

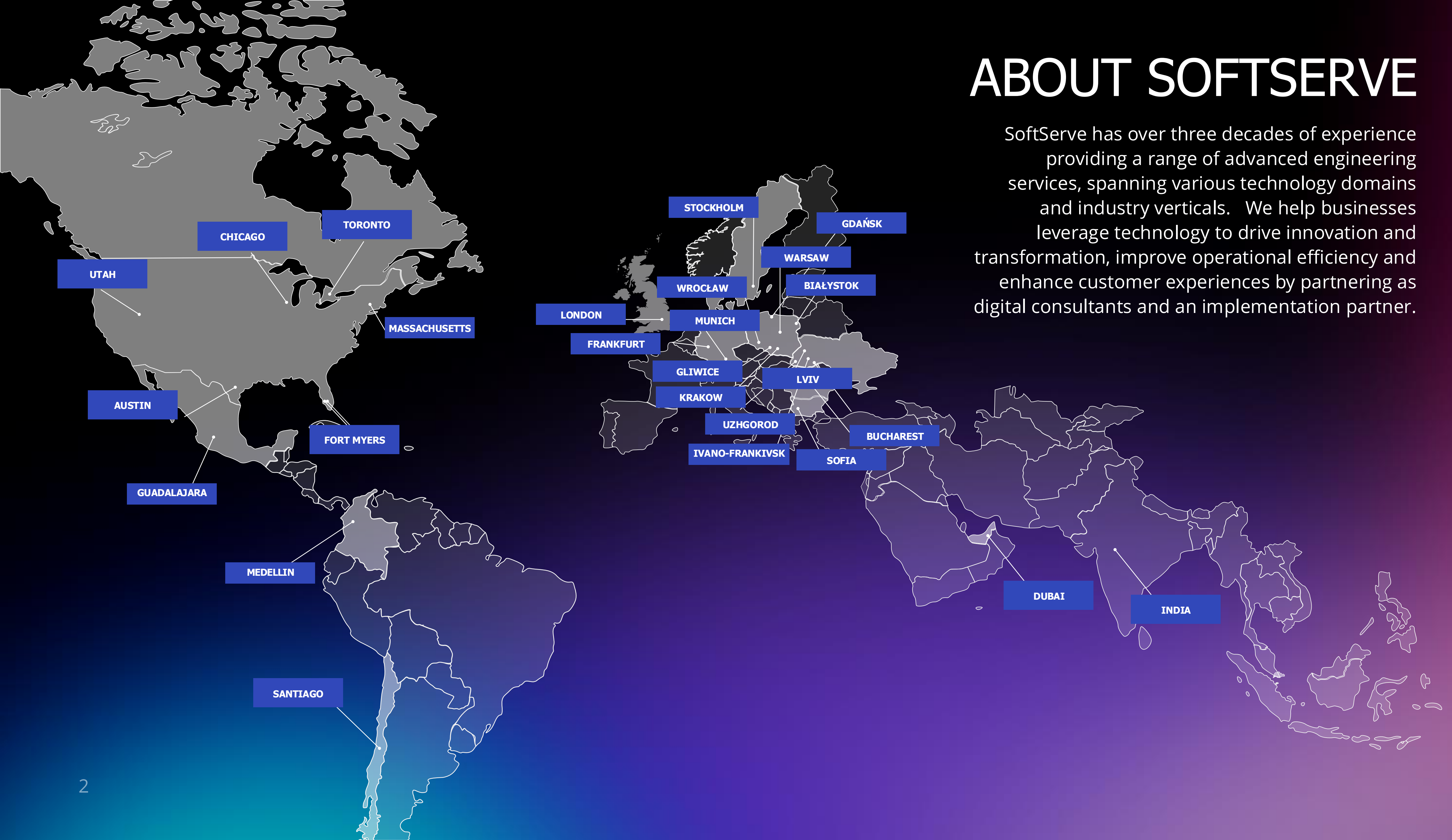
softserve

Lot 2a - Infrastructure Software

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

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

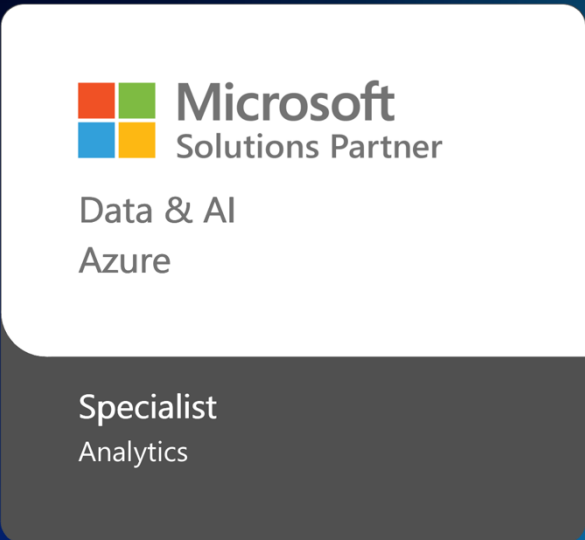
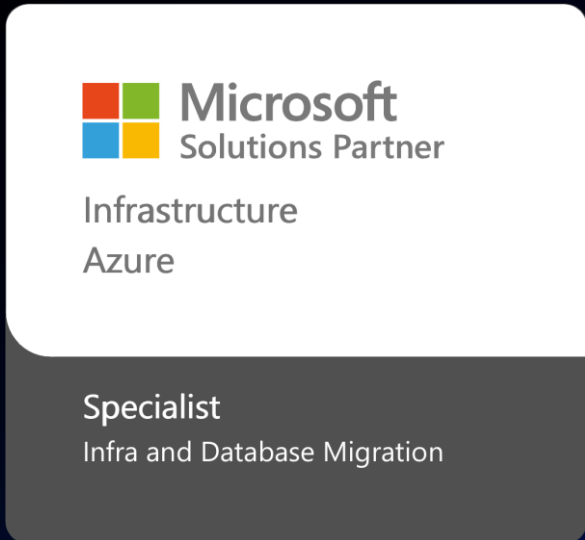
SOFTSERVE & AMAZON CLOUD ADVANTAGE

