



Service Definition Document

Azure Practice

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About NeosAlpha

At NeosAlpha, we recognize that every business is unique. Our approach to creating value begins with a deep understanding of the distinctive goals and challenges of each business we serve.

Technology Modernization: We empower your organization to remain relevant today and poised for tomorrow's challenges through Right Cloud Strategy, Adoption of Emerging but Relevant Technologies and Data-Led Approaches

Engineering Automation: We simplify complexity to make your business more productive and scalable through powerful integrations, API-first thinking and efficient workflows

Innovative Experiences: We relish creating exceptional experiences for your customers by leveraging AI, cloud-native apps and data-driven intelligence

Services



Digital Integration

- iPaaS
- APIs
- Process Automation
- EDI

Enterprise Applications

- CRM
- ERP
- HCM
- SCM



Data & Analytics

- Data Integration
- Data Platforms
- Data Architecture
- Analytics & Reporting

Cloud-native App and Microservices

- Microservices
- Containerization
- Distributed Systems
- API development & CI/CD



Technology Partners



boomi



Google apigee



ORACLE®
NETSUITE



Microsoft
Azure



Kong

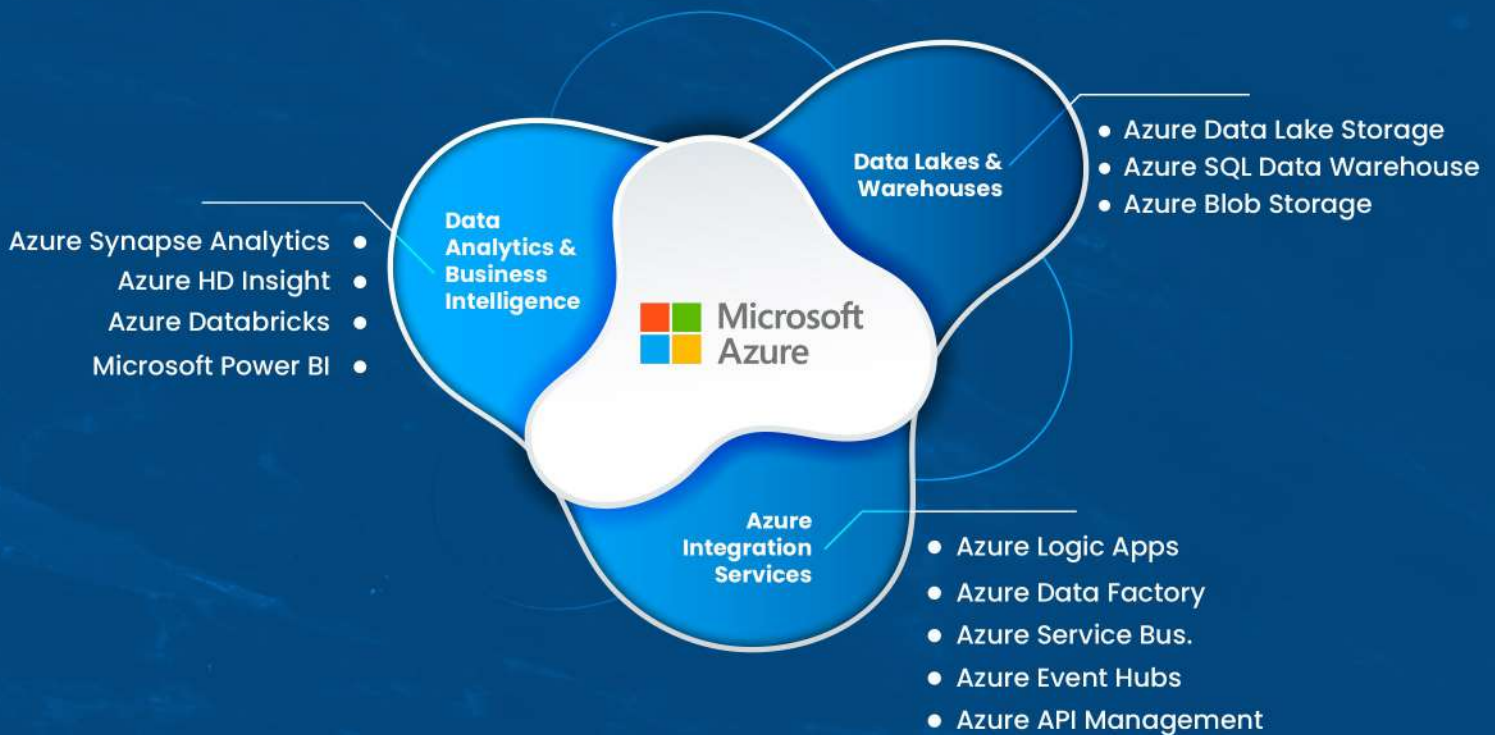


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Cross-Domain & Industry Expertise



NeosAlpha: Microsoft Azure Focus Areas



NeosAlpha Azure Services

**Data Architecture Review &
Assessment Services**



**Azure Data Factory: Data
Integration Services**



**Azure Integration Services
(AIS): Unified iPaaS platform**



**Azure API Management:
API design, development
and deployment**



**Power BI: Modernize
Business intelligence
capabilities**



01

Data Architecture Review & Assessment Services

Description

- Thorough assessment service examines existing data architecture, pinpointing areas for enhancement and providing recommendations rooted in industry best practices.
- Analysis covers data sources, models, flows, quality, and governance, ensuring comprehensive insights.
- Focus areas encompass data ingestion, integration, processing, visualization, and self-service analytics, addressing key aspects such as consumption patterns, performance, latency, application touch points, and end-user interactions.
- Additionally, leverage our expertise in Master Data Management to ensure data consistency, accuracy, and reliability across the organization's systems and processes.
- Delivers recommended strategies and approaches, emphasizing future data strategy and best practice architecture.

Benefits

- **Become a data-driven organization:** Harness the power of data to drive business decisions, enhance performance, and gain a competitive edge in today's dynamic market landscape.
