integration with data platforms, analytics and application services
- Security, privacy and governance configuration for language data
- Performance monitoring and operational support for NLP services
- Support for deployment and operation of pre-trained language services
- Operational readiness reviews and support model definition
- Knowledge transfer and NLP best-practice guidance

SERVICE BENEFITS

- Enables effective adoption of NLP capabilities without bespoke model development
- Reduces operational, data privacy and governance risks
- Improves readiness to operate NLP services at scale
- Supports secure and compliant processing of language data
- Accelerates value from existing NLP platforms
- Improves visibility and operational control of NLP services
- Builds internal capability through structured knowledge transfer
- Enables consistent and reliable language processing operations



ABOUT

SoftServe's Generative AI Enablement and Operational Support Services help organisations assess, adopt and operate generative AI capabilities within cloud environments. The service focuses on configuration, integration, governance and operational readiness using existing generative AI platforms and services, excluding bespoke model training, fine-tuning or software development.

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GENERATIVE AI ENABLEMENT AND OPERATIONAL SUPPORT SERVICES

SERVICE FEATURES

- Assessment of generative AI use cases, risks and organisational readiness
- Advisory support on selection of existing generative AI platforms and services
- Configuration of generative AI services and cloud environments
- Integration with data platforms, applications and workflows
- Security, privacy, governance and responsible AI configuration
- Monitoring, usage controls and operational support for generative AI services
- Performance, cost and consumption optimisation
- Operational readiness reviews and support model definition
- Documentation, training and knowledge transfer for safe operation

SERVICE BENEFITS

- Enables safe and controlled adoption of generative AI capabilities
- Reduces operational, ethical and governance risks
- Improves readiness to operate generative AI services at scale
- Supports responsible, compliant and secure AI use
- Accelerates value from existing generative AI platforms
- Improves visibility and control of generative AI usage
- Builds internal capability through structured knowledge transfer
- Avoids bespoke model development while enabling generative AI adoption



DESIGN & DIGITAL ENABLEMENT

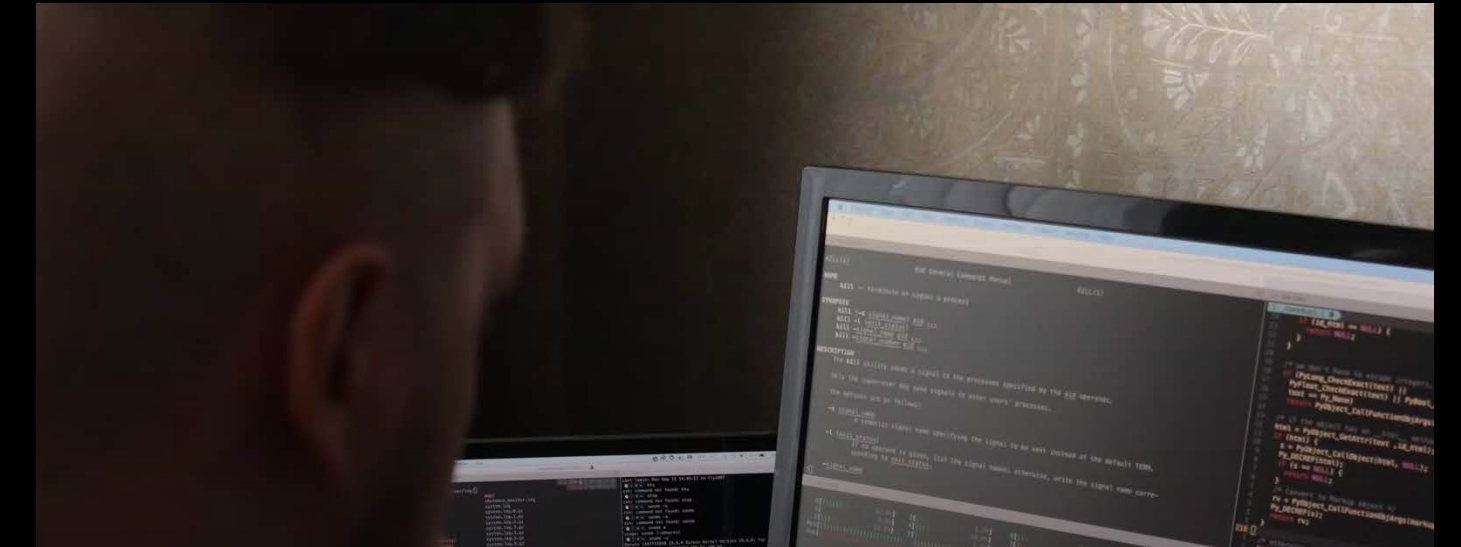
CASE STUDIES



Our client, a leading fintech firm in the APAC market, aimed to transform digital banking by integrating AI and ML technologies, enhancing user interactions and operational efficiency. This initiative focused on deploying personalised, context-aware AI-driven conversations, conversational UIs for seamless internet banking, and instant response systems for FAQs, thereby improving user experiences in money transfers and fund inquiries. These innovations not only streamlined operations but also positioned our client at the forefront of digital banking innovation, showcasing the potential of AI/ML to meet and exceed modern customer expectations and industry demands.



Our client's Data Management and Integration Team aimed to enhance development capacity economically while demonstrating the effectiveness and compatibility of independent feature teams. The challenge was the existing digital platform, which required end-users to have a sophisticated understanding of data quality processes, conflicting with the goal of promoting "Data Democracy" - making data accessible and usable across all expertise levels. SoftServe led a comprehensive 7-week Initiation Phase, featuring workshops focused on Business Context, Experience Design, and Technical Solutions, along with conducting key-persona interviews and sessions in project management, design, technical analysis, and business analysis. This collaborative approach facilitated the redesign and development of an Enterprise Data Platform. The result is a cloud-based solution that offers robust data and analytics capabilities, providing our client with an agile, scalable, and efficient system tailored to their needs.



SoftServe has successfully streamlined software development operations for our client in the telecommunications sector through our comprehensive configuration, automation, and notification systems. We seamlessly integrated JIRA Service Desk Server, OpsGenie, and Datadog to create a unified user request portal that automates ticket creation and establishes on-call notifications for efficient incident management. We tailored the Service Desk schemes specifically to meet the unique needs of our client, providing a single point of access for managing tool requests and terminations. This integration not only enhanced team efficiency but also simplified processes, significantly reducing the IT burden. Additionally, our automated incident tracking system ensures swift resolution of issues, which is crucial for maintaining high customer satisfaction. With SoftServe's integrated solution, we have elevated the operational workflow of our telecommunications client, enabling them to achieve greater productivity and service excellence.



ABOUT

SoftServe's Accessibility Assessment and Enablement Services help organisations assess, improve and operate accessible digital services within cloud environments. The service focuses on accessibility assessment, advisory support, testing and enablement aligned to recognised standards, excluding bespoke application or software development.

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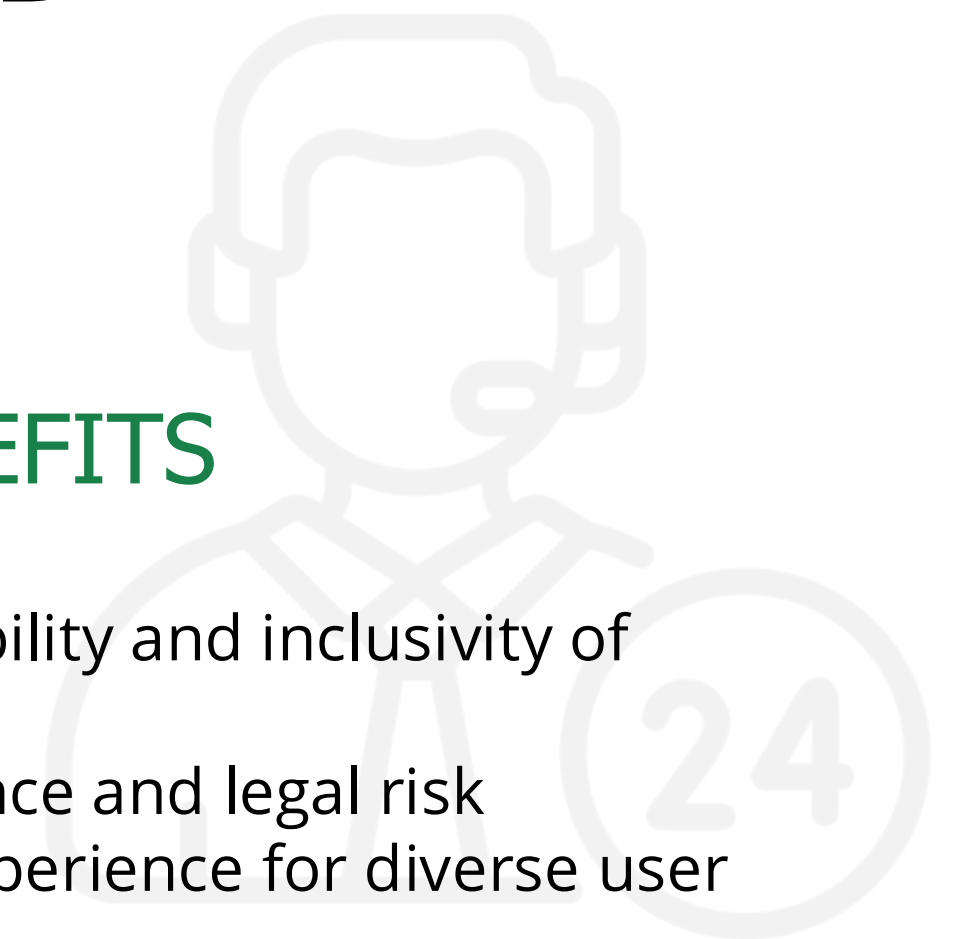
ACCESSIBILITY ASSESSMENT AND ENABLEMENT SERVICES

SERVICE FEATURES

- Accessibility maturity and compliance assessments
- Evaluation against recognised accessibility standards (for example WCAG)
- Accessibility audits of existing digital services and platforms
- Advisory support for improving accessibility practices and governance
- Assistive technology testing and usability reviews
- Accessibility risk identification and prioritisation
- Accessibility reporting and recommendations
- Support for embedding accessibility into digital delivery processes
- Knowledge transfer and accessibility best-practice guidance

SERVICE BENEFITS

- Improves accessibility and inclusivity of digital services
- Reduces compliance and legal risk
- Enhances user experience for diverse user groups
- Supports alignment with accessibility standards and policies
- Improves organisational awareness and capability
- Enables prioritised and structured accessibility improvements
- Builds sustainable accessibility practices
- Avoids bespoke development while improving accessibility outcomes





ABOUT

SoftServe's Content Design and Strategy Enablement Services help organisations plan, structure and optimise digital content for cloud-hosted services. The service focuses on content strategy, governance and user-centred design to support clear, accessible and effective digital services, excluding bespoke content production or software development.