- 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

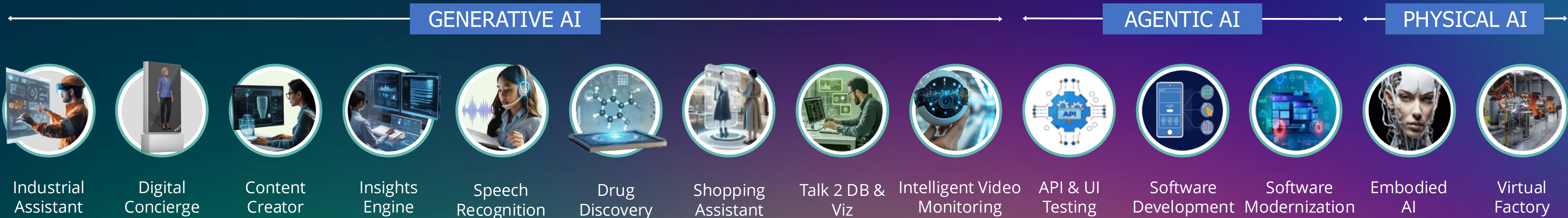
Agentic AI Archetypes

- 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





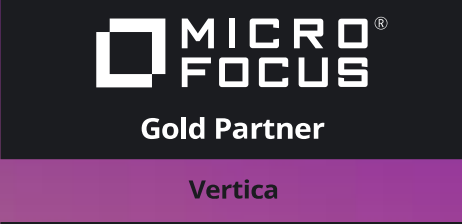












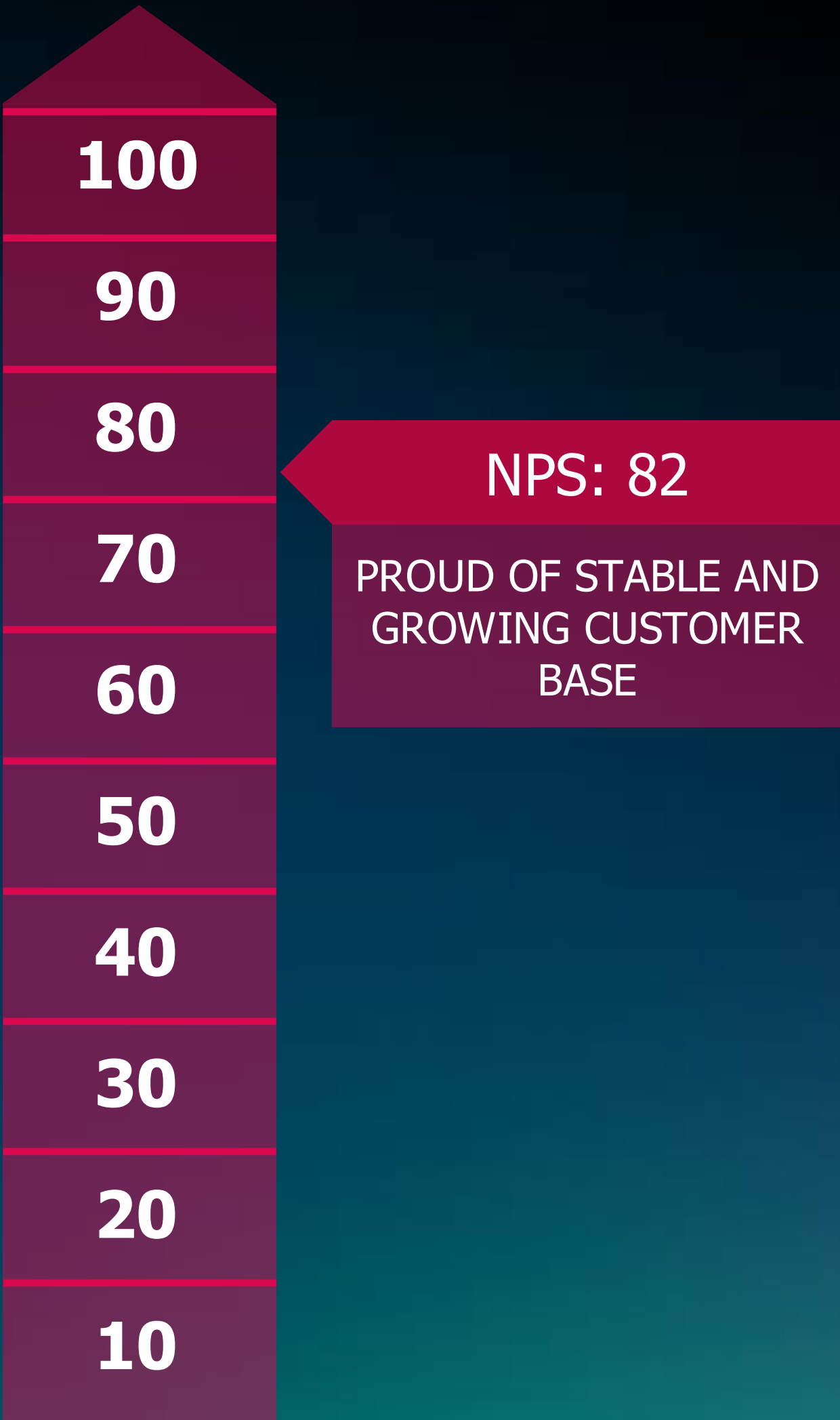
AWARDS AND RECOGNITION



'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