- **Break down internal silos:** Foster collaboration and transparency by breaking down departmental barriers and enabling seamless data sharing and communication across the organization.
- **Informed Decision-Making:** Empower stakeholders with timely, accurate, and relevant data insights, enabling them to make informed decisions that drive business growth and innovation.

02

Azure Data Factory: Data Integration Services

Description

- Designing and building efficient data ingestion pipelines using Azure Data Factory (ADF)
- We enable data preparation, ETL/ELT construction, and data pipeline orchestration with or without custom coding based on the need.
- Data transformation tasks like data cleansing, data aggregation, and data enrichment using built-in data transformation activities or custom data transformation scripts.
- Complete ADF process flow - Design & Develop ADF pipelines, Publish and Trigger the Pipeline, Monitor and Troubleshoot

Benefits

- **Hybrid Data Integration:** Ability to seamlessly integrate data from on-premises sources and cloud-based platforms. This hybrid approach provides flexibility and ensures you can work with data from various environments.
- **Integration with other Azure Services:** Harness Azure's capabilities by integrating Azure Data Factory with Azure SQL Data Warehouse, Azure Databricks, and Azure Machine Learning, enabling a comprehensive data solution.
- **In-built connectors:** Azure offers more than 90 built-in connectors to acquire data quickly, securely and without having a need to develop code.

03

Azure Integration Services (AIS): Unified iPaaS platform

Description

- Whether your applications reside in the cloud, on-premise, or in a hybrid environment, Azure Integration Solutions provide the flexibility and scalability to connect them effortlessly
- Architect, design and develop integration processes that can automate complex business processes
- Usage of modern and appropriate integration pattern needed, APIs, Events, File Systems, Message Buses and more
- Build resilient error handling and notification framework around integrations to minimize disruption, maintain data integrity and enhance reliability
- Leverage the benefits of modern quality assurance practices in testing the integrations

Benefits

- **Simplify Integrations:** with 600+ out-of-the-box connectors, scalable workflows, and Azure services including Azure API Management, Azure Logic Apps, Azure Service Bus, and Azure Event Grid.
- **Increase Productivity:** Develop modern experiences for your customers and partners by connecting to SaaS applications, exposing and managing legacy applications as APIs, and integrating these components in workflows in Azure.
- **Agility and Innovation:** Azure Integrations enable businesses to adapt quickly to changing market dynamics, innovate faster, and stay ahead of competitors by leveraging modern cloud technologies and flexible integration solutions.