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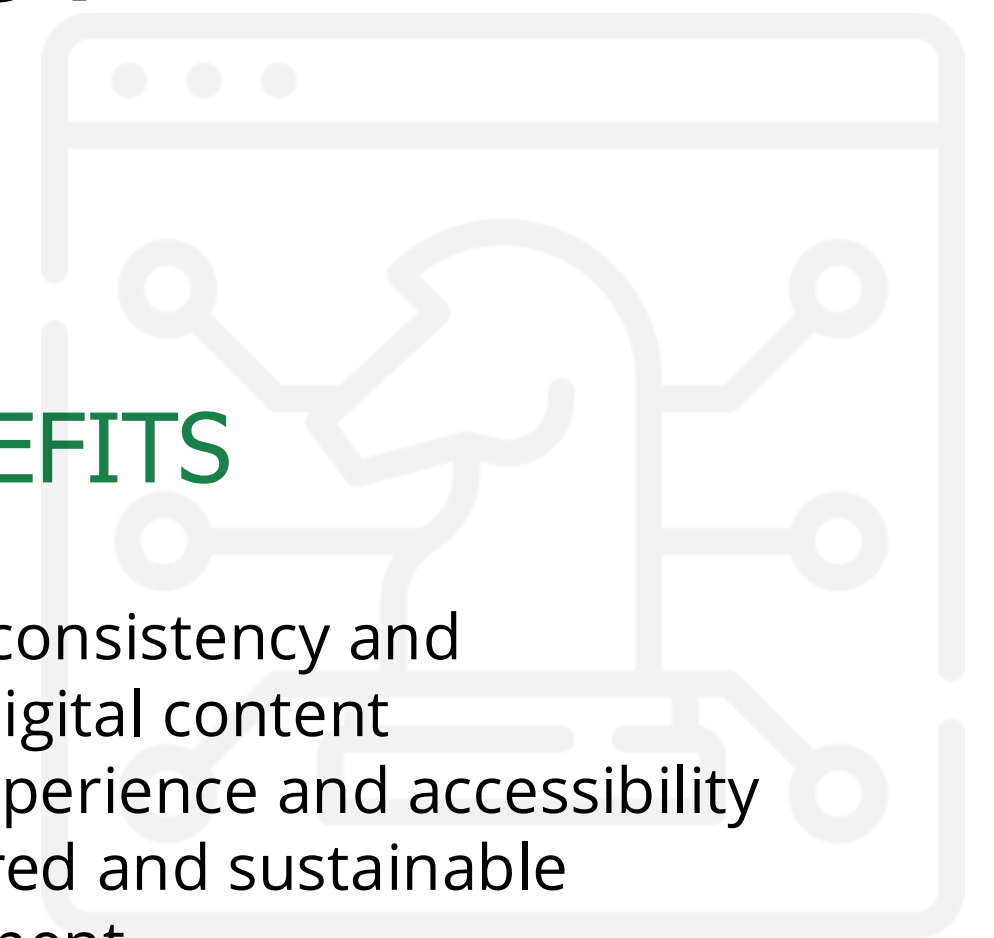
CONTENT DESIGN AND STRATEGY ENABLEMENT SERVICES

SERVICE FEATURES

- Assessment of existing content and content management practices
- Definition of content strategy aligned to user and business needs
- Content governance, standards and lifecycle management support
- Information architecture and content structure design
- Accessibility and usability considerations for digital content
- Advisory support on content platforms and tooling
- Content performance analysis and optimisation recommendations
- Content migration planning and readiness support
- Documentation and knowledge transfer for content best practices

SERVICE BENEFITS

- Improves clarity, consistency and effectiveness of digital content
- Enhances user experience and accessibility
- Supports structured and sustainable content management
- Reduces content-related risks and inefficiencies
- Improves alignment between content and user needs
- Enables informed content planning and prioritisation
- Strengthens governance and quality control
- Builds internal capability through structured knowledge transfer





ABOUT

SoftServe's Conversational Design Enablement Services help organisations design, structure and optimise conversational experiences for digital and cloud-hosted services. The service focuses on conversation flows, user intent and accessibility to support effective conversational interfaces, excluding bespoke chatbot, AI model or software development.

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CONVERSATIONAL DESIGN ENABLEMENT SERVICES

SERVICE FEATURES

- Assessment of conversational use cases and user needs
- Design of conversational flows, intents and user journeys
- Content and tone-of-voice design for conversational interfaces
- Accessibility and inclusivity considerations for conversational experiences
- Advisory support on conversational platforms and tools
- Usability testing and conversation review
- Integration considerations with existing digital services
- Documentation of conversational design artefacts
- Knowledge transfer and conversational design best-practice guidance

SERVICE BENEFITS

- Improves usability and effectiveness of conversational interfaces
- Enhances user satisfaction and engagement
- Reduces design and usability risks before implementation
- Supports consistent and accessible conversational experiences
- Improves alignment between user intent and service outcomes
- Accelerates readiness for conversational service deployment
- Builds internal capability in conversational design
- Avoids bespoke development while improving conversational quality





ABOUT

SoftServe's UX and Product Design Enablement Services help organisations design and optimise user experiences and product concepts for cloud-hosted digital services. The service focuses on user-centred design, usability and service outcomes to support effective digital solutions, excluding bespoke application or software development.

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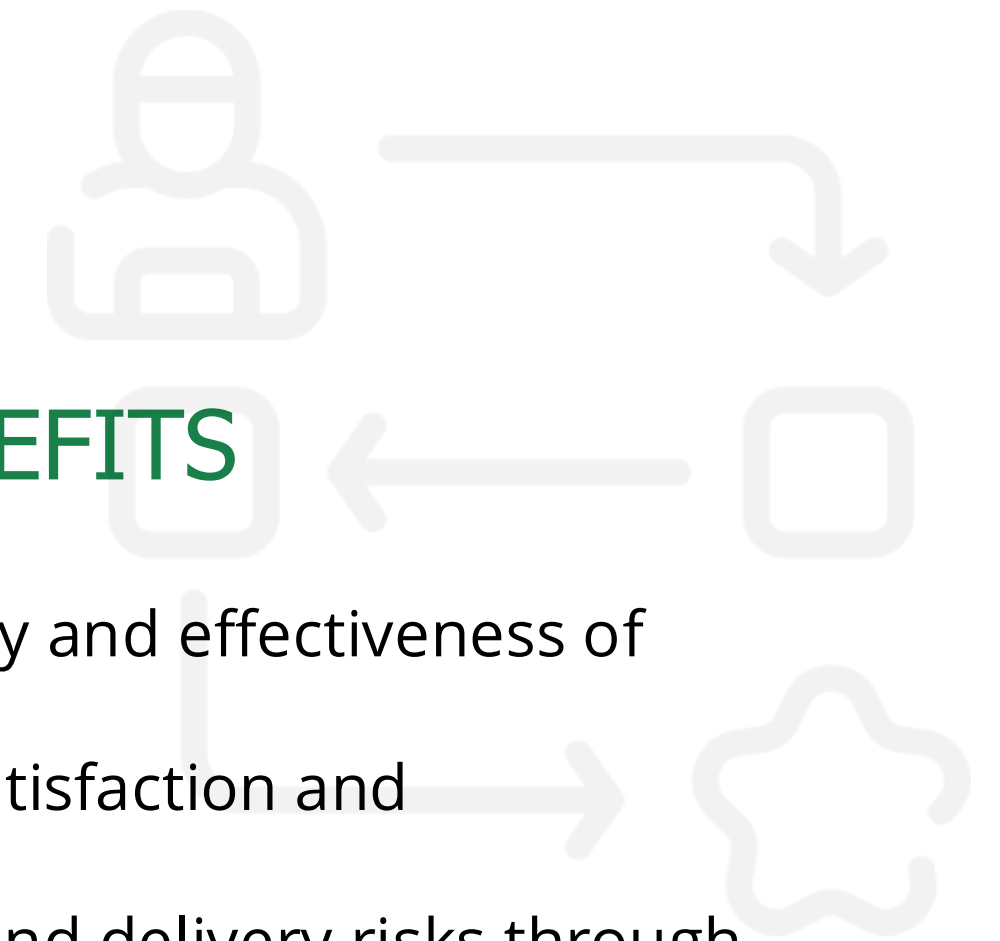
UX AND PRODUCT DESIGN ENABLEMENT SERVICES

SERVICE FEATURES

- User experience and product discovery assessments
- User journey mapping and service design support
- UX and product design aligned to user needs and business goals
- Information architecture and interaction design
- Accessibility and usability considerations in design
- Prototyping and design artefacts for validation purposes
- Usability testing and design iteration support
- Alignment with digital standards and best practices
- Documentation and knowledge transfer for design practices

SERVICE BENEFITS

- Improves usability and effectiveness of digital services
- Enhances user satisfaction and engagement
- Reduces design and delivery risks through early validation
- Supports accessibility and inclusive design outcomes
- Improves alignment between user needs and service objectives
- Accelerates readiness for digital service delivery
- Builds internal capability in UX and product design
- Avoids bespoke development while improving design quality





ABOUT

SoftServe's User Research Enablement Services help organisations plan, conduct and apply user research to inform the design and improvement of cloud-hosted digital services. The service focuses on research design, evidence gathering and insight generation to support user-centred decision-making, excluding bespoke software or application development.

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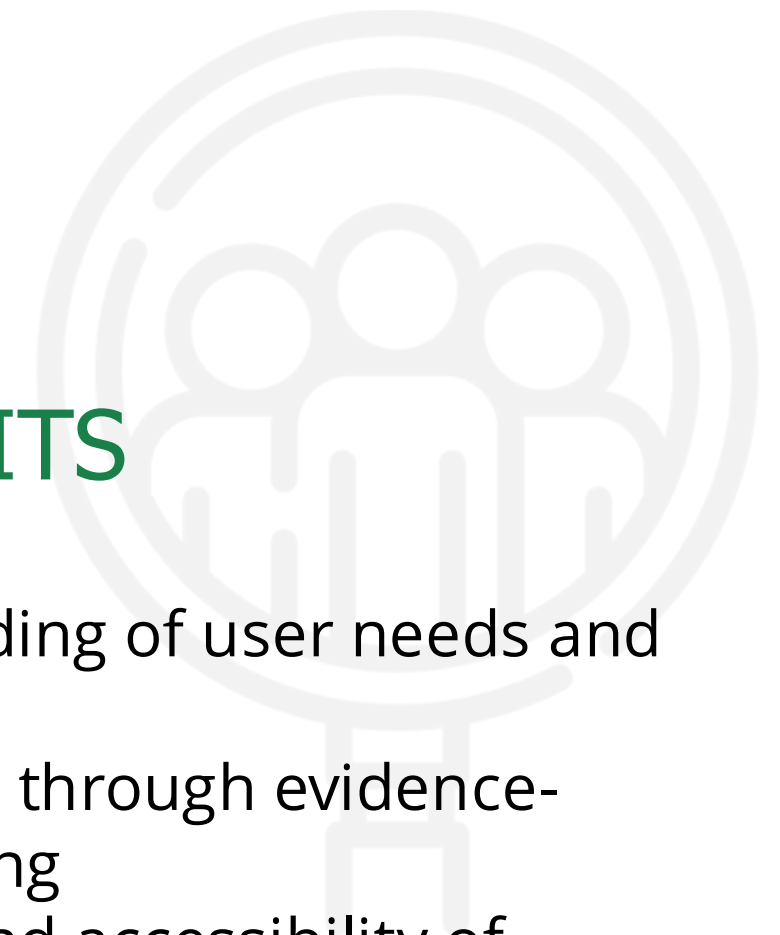
USER RESEARCH ENABLEMENT SERVICES

SERVICE FEATURES

- User research planning and research question definition
- Qualitative and quantitative research design and execution
- Recruitment support and research logistics coordination
- User interviews, usability testing and observation studies
- Survey design and analysis
- Synthesis of research findings and insight generation
- Evidence-based recommendations to inform design and delivery
- Research reporting and stakeholder playback sessions
- Knowledge transfer and user research best-practice guidance

SERVICE BENEFITS

- Improves understanding of user needs and behaviours
- Reduces delivery risk through evidence-based decision-making
- Enhances usability and accessibility of digital services
- Supports alignment with user-centred design principles
- Improves prioritisation of features and improvements
- Increases confidence in service design decisions
- Builds internal research capability
- Supports continuous improvement of digital services



STRATEGY & CONSULTING

CASE STUDIES



Our client, a trailblazer in the mining industry, is revolutionising decarbonisation efforts globally with their Zero Emission Mine Haulage Systems (ZEHS). By developing a robust supply chain that covers the entire lifecycle—from development to deployment and operation of scaled hydrogen infrastructure and end-use devices—we're making significant strides in transforming mining and transportation sectors.