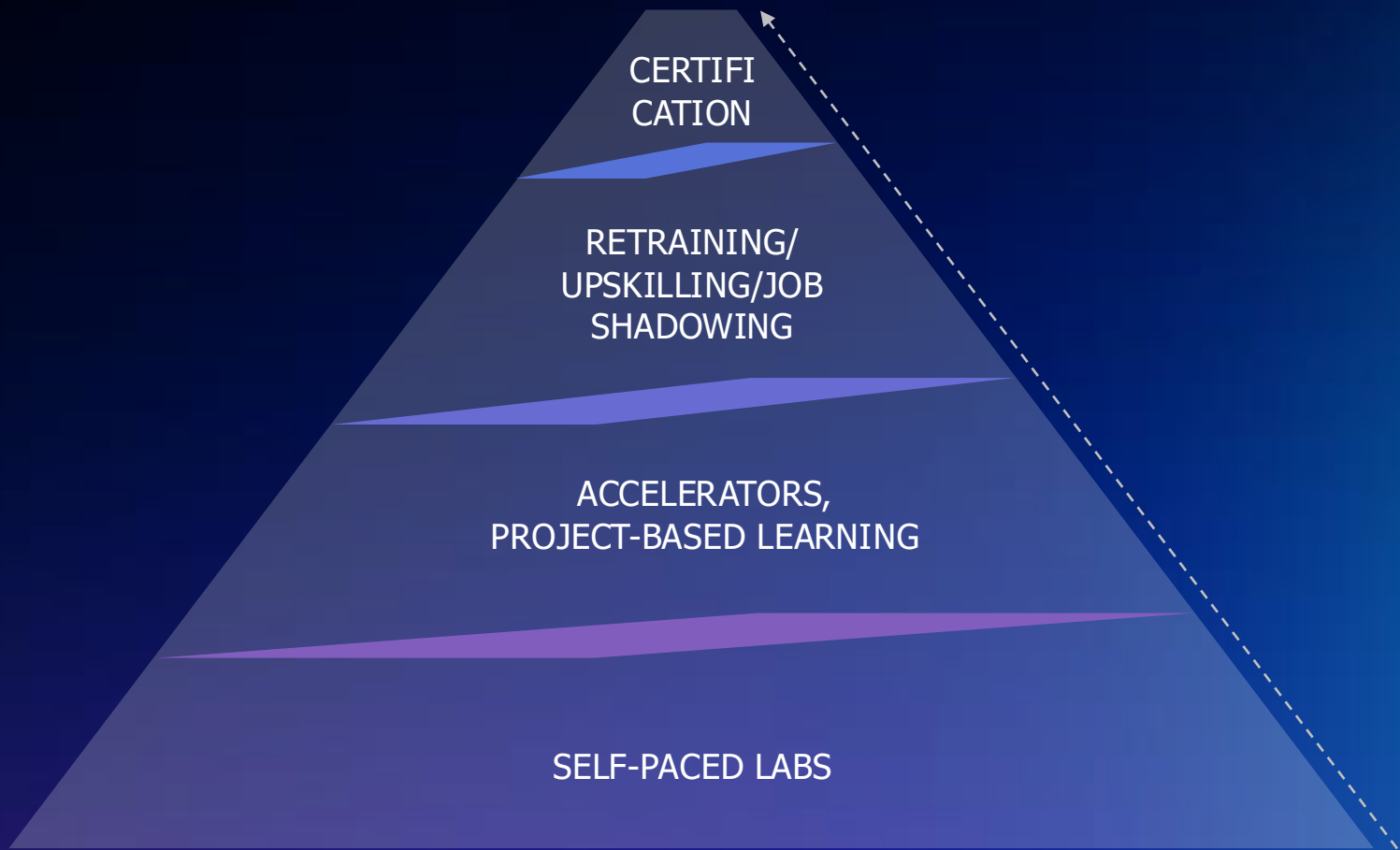
The Transformation of the Learning Function was globally recognised by ATD in December 2022. This change has brought an instant boost to associates' performance, increased the capability of delivering better outcomes at work, bringing more value to the clients.