04

Azure API Management: API design, development and deployment

Description

- API architectures that can scale to growth and support secure, modern APIs across hybrid and multi cloud environments
- Defining API specifications (e.g., using OpenAPI/Swagger) to document expected behavior and data structures.
- Building the backend logic that serves API requests using your chosen programming language and framework.
- Deploying APIs to Azure API management and configuring them for access control, security, and monitoring.

Benefits

- **Unified API management:** Single place to manage all APIs (across clouds and on-premises), meeting security and compliance requirements and full observability across all internal and external APIs.
- **Accelerate business:** Build apps faster and deliver immediate value to your customers through API-first approaches.
- **Build Secure & Modern APIs:** Well-documented, APIs designed and developed following best practices to keep them secure and scalable to business needs which are performant and easy to discover and use.

05

Power BI: Modernize Business intelligence capabilities

Description

- Collect all data from a variety of sources across your business and view them as visually compelling and easy-to-process charts and graphs
- Create ad-hoc analysis, live dashboards and interactive reports that are easy to consume on the web and across mobile devices

Benefits

- **Customized data visualization:** Create compelling and insightful representations of data. Effectively communicate complex information, uncover hidden trends, and tell compelling data-driven stories.
- **Integration with other services:** integrate with Microsoft Azure services such as Azure Data Lake Storage, Azure SQL Database, to leverage the full power of the Azure ecosystem for data analysis and decision-making

NeosAlpha Support Desk

Support Package Name	On-demand	Extended On-demand	Proactive	Round-the-Clock Care
Monthly Cost (£)	£900	£1,200	£2,200	£3,000
Support hours included	8* hrs per month (UK working days)	8* hrs per month (UK working days)	2* hrs per day (UK working days)	24* hrs per month (365 days)
Minimum Term	12 months	6 months	6 months	6 months
Availability	7am to 2pm UK Time	7am to 4pm UK Time	7am to 2pm UK Time	Core Support hours: 7 am to 5 pm UK Time On-call Support hours: 5 pm to 7 am UK Time
For every additional hour	£80	£80	£80	£80

* Use it or Lose it

If above support packages don't meet your needs, pls contact NeosAlpha team (sales@neosalpha.com) to comeup with a customised model.

SLA

- Issue Acknowledgement: Within 4 hour of issue being notified
- Issue Analysis: Share the initial findings within 8 hours of acknowledgement
- Issue Resolution: Depending on the complexity of the issue

Scope

- Any support plan will cover only application/solution which are already stable in production.
- Standard activities will cover monitoring the health of the application in scope, making configuration changes, log monitoring to troubleshoot issues and minor fixes to address ad-hoc issues.
- No new operational or business enhancements and changes would be carried out.
- No limit on the number of issues.

Service Delivery Approach

Strategy and Planning	Architecture and Solution	Delivery Management	Support and Operations	Organisational Management
• Digital Strategy • Technology change and adoption management • Enterprise level integration roadmap • Business value alignment	• Enterprise Integration Blueprint • Architectural standards, policies and guidelines • Deployment of common framework and integration patterns • Technology selection guidelines • Integration solution development • Security model	• Development methodology and tools • Quality management • Release management • Deployment management • Best practices	• Problem management • Capacity Planning • Disaster Recovery • Infrastructure management • SLA management	• Project management • Organisation structure, roles & responsibilities • Governance models • Change management • Integration Program work management

Harness New Growth With Us!

Contact us!



Building 3, 1st Floor Concorde Park,
Concorde Road Maidenhead - SL6 4BY, UK



+44 1628 638053



www.neosalpha.com

Unleash