Our comprehensive technology stack and strategic partnerships enhance system deployment and operation. The solution efficiently manages application workloads, ensures secure connectivity and data storage, and integrates advanced data processing pipelines for superior acquisition and monitoring.

This innovative system not only supports decarbonised operations for haul trucks but also optimises entire mine ecosystems, driving efficiency and sustainability with accelerated engineering teams and real-time analytics for improved operational planning. Through our integrated approach, we're setting new standards for sustainability in the mining industry.



In response to rapid growth from acquisitions and increased telemedicine demand, our global healthcare client partnered with SoftServe to address challenges like dispersed AWS accounts and limited cloud expertise. We conducted a Containers Maturity Assessment and implemented our App Modernisation Platform, significantly boosting efficiency and security. This strategic enhancement centralised technical expertise, established robust security and operational practices, and accelerated the delivery of new services. By standardising on a scalable Platform as a Service (PaaS) model, we've streamlined deployments and set new standards for digitalisation in healthcare, facilitating quicker service delivery and global scalability. Our collaboration with AWS ensures that our healthcare solutions lead the way in innovation and operational excellence..



ABOUT

SoftServe's CIO Advisory Services support senior technology leaders with strategic advice on cloud adoption, digital transformation and IT operating models. The service focuses on decision support, governance, prioritisation and roadmap development to improve technology outcomes, excluding operational delivery or bespoke software development.

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CIO ADVISORY SERVICES

SERVICE FEATURES

- Strategic advisory support for CIOs and senior technology leaders
- Cloud adoption and digital transformation strategy advice
- IT operating model and governance advisory
- Technology investment prioritisation and roadmap development
- Risk, compliance and assurance considerations
- Alignment of technology strategy with organisational objectives
- Advisory support for supplier, sourcing and capability decisions
- Executive briefings, workshops and decision support sessions
- Documentation and knowledge transfer for strategic outcomes

SERVICE BENEFITS

- Supports informed and confident technology decision-making
- Improves alignment between IT strategy and organisational goals
- Reduces strategic and delivery risk
- Enhances governance and leadership oversight
- Provides clear direction for cloud and digital initiatives
- Improves prioritisation of technology investments
- Strengthens executive understanding of technology options
- Enables sustainable and well-governed technology transformation





ABOUT

SoftServe's Cloud Strategy Design and Advisory Services help organisations define and evolve cloud strategies aligned to business objectives and operating models. The service focuses on strategic direction, prioritisation and governance to support effective and sustainable cloud adoption, excluding platform delivery or bespoke software development.

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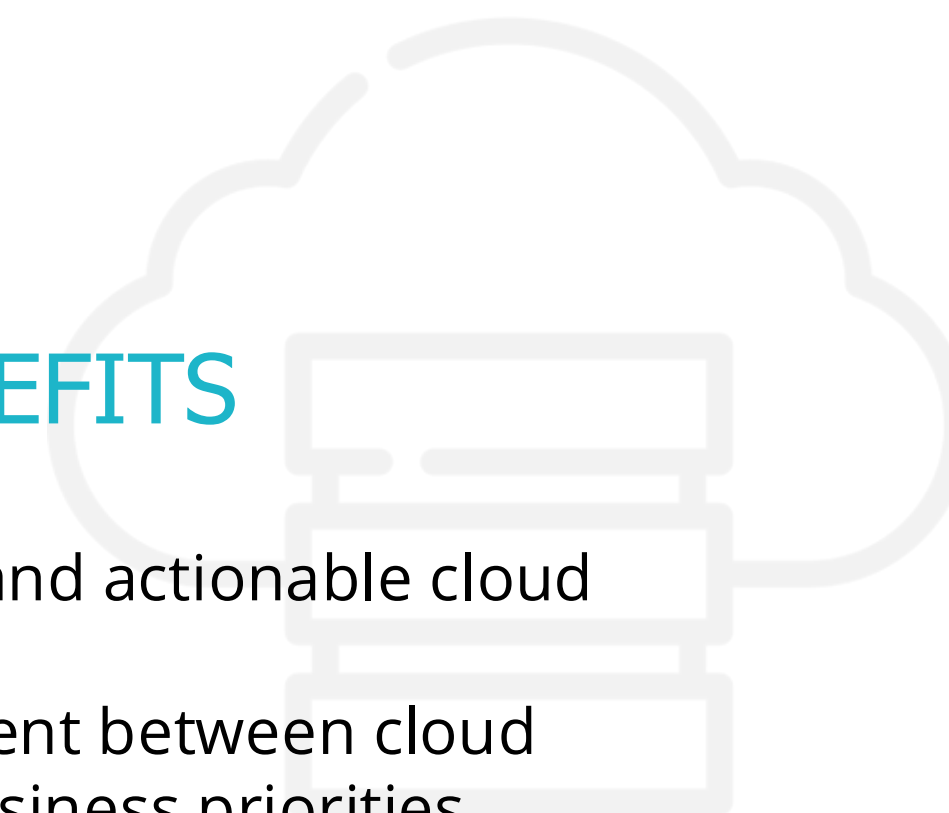
CLOUD STRATEGY DESIGN AND ADVISORY SERVICES

SERVICE FEATURES

- Assessment of current cloud strategy, maturity and objectives
- Definition of target cloud strategy aligned to organisational goals
- Cloud adoption models and roadmap development
- Governance, risk and compliance strategy for cloud environments
- Cost management, FinOps and sustainability considerations
- Alignment of cloud strategy with enterprise architecture and IT strategy
- Prioritisation of cloud initiatives and investment planning
- Stakeholder workshops and strategy alignment sessions
- Strategy documentation and knowledge transfer

SERVICE BENEFITS

- Provides a clear and actionable cloud strategy
- Improves alignment between cloud initiatives and business priorities
- Reduces risk through structured and phased cloud adoption
- Supports effective governance and cost control
- Enables informed decision-making on cloud investments
- Accelerates cloud adoption with clear strategic direction
- Improves organisational readiness for cloud transformation
- Builds shared understanding through collaborative strategy development





ABOUT

SoftServe's Enterprise Architecture Advisory Services help organisations define, assess and optimise enterprise architectures to support cloud adoption and digital transformation. The service focuses on architecture principles, standards and roadmaps aligned to business objectives, excluding solution build, platform delivery or bespoke software development.

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ENTERPRISE ARCHITECTURE ADVISORY SERVICES

SERVICE FEATURES

- Assessment of current enterprise architecture and technology landscape
- Definition of enterprise architecture principles and standards
- Target architecture design aligned to cloud and digital strategies
- Architecture options analysis and trade-off assessment
- Alignment of architecture with business capabilities and outcomes
- Governance models and architecture assurance support
- Roadmap development for architecture evolution
- Integration and dependency analysis across systems and platforms
- Architecture documentation and knowledge transfer

SERVICE BENEFITS

- Provides clear and consistent enterprise architecture direction
- Improves alignment between technology and business strategy
- Reduces complexity and architectural risk
- Supports effective governance and decision-making
- Enables scalable and sustainable cloud adoption
- Improves consistency across technology initiatives
- Accelerates transformation through structured architecture planning
- Builds internal capability through knowledge transfer





ABOUT

SoftServe's IT Strategy Design and Advisory Services help organisations define and evolve IT strategies aligned to business priorities and cloud operating models. The service focuses on strategic direction, investment planning and governance to support effective and sustainable IT transformation, excluding operational delivery or bespoke software development.

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IT STRATEGY DESIGN AND ADVISORY SERVICES

SERVICE FEATURES

- Assessment of current IT strategy, capabilities and challenges
- Definition of target IT strategy aligned to organisational objectives
- Technology investment prioritisation and roadmap development
- Alignment of IT strategy with cloud, data and digital initiatives
- Governance, risk and compliance considerations
- Operating model and capability planning support
- Stakeholder workshops and executive alignment sessions
- Strategy documentation and decision-support materials
- Knowledge transfer and best-practice guidance

SERVICE BENEFITS

- Provides a clear and actionable IT strategy
- Improves alignment between IT initiatives and business goals
- Supports informed technology investment decisions
- Reduces strategic and delivery risks
- Enhances governance and oversight of IT programmes
- Improves organisational readiness for transformation
- Enables prioritised and phased delivery planning
- Builds shared understanding through collaborative strategy development





ABOUT

SoftServe's Strategic Technology Advisory Services provide independent, evidence-based advice to support senior decision-making on cloud, digital and technology initiatives. The service focuses on strategic options analysis, prioritisation and governance to improve outcomes, excluding programme delivery or bespoke software development.

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STRATEGIC TECHNOLOGY ADVISORY SERVICES

SERVICE FEATURES

- Strategic options analysis for technology and digital initiatives
- Advisory support for cloud, data and digital transformation decisions
- Investment prioritisation and benefits realisation planning
- Governance, assurance and risk management advisory
- Alignment of technology initiatives with organisational strategy
- Support for business case development and decision-making
- Stakeholder engagement and executive briefings
- Independent challenge and assurance support
- Documentation and knowledge transfer for strategic outcomes

SERVICE BENEFITS

- Improves quality and confidence of strategic decision-making
- Reduces risk through independent challenge and assurance
- Supports clear prioritisation of technology investments
- Enhances governance and executive oversight
- Improves alignment between strategy and delivery outcomes
- Enables informed and evidence-based technology choices
- Accelerates strategic clarity for complex initiatives
- Builds organisational confidence through trusted advisory support



ABOUT

SoftServe's Sustainability Strategy Advisory Services help organisations define and embed sustainability strategies aligned to cloud and digital operations. The service focuses on environmental impact assessment, governance and strategic planning to support sustainable technology practices, excluding operational delivery or bespoke software development.