SEVEN TRAINING DIRECTIONS



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

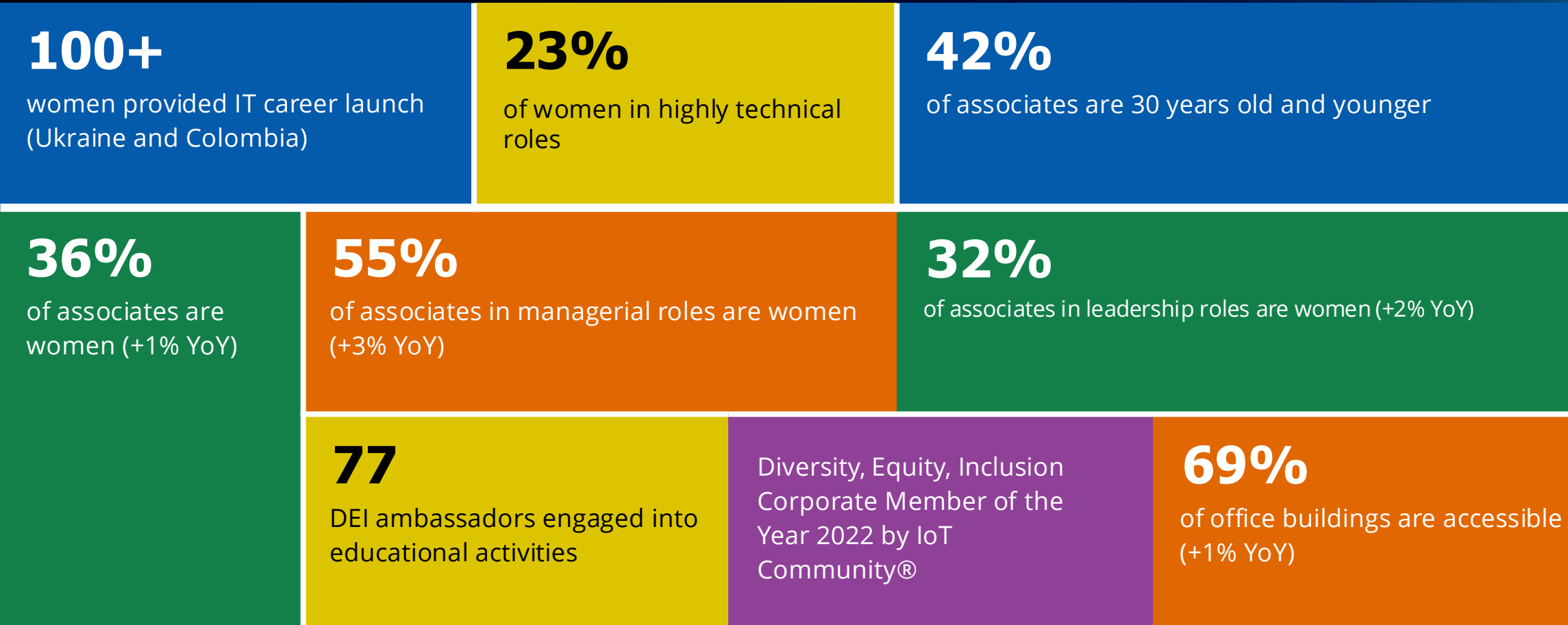
OPEN EYES CORPORATE CHARITY FUND

Driving charitable projects to help those in need

COMMUNITIES

Supporting the development of tech communities

DEI



OPEN EYES



HUMANITARIAN AID

327

tons of humanitarian aid collected



IT EQUIPMENT

5,800+

items of IT equipment shipped



PROTECTION FOR DEFENDERS

15,673

Items of personal protection for defenders



WORK WITH MEDICAL INSTITUTIONS

24,282

medicine packages delivered



COOPERATION WITH NGOS

57

partners worldwide

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

RED HAT OPENSIFT CONTAINER MANAGEMENT
SOFTWARE

DATA PLATFORM OPTIMISATION
SOFTWARE

ANTHOS CONTAINER MANAGEMENT
SOFTWARE

ARTIFICIAL INTELLIGENCE (AI)
PLATFORM AS A SERVICE

CONTAINER INFRASTRUCTURE
MANAGEMENT SOFTWARE

DATA WAREHOUSING AND ANALYTICS SOFTWARE



ABOUT

SoftServe's Red Hat OpenShift Container Management Software is a cloud-hosted infrastructure software service providing a managed Kubernetes container platform. The service delivers a standardised, secure and scalable container environment with configuration and operational management, enabling customers to deploy and operate container workloads without bespoke platform engineering.

[BACK TO OUR SERVICES](#)

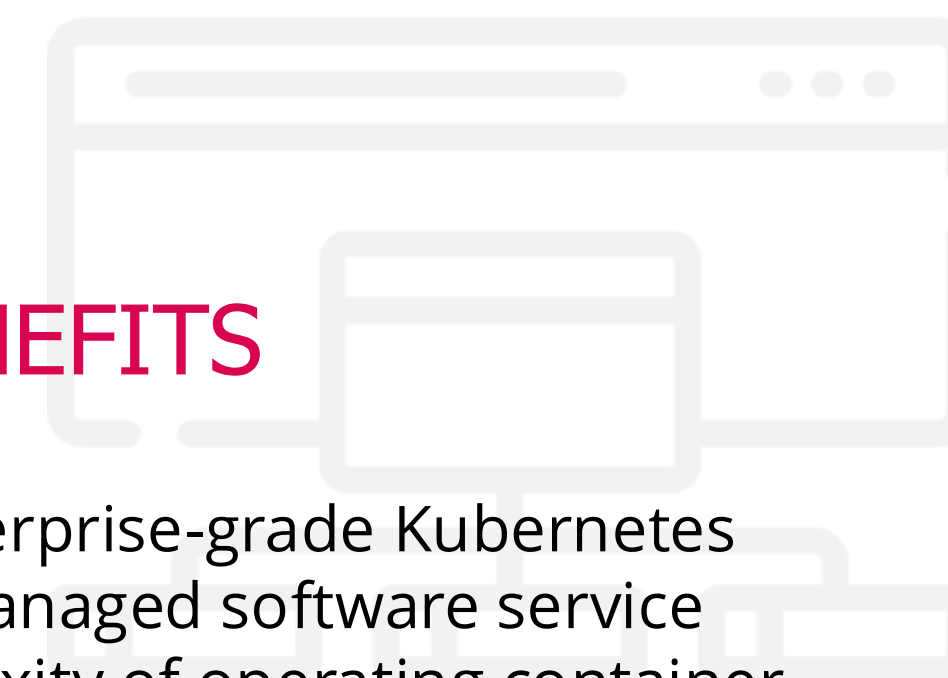
RED HAT OPENSIFT CONTAINER MANAGEMENT SOFTWARE

SERVICE FEATURES

- Cloud-hosted Red Hat OpenShift container platform
- Managed Kubernetes orchestration and container runtime
- Standardised platform provisioning and environment configuration
- Integrated container registry and image management
- Security controls, identity and access management
- Platform monitoring, logging and alerting
- Automated patching and platform updates
- High availability and scalability configuration
- Ongoing operational management and platform support