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SUSTAINABILITY STRATEGY ADVISORY SERVICES

SERVICE FEATURES

- Assessment of current sustainability goals and technology impacts
- Advisory support for sustainable cloud and digital practices
- Definition of sustainability strategy aligned to organisational objectives
- Environmental impact and carbon footprint considerations for cloud services
- Governance, policy and reporting framework advisory
- Alignment with regulatory and industry sustainability standards
- Roadmap development for sustainable technology initiatives
- Stakeholder workshops and strategy alignment sessions
- Strategy documentation and knowledge transfer

SERVICE BENEFITS

- Provides a clear and actionable sustainability strategy
- Supports reduction of environmental impact from technology operations
- Improves governance and accountability for sustainability goals
- Aligns cloud and digital initiatives with sustainability objectives
- Supports compliance with sustainability policies and standards
- Enables informed decision-making on sustainable technology choices
- Improves organisational readiness for sustainability commitments
- Builds shared understanding through collaborative strategy development





ABOUT

SoftServe's Technology Assessment and Advisory Services help organisations evaluate existing technologies, platforms and capabilities to inform cloud and digital decision-making. The service provides structured assessments, risk analysis and recommendations to support effective technology choices, excluding implementation, delivery or bespoke software development.

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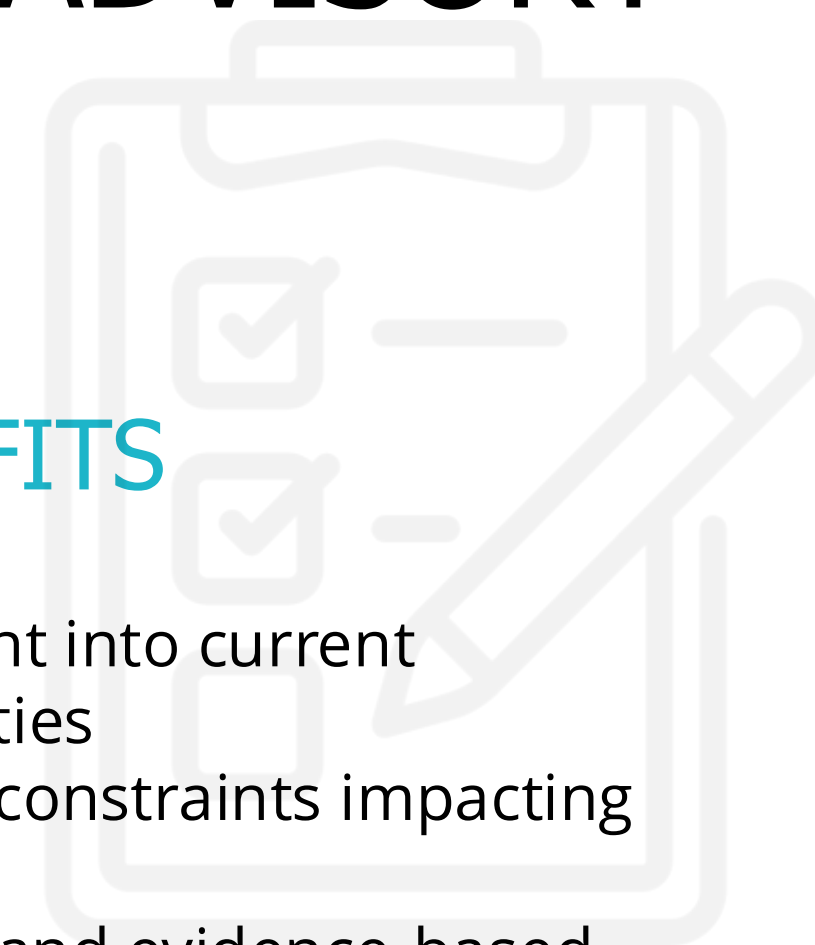
TECHNOLOGY ASSESSMENT AND ADVISORY SERVICES

SERVICE FEATURES

- Assessment of existing technology platforms and landscapes
- Evaluation of suitability, risks and constraints
- Cloud readiness and compatibility assessment
- Security, compliance and resilience considerations
- Performance, cost and lifecycle analysis
- Identification of technical debt and improvement opportunities
- Options analysis and comparative evaluation
- Prioritised recommendations and remediation planning
- Assessment reporting and knowledge transfer

SERVICE BENEFITS

- Provides clear insight into current technology capabilities
- Identifies risks and constraints impacting future decisions
- Supports informed and evidence-based technology choices
- Improves alignment between technology and business needs
- Reduces risk through early identification of issues
- Enables prioritised and structured improvement planning
- Improves confidence in cloud and digital investments
- Builds organisational understanding through structured assessment



CLOUD OPERATIONS & MANAGED SERVICES

CASE STUDIES



Zendesk, a leader in the customer service industry with over 100,000 users across various sectors, partnered with SoftServe to enhance their support processes through the integration of Microsoft Teams into their Zendesk platform. After the integration, Zendesk faced challenges including a lack of product knowledge, undefined operational KPIs, and inadequate capacity for application and infrastructure support. To address these issues, SoftServe implemented a robust managed services framework using its ITIL expertise, which included developing a comprehensive knowledge base, establishing clear processes, and defining KPIs. SoftServe also took on full responsibility for the application in Microsoft's AppSource, providing end-to-end support that covered infrastructure hosting, security management, and 24/7 customer support. This setup included proactive monitoring and incident management to ensure service continuity. As a result, SoftServe's support services maintained 100% SLA compliance over the last 12 months, leading to uninterrupted service and enhanced customer satisfaction. The integration saw over 10,000 active Microsoft Teams users within the first three months, doubling the expected number within ten months, and received overwhelmingly positive feedback, with 75% of users rating the service 9 or 10 out of 10. This success underscores the effectiveness of the integrated solution and the quality of ongoing support, significantly improving user experience and fostering customer loyalty.



SoftServe developed a comprehensive support solution for a healthcare enterprise, focusing on infrastructure and data processing in Azure Data Factory. Following the solution deployment, the client enlisted SoftServe for ongoing infrastructure support, which included 24/7 monitoring, maintenance, and management, along with data files validation and troubleshooting of data processing pipelines. SoftServe also established a knowledge base from scratch, which featured runbooks for the remediation of common issues, utilising technologies like Azure Kubernetes Service (AKS), Log Analytics Workspace, SQL Database, Cherwell, and OpsGenie. The robust support framework ensured high-quality service with automated monitoring and incident management, allowing the client's data to be accurately processed and readily available for report generation. This support offloaded routine tasks from the client and development team, enabling them to concentrate on higher-priority projects. Over the past 12 months, SoftServe's diligent support achieved 100% SLA compliance, with an average resolution time of 134 minutes for Priority 2 incidents and 88 minutes for Priority 4 incidents, maintaining optimal system availability and operational transparency between SoftServe and the client.



Our client, a leader in industrial automation specialises in customised solutions using robotics, AI systems, and IoT across various sectors like manufacturing and logistics. They faced challenges managing their complex, expanding infrastructure and ensuring consistent service. Our tailored service solution offered tiered support (L1/L2/L3), 24/7 incident monitoring, strategic infrastructure advisory, and streamlined deployment of new environments. Our efforts resolved an average of 4000 incidents monthly, enhancing system reliability and operational stability. We deployed 47 new environments, expanding operational capacity from 28 to 75. Automation initiatives saved over 200 man-hours monthly. The implementation of CI/CD pipelines accelerated deployments, improving our resolution SLAs from 99.77% to 100%, thus reducing operational failures and increasing client satisfaction. Our continuous optimisation efforts have significantly enhanced our client's operational capabilities in industrial automation.



ABOUT

SoftServe's Cloud Managed Services provide ongoing operational management and support for cloud environments and services. The service focuses on monitoring, incident management, optimisation and continuous improvement to support secure, reliable and cost-effective cloud operations, excluding bespoke software or platform development.

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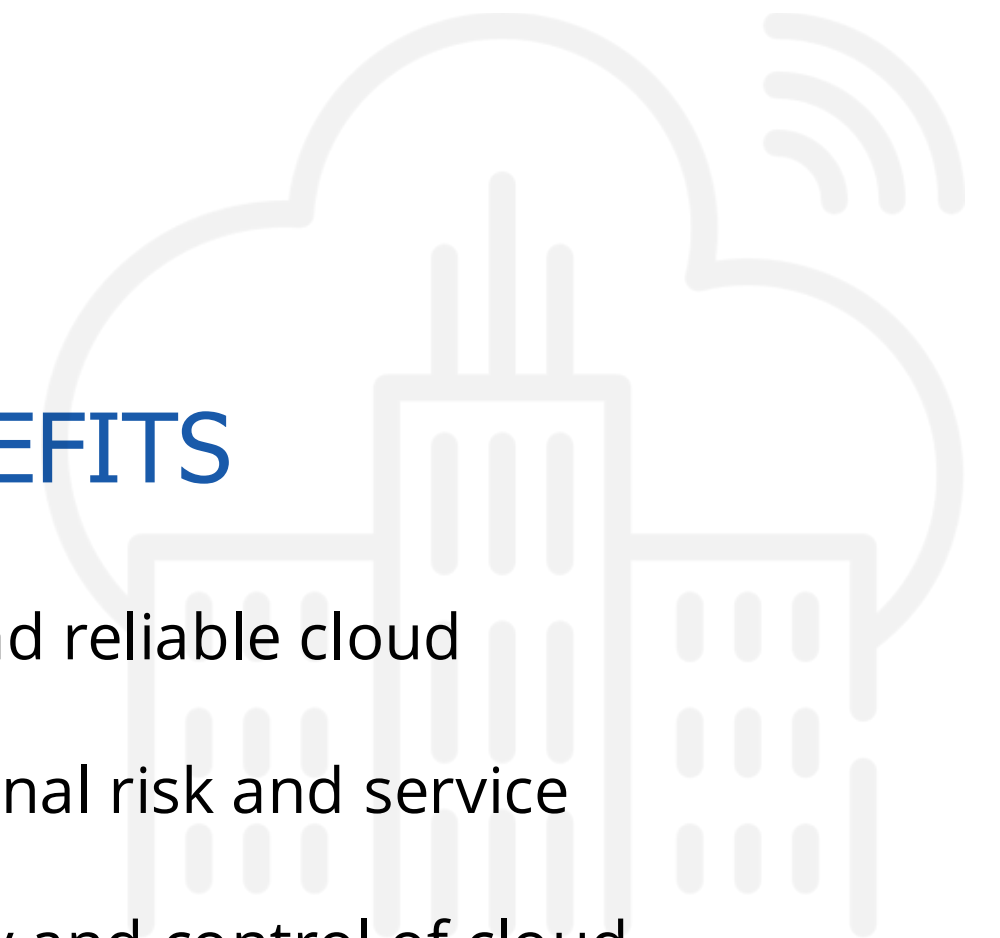
CLOUD MANAGED SERVICES

SERVICE FEATURES

- Ongoing operational management of cloud environments
- Monitoring, alerting and incident management
- Service request and change management support
- Performance, availability and capacity management
- Security, compliance and access management support
- Cost management and optimisation support
- Patch, update and configuration management
- Reporting, service reviews and continuous improvement
- Knowledge transfer and operational documentation

SERVICE BENEFITS

- Ensures stable and reliable cloud operations
- Reduces operational risk and service disruption
- Improves visibility and control of cloud environments
- Supports security, compliance and governance requirements
- Optimises performance and operational costs
- Frees internal teams to focus on strategic priorities
- Provides predictable and consistent service delivery
- Enables continuous improvement of cloud operations





ABOUT

SoftServe's Managed Application Support Services provide ongoing operational support and management for cloud-hosted applications. The service focuses on monitoring, incident resolution, performance optimisation and lifecycle support to ensure reliable and secure application operation, excluding bespoke application development or enhancement.