SERVICE BENEFITS

- Provides an enterprise-grade Kubernetes platform as a managed software service
- Reduces complexity of operating container infrastructure
- Improves reliability, availability and resilience of container environments
- Enhances security through standardised controls and updates
- Enables scalable container adoption without bespoke engineering
- Accelerates deployment of containerised workloads
- Improves operational confidence and platform stability
- Allows teams to focus on workloads rather than platform management





ABOUT

SoftServe's Anthos Container Management Software is a cloud-hosted infrastructure software service providing a managed Kubernetes platform using Google Cloud Anthos. The service delivers a standardised, secure and scalable container environment with configuration and operational management, enabling customers to operate container workloads without bespoke platform engineering.

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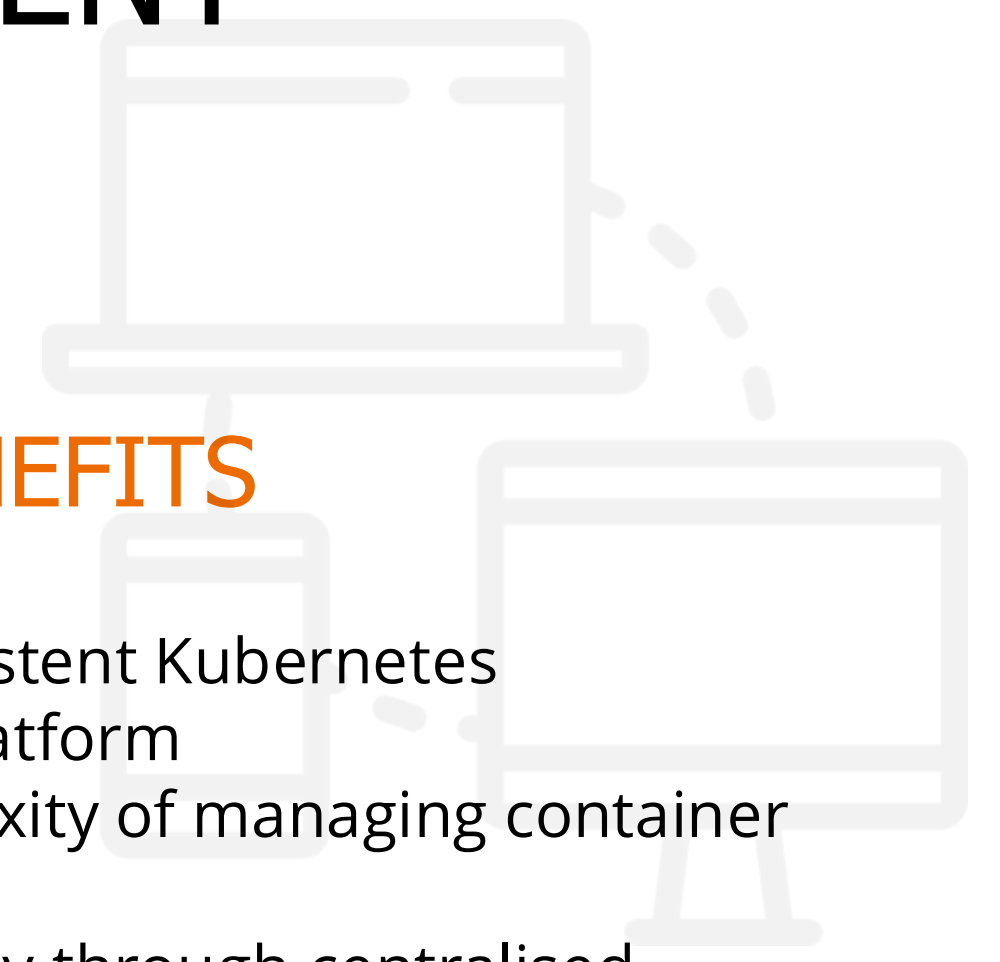
ANTHOS CONTAINER MANAGEMENT SOFTWARE

SERVICE FEATURES

- Cloud-hosted Anthos container management platform
- Managed Kubernetes orchestration across environments
- Standardised platform provisioning and configuration
- Centralised policy, configuration and workload management
- Integrated security, identity and access controls
- Platform monitoring, logging and operational visibility
- Automated patching and platform upgrades
- High availability and scalability configuration
- Ongoing operational management and platform support

SERVICE BENEFITS

- Provides a consistent Kubernetes management platform
- Reduces complexity of managing container environments
- Improves security through centralised policy enforcement
- Enhances reliability, availability and resilience
- Supports scalable container workloads without bespoke engineering
- Accelerates adoption of Kubernetes platforms
- Improves operational confidence and platform stability
- Enables teams to focus on workloads rather than platform operations





ABOUT

SoftServe's Container Infrastructure Management Software is a cloud-hosted infrastructure software service providing centralised management, monitoring and control of container platforms. The service delivers standardised container infrastructure operations through software-based capabilities with configuration and operational management, enabling governed and scalable container usage without bespoke engineering.