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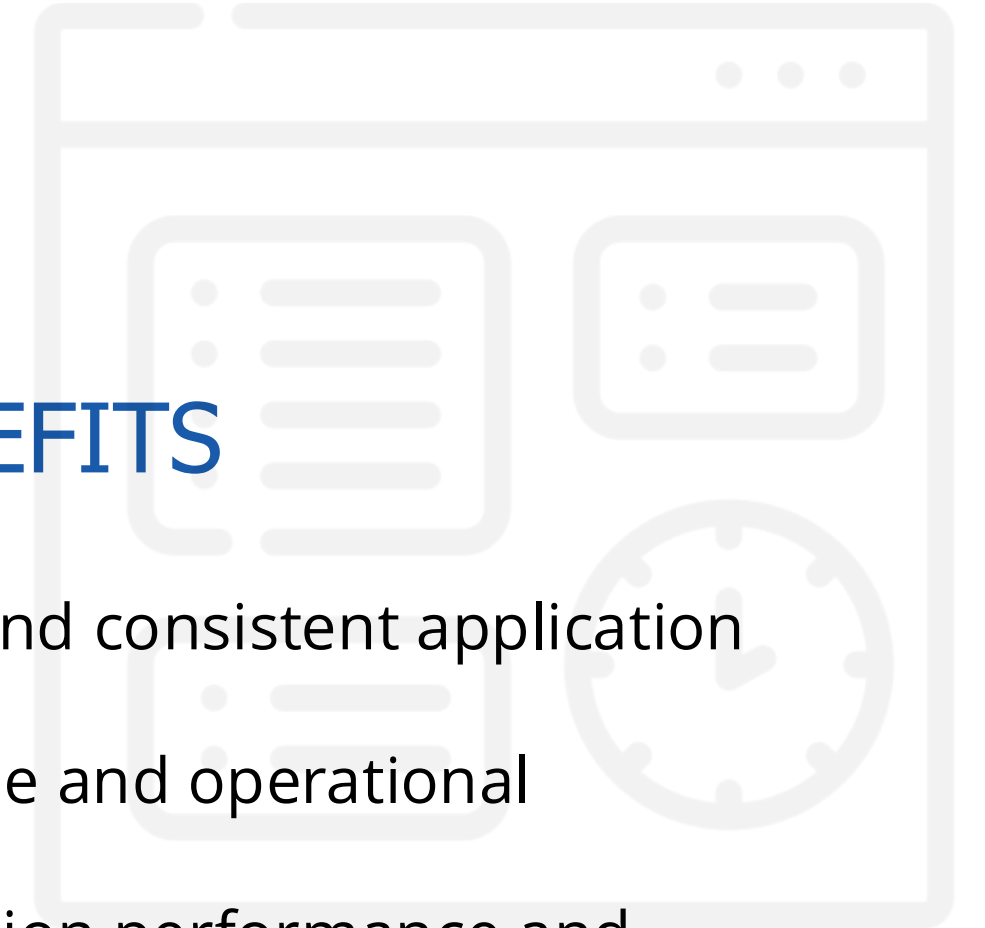
MANAGED APPLICATION SUPPORT SERVICES

SERVICE FEATURES

- Day-to-day operational support for cloud-hosted applications
- Monitoring, alerting and incident management
- Application performance and availability management
- Patch, update and configuration management
- Security, access and compliance support
- Release and change coordination support
- Backup, recovery and continuity support
- Service reporting and operational reviews
- Knowledge transfer and application support documentation

SERVICE BENEFITS

- Ensures reliable and consistent application operation
- Reduces downtime and operational disruption
- Improves application performance and stability
- Supports security and compliance requirements
- Reduces operational overhead for internal teams
- Improves visibility and control of application services
- Enables predictable and scalable application support
- Frees teams to focus on higher-value activities





ABOUT

SoftServe's Managed Data Platform Services provide ongoing operational management and support for cloud-based data platforms. The service focuses on platform stability, performance, security and cost optimisation to ensure reliable and compliant data operations, excluding bespoke data platform or software development.

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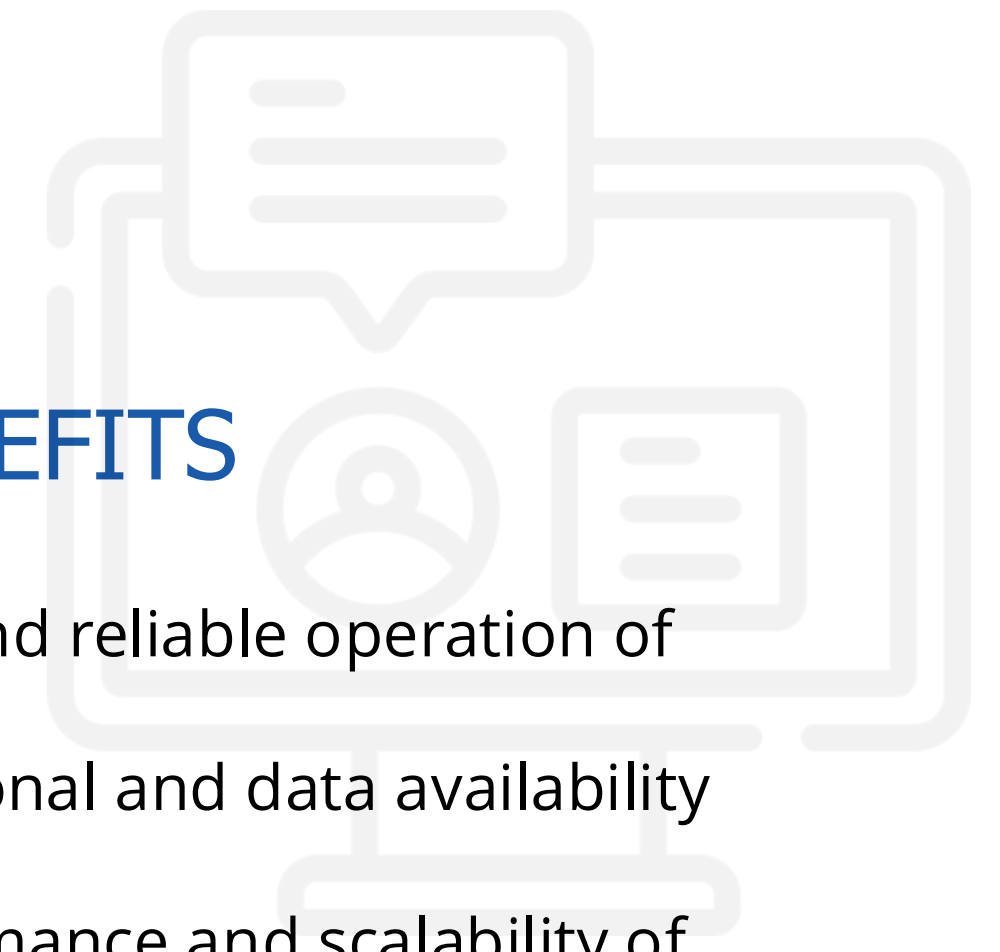
MANAGED DATA PLATFORM SERVICES

SERVICE FEATURES

- Day-to-day operational management of cloud data platforms
- Monitoring, alerting and incident management for data services
- Performance, capacity and availability management
- Security, access control and compliance support
- Patch, update and configuration management
- Backup, recovery and data continuity support
- Cost management and optimisation for data platforms
- Service reporting and operational reviews
- Knowledge transfer and operational documentation

SERVICE BENEFITS

- Ensures stable and reliable operation of data platforms
- Reduces operational and data availability risks
- Improves performance and scalability of data services
- Supports security, compliance and governance requirements
- Optimises operational efficiency and cloud costs
- Improves visibility and control of data platform operations
- Enables predictable and scalable data platform support
- Frees internal teams to focus on data value creation





ABOUT

SoftServe's Managed Cloud Service Desk Services provide operational service desk support for cloud services and platforms. The service focuses on incident, request and escalation management to support reliable cloud operations and user support, aligned to agreed service levels and governance, excluding bespoke software development.

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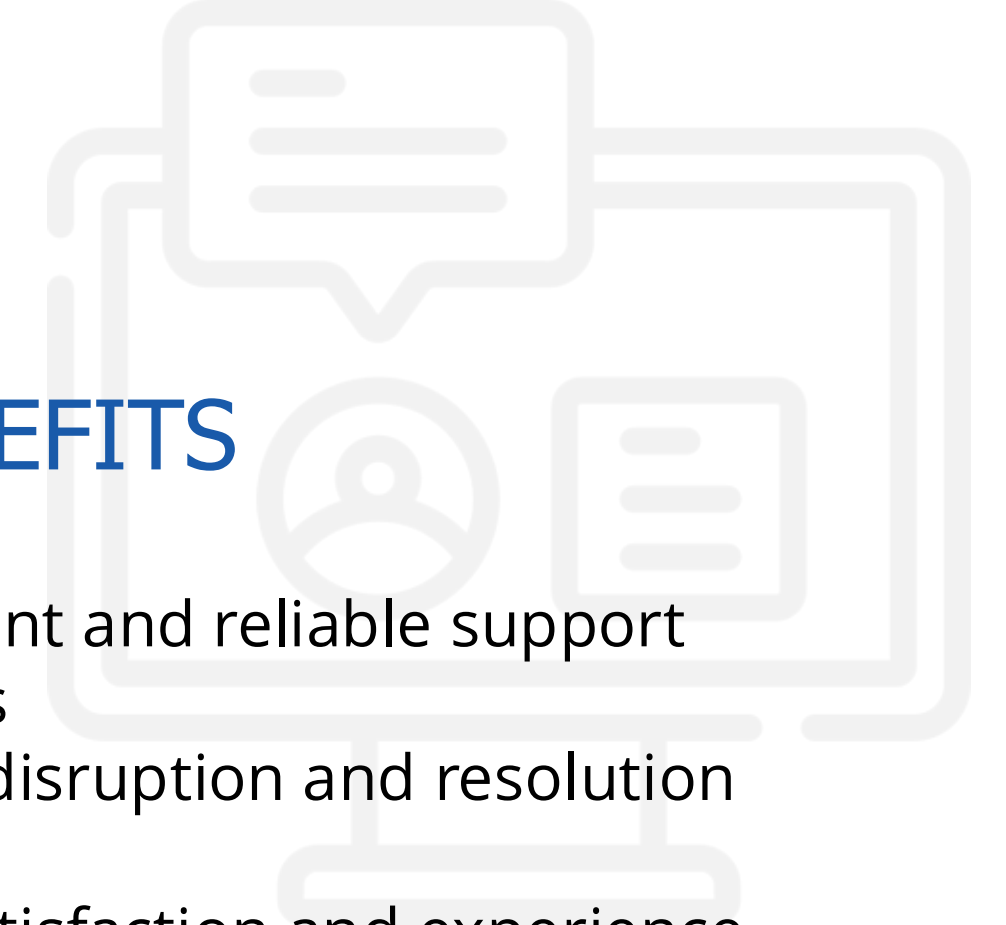
MANAGED CLOUD SERVICE DESK SERVICES

SERVICE FEATURES

- First- and second-line support for cloud services and platforms
- Incident logging, triage, resolution and escalation management
- Service request fulfilment and access request handling
- Integration with existing IT service management tooling
- Change, problem and knowledge management support
- Service level monitoring and reporting
- User communication and status updates
- Continuous service improvement support
- Knowledge base creation and operational documentation

SERVICE BENEFITS

- Provides consistent and reliable support for cloud services
- Reduces service disruption and resolution times
- Improves user satisfaction and experience
- Supports governance and service level compliance
- Enhances visibility and control of support activities
- Reduces operational burden on internal teams
- Enables scalable and predictable support delivery
- Supports continuous improvement of cloud services





ABOUT

SoftServe's Managed Atlassian Cloud Services, as an Atlassian Silver Solution Partner, provides ongoing operational management and support for Atlassian cloud products. The service focuses on administration, configuration, optimisation and user support to ensure secure, reliable and effective use of Atlassian tools, excluding bespoke app development or custom plugin creation.

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MANAGED ATLASSIAN CLOUD SERVICES

SERVICE FEATURES

- Day-to-day administration of Atlassian cloud products
- User, permission and access management
- Configuration and optimisation of workflows and settings
- Monitoring, incident management and issue resolution
- Security, compliance and audit support
- Release, change and upgrade management support
- Integration configuration with existing tools and services
- Usage reporting and service performance reviews
- Knowledge transfer and operational documentation

SERVICE BENEFITS

- Ensures stable and reliable operation of Atlassian cloud tools
- Improves user experience and productivity
- Reduces operational risk and administrative overhead
- Supports security, compliance and governance requirements
- Optimises use of Atlassian features and capabilities
- Improves visibility and control of Atlassian environments
- Enables predictable and scalable Atlassian support
- Frees internal teams to focus on delivery and improvement





ABOUT

SoftServe's Managed Salesforce Cloud Services provide ongoing operational management and support for Salesforce cloud environments. The service focuses on administration, configuration, optimisation and user support to ensure reliable and secure Salesforce operations, excluding bespoke Salesforce development or custom code creation.

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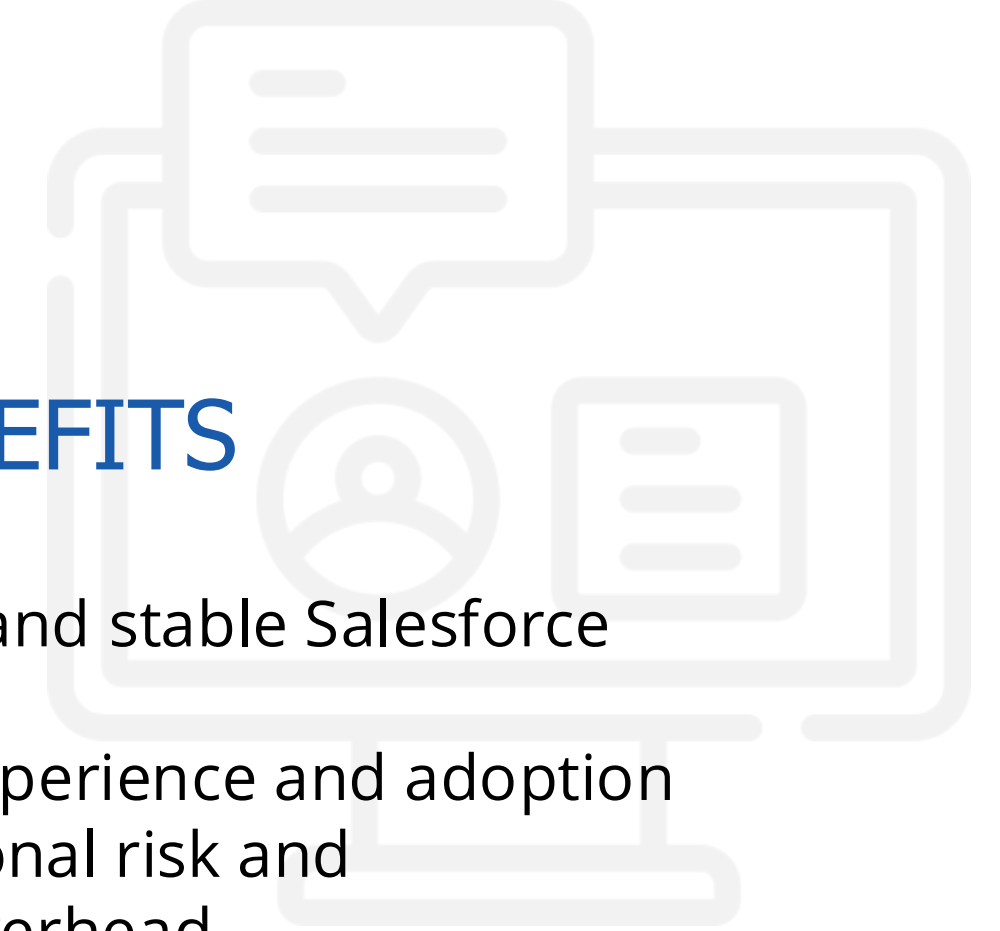
MANAGED SALESFORCE CLOUD SERVICES

SERVICE FEATURES

- Day-to-day administration of Salesforce cloud environments
- User, role and permission management
- Configuration and optimisation of Salesforce features and settings
- Monitoring, incident management and issue resolution
- Security, access control and compliance support
- Release, change and upgrade coordination
- Integration configuration with existing systems and services
- Usage reporting and service performance reviews
- Knowledge transfer and operational documentation

SERVICE BENEFITS

- Ensures reliable and stable Salesforce operations
- Improves user experience and adoption
- Reduces operational risk and administrative overhead
- Supports security, compliance and governance requirements
- Optimises use of Salesforce capabilities
- Improves visibility and control of Salesforce environments
- Enables predictable and scalable Salesforce support
- Frees internal teams to focus on business outcomes



DIGITAL TRANSFORMATION

CASE STUDIES



SoftServe has significantly enhanced the operational efficiency and safety of a leading global energy company's offshore platforms. We introduced an AI-driven Digital Twin for a key oil rig component, enabling real-time behavioural simulation during production. This advanced solution, leveraging a cloud-based IoT infrastructure, spans from proof of concept to full production, paving the way for automation and risk reduction.

Our implementation includes machine learning model training and refinement in the cloud, ensuring robust security even in regions with slow or intermittent internet connectivity. The pilot project, powered by cutting-edge AI algorithms from Google DeepMind, accelerates offshore equipment autonomy, drastically minimising human risk and operational costs.

The comprehensive Industrial IoT platform delivered not only supports the deployment of equipment Digital Twins but also advances machine learning-based digital transformation goals. Our architecture further incorporates AR/VR wearable technology integration, facilitating seamless interaction with existing operational software and enhancing user experiences.

This innovative approach sets new standards in digital transformation for the energy sector, heralding a future of safer and more efficient offshore energy operations.



SoftServe has partnered with a global service organisation committed to humanitarian efforts and peace, initiating a significant digital transformation to meet evolving business needs and enhance member experiences. This transformation began with a comprehensive Digital Maturity Assessment of People, Process, and Technology through interviews, workshops, and product analysis.

Our collaboration has led to a revamp of organisational structures and job roles, the creation of a Digital Products Manifesto to guide development strategies, the implementation of a robust data strategy for critical activities, and strategic recommendations for leadership and cultural development.

With SoftServe's expertise, the organisation is now navigating a transformative journey that aligns modern digital strategies with their longstanding mission, ensuring continued success and impact in their humanitarian endeavours.



ABOUT

SoftServe's Alpha and Beta Service Enablement and Assurance Services support organisations to plan, validate and assure digital services during Alpha and Beta phases. The service focuses on service design, testing, assurance and readiness to support informed progression decisions, excluding bespoke software or application development.

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ALPHA AND BETA SERVICE ENABLEMENT AND ASSURANCE

SERVICE FEATURES

- Advisory support for Alpha and Beta phase planning
- Service design and user-centred validation support
- Technical and operational readiness assessments
- Risk, feasibility and delivery assurance reviews
- Testing strategy and quality assurance support
- Accessibility, usability and compliance considerations
- Evidence gathering to support phase progression decisions
- Stakeholder workshops and assurance reporting
- Knowledge transfer and best-practice guidance

SERVICE BENEFITS

- Reduces risk during early-stage digital delivery
- Improves confidence in progression from Alpha to Beta and beyond
- Supports evidence-based decision-making
- Enhances service quality, usability and accessibility
- Identifies risks and constraints early
- Improves alignment with digital standards and assurance expectations
- Enables informed investment and delivery decisions
- Avoids bespoke development while strengthening service outcomes



ABOUT

SoftServe's Digital Transformation Advisory and Enablement Services help organisations plan, govern and enable digital transformation initiatives aligned to cloud and operating models. The service focuses on strategy, prioritisation, governance and readiness to support sustainable transformation, excluding programme delivery or bespoke software development.

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DIGITAL TRANSFORMATION ADVISORY AND ENABLEMENT SERVICES

SERVICE FEATURES

- Assessment of digital maturity and transformation readiness
- Definition of digital transformation vision and objectives
- Transformation roadmap and prioritisation support
- Governance, operating model and change readiness advisory
- Alignment with cloud, data and technology strategies
- Benefits realisation and success measure definition
- Risk, dependency and constraint analysis
- Stakeholder engagement and executive workshops
- Documentation and knowledge transfer for transformation outcomes

SERVICE BENEFITS

- Provides clear direction for digital transformation initiatives
- Improves alignment between strategy, technology and outcomes
- Reduces risk through structured planning and governance
- Supports sustainable and scalable transformation
- Enhances executive confidence and decision-making
- Improves prioritisation of transformation investments
- Strengthens organisational readiness for change
- Avoids delivery risk while enabling effective transformation planning



ABOUT

SoftServe's Digital Twin Enablement and Advisory Services help organisations assess, plan and enable the use of digital twin capabilities within cloud environments. The service focuses on use case assessment, architecture, data integration and operational readiness using existing platforms, excluding bespoke digital twin solution or software development.