[BACK TO OUR SERVICES](#)

CONTAINER INFRASTRUCTURE MANAGEMENT SOFTWARE

SERVICE FEATURES

- Cloud-hosted container infrastructure management software
- Centralised management of container clusters and environments
- Container lifecycle, policy and configuration management
- Integrated monitoring, logging and alerting
- Security controls, vulnerability management and access control
- Capacity, performance and platform health visibility
- Automated updates and lifecycle management
- Standardised operational configuration
- Ongoing platform operation and support

SERVICE BENEFITS

- Provides centralised visibility and control of container infrastructure
- Reduces complexity of operating container environments
- Improves security through consistent policy enforcement
- Enhances reliability and stability of container operations
- Supports scalable and governed container usage
- Improves operational efficiency through software-based management
- Increases confidence in container infrastructure operations
- Enables teams to manage containers without bespoke engineering



ABOUT

SoftServe's Data Platform Optimisation Software is a cloud-hosted infrastructure software service providing tools and capabilities to optimise the performance, reliability and cost of data platforms. The service delivers standardised optimisation, monitoring and management features with configuration and operational support, enabling efficient data platform operation without bespoke engineering.

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DATA PLATFORM OPTIMISATION SOFTWARE

SERVICE FEATURES

- Cloud-hosted data platform optimisation software
- Performance, capacity and cost optimisation capabilities
- Monitoring, logging and operational visibility for data platforms
- Resource usage analysis and optimisation controls
- Security, access control and compliance configuration
- Platform health, availability and resilience management
- Automated optimisation and maintenance activities
- Standardised configuration and operational management
- Ongoing platform operation and support

SERVICE BENEFITS

- Improves performance and efficiency of data platforms
- Reduces operational costs through standardised optimisation
- Enhances reliability and availability of data services
- Improves visibility and control of data platform operations
- Supports secure and compliant data platform usage
- Enables scalable and governed data operations
- Reduces operational complexity through software-based optimisation
- Increases confidence in data platform performance



ABOUT

SoftServe's Artificial Intelligence (AI) Platform as a Service is a cloud-hosted infrastructure software service providing a managed platform for running and operating AI workloads. The service delivers standardised compute, storage and orchestration capabilities with configuration and operational management, enabling use of existing AI models without bespoke model development.

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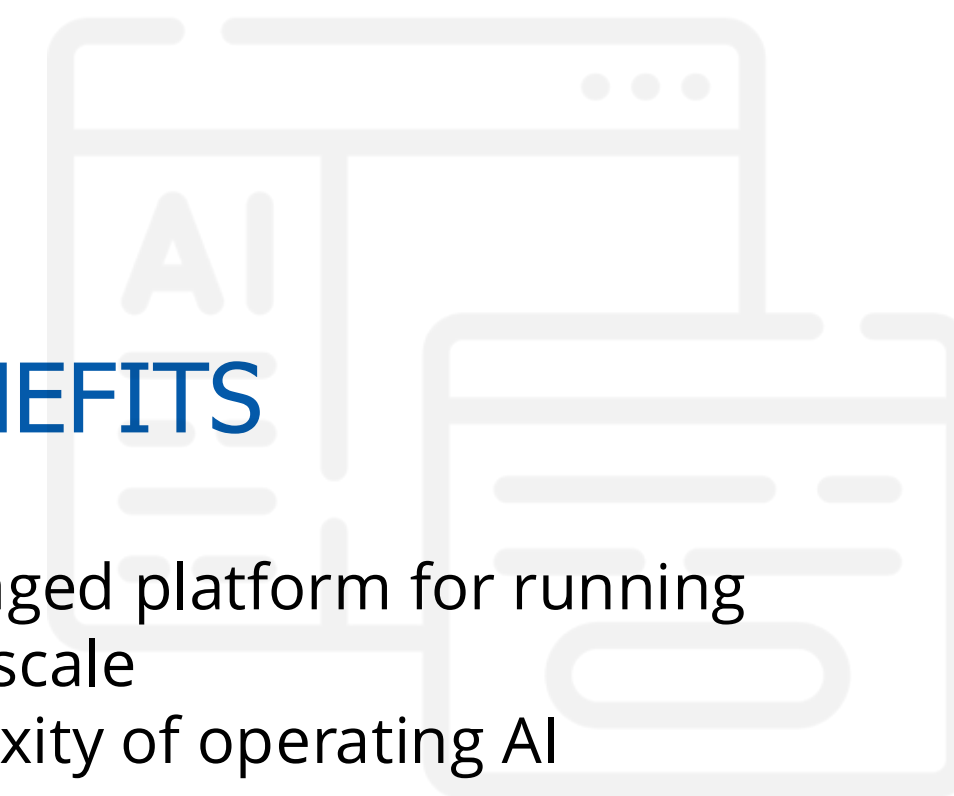
ARTIFICIAL INTELLIGENCE (AI) PLATFORM AS A SERVICE