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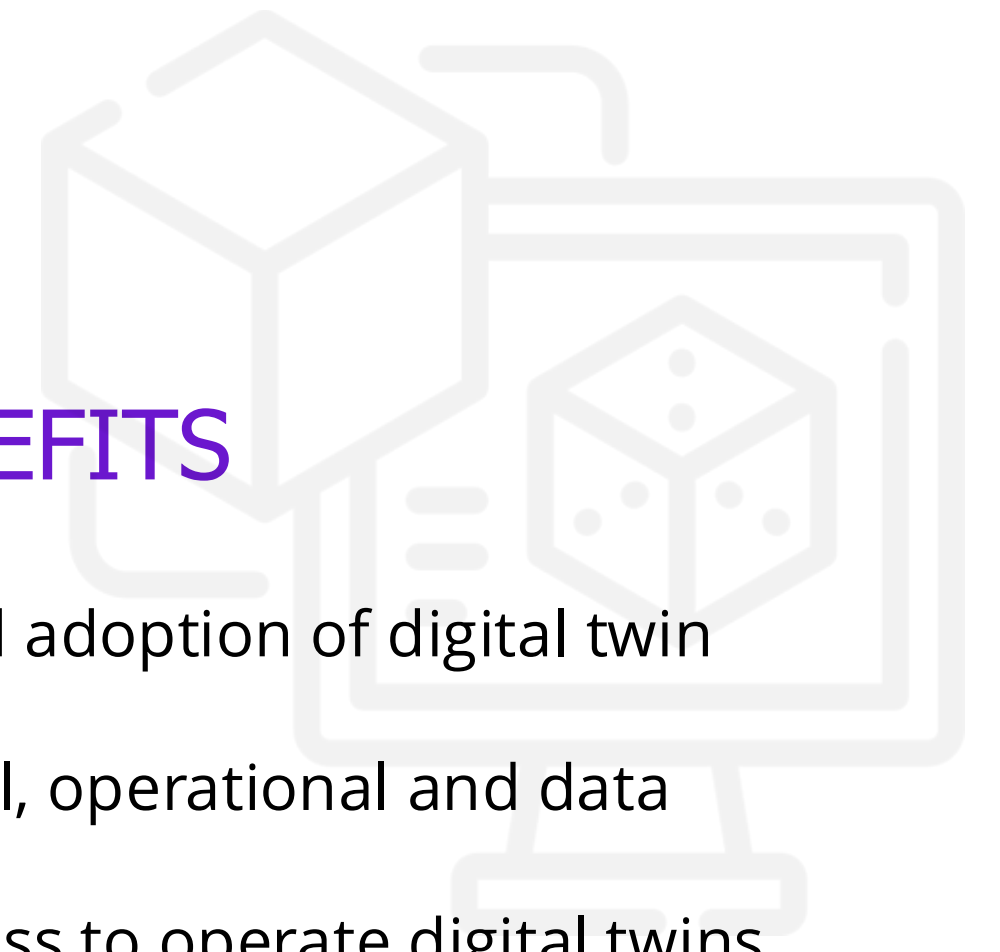
DIGITAL TWIN ENABLEMENT AND ADVISORY SERVICES

SERVICE FEATURES

- Assessment of digital twin use cases, feasibility and value
- Advisory support on selection of existing digital twin platforms and services
- Architecture and data integration design considerations
- Configuration guidance for cloud services supporting digital twins
- Security, governance and data management considerations
- Performance, scalability and operational readiness assessment
- Risk identification and mitigation recommendations
- Proof-of-concept planning and evaluation support
- Documentation and knowledge transfer

SERVICE BENEFITS

- Enables informed adoption of digital twin capabilities
- Reduces technical, operational and data risks
- Improves readiness to operate digital twins at scale
- Supports secure and governed digital twin usage
- Accelerates value from existing digital twin platforms
- Improves alignment between business needs and technology choices
- Builds internal capability through structured knowledge transfer
- Avoids bespoke solution development while enabling digital twin adoption





ABOUT

SoftServe's Accelerated Innovation Enablement and Advisory Services help organisations explore, validate and prioritise innovative digital and cloud-enabled ideas. The service focuses on ideation, feasibility assessment, show-and-tell prototyping support and decision enablement, excluding bespoke solution, product or software development.

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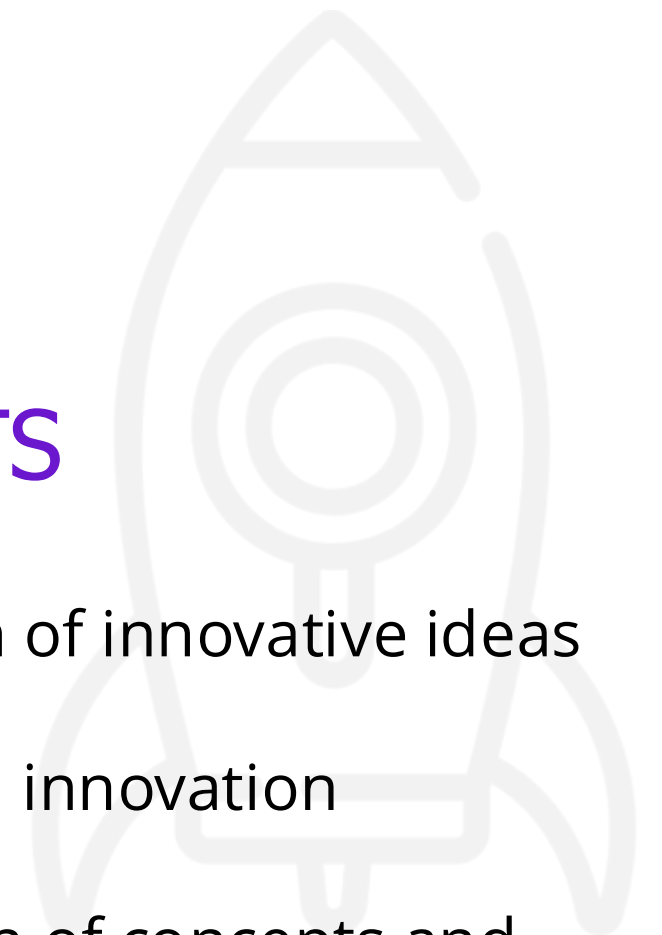
ACCELERATED INNOVATION ENABLEMENT AND ADVISORY SERVICES

SERVICE FEATURES

- Innovation discovery and ideation workshops
- Assessment of innovation opportunities and use cases
- Feasibility, risk and value analysis for innovative concepts
- Advisory support on suitable cloud and digital technologies
- Support for rapid experimentation using existing tools and platforms
- Evidence gathering to inform investment and prioritisation decisions
- Governance and assurance considerations for innovation initiatives
- Stakeholder engagement and innovation showcase sessions
- Documentation and knowledge transfer for innovation outcomes

SERVICE BENEFITS

- Accelerates exploration of innovative ideas with reduced risk
- Improves confidence in innovation investment decisions
- Enables rapid validation of concepts and assumptions
- Aligns innovation activity with organisational strategy
- Reduces waste by focusing on viable opportunities
- Improves stakeholder engagement and collaboration
- Builds organisational capability for innovation practices
- Avoids bespoke development while enabling innovation outcomes





ABOUT

SoftServe's Discovery and Service Assessment Services help organisations explore user needs, technical constraints and delivery options for cloud-hosted digital services. The service focuses on research, assessment and options analysis to support informed decisions, excluding Alpha, Beta or bespoke software development activities.

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DISCOVERY AND SERVICE ASSESSMENT SERVICES

SERVICE FEATURES

- Discovery planning and scope definition
- User, stakeholder and business needs assessment
- Problem definition and opportunity analysis
- Technical feasibility and constraints assessment
- Cloud and digital options analysis
- Risk, dependency and assumption identification
- Evidence gathering to inform next-phase decisions
- Discovery findings and recommendation reporting
- Knowledge transfer and discovery best-practice guidance

SERVICE BENEFITS

- Improves understanding of user needs and service challenges
- Reduces risk before progressing to delivery phases
- Supports evidence-based decision-making
- Clarifies feasibility and delivery options early
- Improves alignment between stakeholders
- Enables informed progression to Alpha or Beta
- Avoids premature delivery investment
- Builds organisational capability in discovery practices



ABOUT

SoftServe's Low-Code Platform Enablement and Governance Services help organisations adopt and operate low-code platforms within cloud environments. The service focuses on platform configuration, governance, security and operational readiness to support safe and scalable use, excluding bespoke application development or solution build.

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LOW-CODE PLATFORM ENABLEMENT AND GOVERNANCE SERVICES

SERVICE FEATURES

- Assessment of low-code use cases and organisational readiness
- Advisory support on selection of low-code platforms
- Configuration of low-code platforms and environments
- Governance, security and access control configuration
- Operating model and guardrail definition for low-code usage
- Integration guidance with existing systems and data services
- Platform monitoring, usage controls and optimisation
- Operational readiness reviews and support model definition
- Documentation and knowledge transfer for low-code best practices

SERVICE BENEFITS

- Enables controlled and secure adoption of low-code platforms
- Reduces risk associated with unmanaged application development
- Supports scalable and governed low-code usage
- Improves visibility and control of low-code activities
- Accelerates value from existing low-code platforms
- Supports compliance and security requirements
- Builds internal capability for low-code governance
- Avoids bespoke development while enabling low-code adoption



ABOUT

SoftServe's Digital Strategy Design and Advisory Services help organisations define and evolve digital strategies aligned to user needs, cloud platforms and operating models. The service focuses on strategic direction, prioritisation and governance to support effective digital outcomes, excluding delivery, implementation or bespoke software development.

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DIGITAL STRATEGY DESIGN AND ADVISORY SERVICES

SERVICE FEATURES

- Assessment of current digital strategy, maturity and objectives
- Definition of target digital strategy aligned to organisational goals
- Prioritisation of digital initiatives and investment areas
- Alignment with cloud, data and technology strategies
- Governance, risk and compliance considerations
- Roadmap development for digital capability improvement
- Stakeholder workshops and strategy alignment sessions
- Definition of success measures and KPIs
- Strategy documentation and knowledge transfer

SERVICE BENEFITS

- Provides a clear and actionable digital strategy
- Improves alignment between digital initiatives and business priorities
- Reduces risk through structured planning and governance
- Supports informed investment and delivery decisions
- Enhances organisational readiness for digital change
- Improves focus on user-centred digital outcomes
- Enables prioritised and phased transformation planning
- Builds shared understanding through collaborative strategy development





ABOUT

SoftServe's Power Platform Enablement and Governance Services help organisations adopt, govern and operate Microsoft Power Platform within cloud environments. The service focuses on platform configuration, security, governance and operational readiness to support controlled use, excluding bespoke application development or solution build.

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POWER PLATFORM ENABLEMENT AND GOVERNANCE SERVICES

SERVICE FEATURES

- Assessment of Power Platform readiness and use cases
- Advisory support on Power Platform adoption and operating models
- Configuration of Power Platform environments and settings
- Security, access control and governance configuration
- Definition of guardrails, policies and usage standards
- Integration guidance with existing systems and data services
- Monitoring, usage reporting and platform optimisation
- Operational readiness reviews and support model definition
- Documentation and knowledge transfer for Power Platform best practices

SERVICE BENEFITS

- Enables secure and governed adoption of Power Platform
- Reduces risk of unmanaged or non-compliant solutions
- Improves visibility and control of Power Platform usage
- Supports scalable and sustainable platform adoption
- Enhances security, compliance and governance outcomes
- Accelerates value from existing Power Platform capabilities
- Builds internal capability for platform governance and support
- Avoids bespoke development while enabling effective platform use





ABOUT

SoftServe's Robotic Process Automation Enablement and Support Services help organisations adopt, govern and operate RPA capabilities within cloud environments. The service focuses on platform configuration, governance, security and operational readiness to support controlled automation, excluding bespoke bot development or software engineering.

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ROBOTIC PROCESS AUTOMATION ENABLEMENT AND SUPPORT SERVICES

SERVICE FEATURES

- Assessment of RPA use cases and organisational readiness
- Advisory support on selection of existing RPA platforms
- Configuration of RPA platforms and environments
- Security, access control and governance configuration
- Definition of automation standards, guardrails and operating models
- Integration guidance with existing systems and processes
- Monitoring, usage reporting and operational support
- Operational readiness reviews and support model definition
- Documentation and knowledge transfer for RPA best practices

SERVICE BENEFITS

- Enables controlled and scalable adoption of RPA capabilities
- Reduces operational and governance risks associated with automation
- Improves visibility and control of automated processes
- Supports secure and compliant automation practices
- Accelerates value from existing RPA platforms
- Improves reliability and sustainability of automation operations
- Builds internal capability for RPA governance and support
- Avoids bespoke bot development while enabling automation adoption

SECURITY & ASSURANCE



ABOUT

SoftServe's Cloud Readiness Assessment Services help organisations evaluate their preparedness for adopting cloud services. The service assesses strategy, security, architecture, operations and governance to identify risks, gaps and priorities, providing actionable recommendations to support secure and effective cloud adoption.