SERVICE FEATURES

- Cloud-hosted AI and machine learning platform
- Managed compute, storage and orchestration for AI workloads
- Support for deployment and operation of existing and pre-trained models
- Integrated model lifecycle and version management capabilities
- Security, access control and governance configuration
- Platform monitoring, logging and performance management
- Scalable resource allocation and workload management
- Automated platform updates and maintenance
- Ongoing operational management and platform support

SERVICE BENEFITS

- Provides a managed platform for running AI workloads at scale
- Reduces complexity of operating AI infrastructure
- Improves reliability, availability and performance of AI services
- Enhances security and governance of AI platforms
- Enables consistent deployment of AI workloads
- Accelerates adoption of AI capabilities without bespoke engineering
- Improves operational confidence and platform stability
- Allows teams to focus on using AI rather than managing infrastructure





ABOUT

SoftServe's Data Warehousing and Analytics Software is a cloud-hosted infrastructure software service providing managed data warehousing and analytics platform capabilities. The service delivers standardised, scalable and secure data storage and analytics environments with configuration and operational management, enabling data processing and analysis without bespoke data engineering.

[BACK TO OUR SERVICES](#)

DATA WAREHOUSING AND ANALYTICS SOFTWARE

SERVICE FEATURES

- Cloud-hosted data warehousing and analytics platform
- Scalable data storage and query processing capabilities
- Standardised analytics and reporting platform services
- Data ingestion, transformation and processing capabilities
- Security, access control and data governance configuration
- Performance, capacity and cost management features
- Monitoring, logging and operational visibility
- Automated platform updates and maintenance
- Ongoing operational management and platform support

SERVICE BENEFITS

- Provides a scalable and reliable data warehousing platform
- Enables efficient data processing and analytics workloads
- Reduces complexity of managing analytics infrastructure
- Improves performance, availability and scalability of data services
- Enhances security and governance of data platforms
- Supports consistent and governed analytics usage
- Improves visibility and control of data platform operations
- Allows teams to focus on data use rather than infrastructure

CASE STUDIES



SoftServe partnered with a \$7B+ global appliance manufacturer to design and implement a modern data warehousing and analytics software platform that replaced fragmented legacy systems and unstable data sources with a unified, cloud-native solution on Google Cloud. Built on BigQuery, the platform supports large-scale data ingestion, standardized and conformed data modeling, and highly scalable analytics pipelines optimized for performance, governance, and cost efficiency. The solution enables advanced reporting, self-service analytics, and reliable access to trusted data for finance, marketing, media, and sales teams, while supporting CI/CD, monitoring, and automated infrastructure management. As a result, the client reduced analytics platform total cost of ownership by 20%, improved marketing operations efficiency by 45%, and significantly accelerated enterprise-wide, data-driven decision-making.



SoftServe modernised financial claims submission for a client operating in a highly regulated payments ecosystem by introducing a **supervisor-agent architecture** that orchestrates complex, multi-step dispute conversations with accuracy and consistency. Built using **LangGraph**, the solution runs on a secure, serverless **AWS Fargate** infrastructure with a decoupled **Next.js front end and FastAPI back end**, enabling scalable, resilient operations and seamless real-time data and API integration. Automated evaluation and monitoring continuously measure conversation quality, accuracy, and workflow performance, supporting rapid optimisation and controlled iteration. As a result, the solution reduced manual guidance in complex dispute flows by **40–60%**, shortened claim handling time from **15–25 minutes to 5–8 minutes**, and significantly improved operational efficiency, compliance reliability, and customer experience.

softserve

For further information contact us
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