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CLOUD READINESS ASSESSMENT SERVICES

SERVICE FEATURES

- Assessment of organisational readiness for cloud adoption
- Review of cloud strategy, objectives and constraints
- Security, compliance and risk readiness assessment
- Evaluation of architecture, platforms and technical dependencies
- Review of operating model, processes and skills
- Identification of risks, gaps and improvement opportunities
- Alignment against cloud provider and industry best practices
- Prioritised recommendations and readiness roadmap
- Assessment reporting and stakeholder walkthroughs

SERVICE BENEFITS

- Provides clear insight into cloud readiness and capability
- Identifies risks and gaps before cloud adoption
- Supports informed and structured cloud planning
- Improves security and compliance preparedness
- Reduces risk of failed or delayed cloud initiatives
- Improves alignment between business and technical readiness
- Enables prioritised investment and improvement planning
- Builds shared understanding through collaborative assessment





ABOUT

SoftServe's Cloud Security Assessment Services help organisations evaluate the security posture of their cloud environments and services. The service assesses controls, configurations and practices to identify risks and vulnerabilities, providing prioritised recommendations to improve security, resilience and compliance, excluding remediation delivery or bespoke software development.

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CLOUD SECURITY ASSESSMENT SERVICES

SERVICE FEATURES

- Assessment of cloud security architecture and configurations
- Review of identity, access and privilege management controls
- Evaluation of network security, data protection and encryption practices
- Review of logging, monitoring and incident response capabilities
- Compliance assessment against relevant standards and policies
- Identification of security risks, gaps and vulnerabilities
- Prioritised security improvement recommendations
- Security posture reporting and findings walkthroughs
- Knowledge transfer and cloud security best-practice guidance

SERVICE BENEFITS

- Improves visibility of cloud security posture and risks
- Identifies vulnerabilities before they are exploited
- Supports compliance with security and regulatory requirements
- Enhances resilience and incident preparedness
- Enables prioritised and risk-based security improvements
- Improves confidence in cloud security controls
- Supports informed decision-making on security investments
- Builds internal security awareness and capability





ABOUT

SoftServe's Manual Penetration Testing Services help organisations identify security vulnerabilities in cloud-hosted systems through controlled, expert-led testing. The service focuses on simulating real-world attack scenarios to assess security weaknesses and provide actionable remediation recommendations, excluding remediation implementation or bespoke software development.

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MANUAL PENETRATION TESTING SERVICES

SERVICE FEATURES

- Scoping and planning of manual penetration testing activities
- Expert-led testing of cloud-hosted applications, platforms and infrastructure
- Assessment of authentication, authorisation and access controls
- Identification of vulnerabilities through manual exploitation techniques
- Testing aligned to recognised security standards and methodologies
- Validation of security controls and configuration effectiveness
- Detailed vulnerability reporting with risk ratings
- Remediation guidance and prioritisation recommendations
- Stakeholder walkthroughs and findings debriefs

SERVICE BENEFITS

- Identifies security vulnerabilities not detectable by automated tools
- Improves understanding of real-world security risks
- Supports compliance with security and assurance requirements
- Enhances resilience against targeted attacks
- Enables prioritised remediation planning
- Improves confidence in cloud security controls
- Reduces likelihood of security incidents
- Strengthens overall security assurance posture



ABOUT

SoftServe's Automated Penetration Testing (DAST) Services help organisations identify security vulnerabilities in cloud-hosted applications through automated dynamic testing. The service focuses on detecting runtime security issues and misconfigurations, providing actionable findings and recommendations, excluding remediation implementation or bespoke software development.

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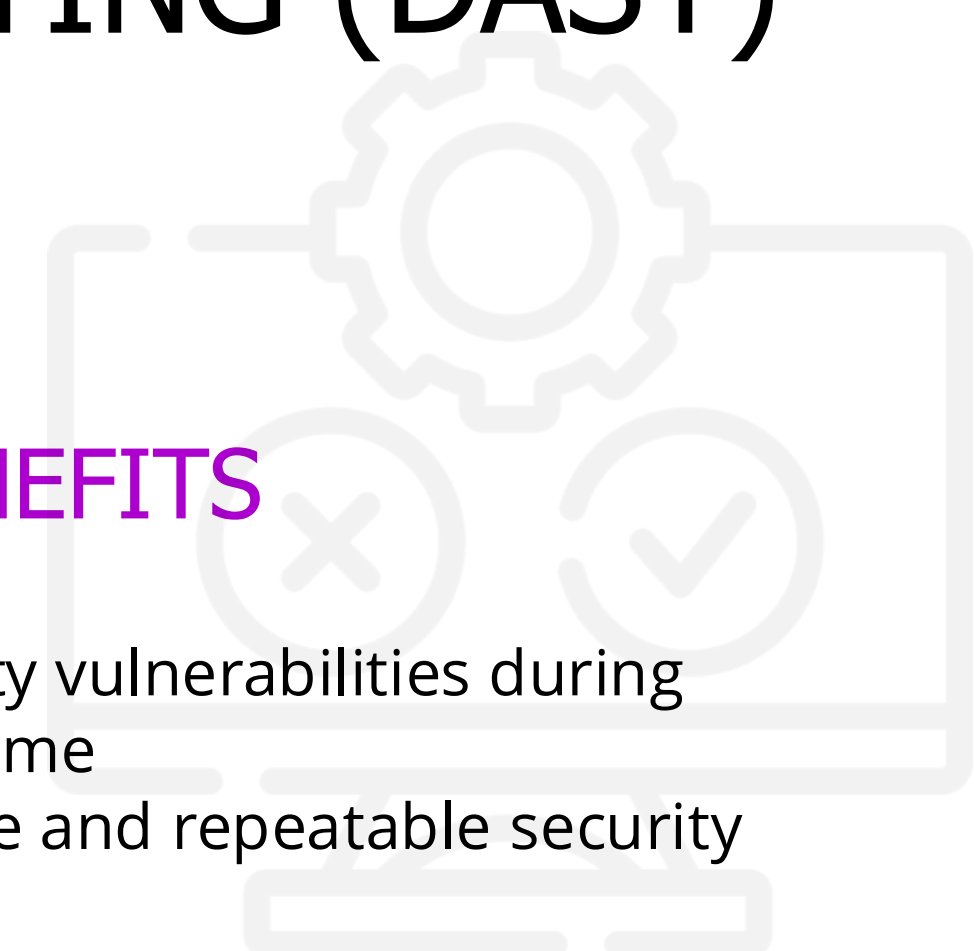
AUTOMATED PENETRATION TESTING (DAST) SERVICES

SERVICE FEATURES

- Configuration and execution of automated dynamic application security testing
- Testing of cloud-hosted web applications and APIs
- Identification of common runtime vulnerabilities and misconfigurations
- Coverage aligned to recognised security standards and best practices
- Integration with existing security and testing processes
- False-positive validation and results analysis
- Risk-rated vulnerability reporting and dashboards
- Remediation guidance and prioritisation recommendations
- Knowledge transfer and DAST best-practice guidance

SERVICE BENEFITS

- Identifies security vulnerabilities during application runtime
- Provides scalable and repeatable security testing coverage
- Supports continuous security assurance for cloud applications
- Reduces risk of exploitable vulnerabilities reaching production
- Improves visibility of application security posture
- Enables prioritised remediation planning
- Complements manual penetration testing activities
- Strengthens overall security assurance and compliance





ABOUT

SoftServe's Static Application Security Testing (SAST) Services help organisations identify security vulnerabilities in application source code using automated static analysis. The service focuses on early detection of security issues and code weaknesses, providing actionable findings and recommendations, excluding code remediation or bespoke software development.

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STATIC APPLICATION SECURITY TESTING (SAST) SERVICES

SERVICE FEATURES

- Configuration and execution of static application security testing tools
- Analysis of application source code for security vulnerabilities
- Identification of insecure coding patterns and weaknesses
- Alignment with recognised secure coding standards
- Integration with existing development and security processes
- False-positive validation and results analysis
- Risk-rated vulnerability reporting and dashboards
- Remediation guidance and prioritisation recommendations
- Knowledge transfer and secure coding best-practice guidance

SERVICE BENEFITS

- Identifies security vulnerabilities early in the development lifecycle
- Reduces risk of security flaws reaching production
- Supports secure-by-design development practices
- Improves visibility of code-level security risks
- Enables prioritised remediation planning
- Enhances compliance with security and assurance requirements
- Complements dynamic and manual security testing
- Strengthens overall application security posture



ABOUT

SoftServe's Secure Cloud Landing Zone Design and Configuration Services help organisations design and configure secure, compliant cloud landing zones. The service focuses on security controls, governance and operational readiness using existing cloud platform capabilities, excluding bespoke platform engineering or software development.

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SECURE CLOUD LANDING ZONE DESIGN AND CONFIGURATION SERVICES

SERVICE FEATURES

- Design of secure cloud landing zone architectures
- Configuration of identity, access and security controls
- Network security, segmentation and connectivity configuration
- Logging, monitoring and security alerting configuration
- Policy, governance and compliance configuration
- Alignment with cloud provider security best practices
- Risk assessment and security validation reviews
- Operational readiness and security support model definition
- Documentation and knowledge transfer for secure operations

SERVICE BENEFITS

- Establishes a secure and compliant foundation for cloud adoption
- Reduces security and compliance risks
- Improves visibility and control of cloud environments
- Supports consistent application of security controls
- Enhances readiness for secure workload onboarding
- Aligns cloud environments with security best practices
- Improves operational confidence and assurance
- Builds internal capability through structured knowledge transfer



CASE STUDIES



SoftServe partnered with a global innovation company to enhance their AWS security framework by developing a Secure AWS Landing Zone with an open-source SIEM implementation. Facing challenges with limited AWS experience and previous security issues, the client sought SoftServe's expertise to automate resource deployment and manage infrastructure as code via GitLab. SoftServe's solution included the creation of two Slack channels for real-time security audit notifications and detailed incident reports, which significantly improved incident response capabilities. They designed a multi-account AWS structure and implemented a comprehensive suite of AWS services, including AWS GuardDuty, Security Hub, and OpenSearch for centralised log management, using Terraform for infrastructure coding and ensuring high-level encryption and access control. This robust security architecture not only fortified the client's infrastructure but also enhanced their operational scalability and automation, allowing them to effectively achieve their business objectives within a tight five-month timeline.



SoftServe conducted a comprehensive security assessment for an active lifestyle brand company's web applications over 400 hours, identifying multiple security vulnerabilities using OWASP guidelines and advanced tools like Checkmarx and Acunetix. The assessment included white-box penetration testing of both applications and their integration, utilising dynamic and static testing methods to reveal significant issues such as SQL injection and weak access controls. The old application exhibited numerous vulnerabilities due to outdated code, while the newer CMS-based application had flaws in access controls and user data protection. SoftServe's detailed recommendations aimed to bolster the security framework, enhance CMS configurations, and address design flaws, ultimately safeguarding sensitive data and preventing potential financial and reputational damage to the client.

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