



Service Definition Document

Apigee 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



salesforce



Highlights of NeosAlpha Apigee Practice

- ★ Established a robust 6+ year partnership with Google Cloud Apigee.
- ★ Our team boasts over decades of collective experience, comprising seasoned API and integration architects who are well-versed with Google Apigee.
- ★ Demonstrated track record of successfully delivering Apigee projects for Fortune 100 companies.
- ★ Extensive API and Integration proficiency across various platforms including Apigee, enriching our knowledge base with best practices and standard methodologies.
- ★ Maintained a 100% success rate across all projects undertaken.
- ★ Developed over 10 custom accelerators for Apigee at NeosAlpha Innovation Hub.
- ★ Specialized in crafting customer developer portals utilizing the React JS framework.
- ★ Proficient in achieving Zero Downtime Migrations.
- ★ Offer comprehensive Apigee Technical Support & Managed Services.

Cross-Domain & Industry Expertise



NeosAlpha

Apigee Services

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Apigee API proxy design & development

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01

Apigee Architecture & Consulting Services

Description

- Maximize the value of API initiatives through expert guidance and strategic planning. We offer comprehensive API architecture assessment, design, and consulting services
- Thorough assessments of your existing infrastructure, APIs, and integration points to identify opportunities for optimization & innovation.
- API review and provide recommendations & best practices covering design, development, deployment, scalability, performance, security and governance.

Scope & Features

- Cloud Architecture Assessment and Strategy
- Gap Analysis - Identify gaps, inefficiencies, and areas of improvement in your Apigee architecture
- Review the integration of Apigee with other systems, services, and data sources, compared to industry standards and best practices
- Evaluate the security posture of your Apigee implementation, including authentication mechanisms, authorization policies
- Develop a strategic roadmap for evolving your Apigee architecture over time, aligning with your organization's business objectives and technology roadmap

Benefits

- Implement agile Apigee API lifecycle management processes
- Peace of mind on alignment with industry best practices and standards
- Empower team with the knowledge, skills, and insights to get maximum use of Apigee
- Identify opportunities to maximize the ROI of your Apigee investment
- Enhanced Security & Optimised Performance

02

Apigee Integrations

Description

- Seamlessly integrate existing systems, applications, and data sources using Apigee integration solutions
- Rapid integration setup, health monitoring, and performance tracking, prioritizing simplicity, agility, and scalability.

Scope & Features

- API-First Approach - prioritize APIs as the primary means of integration
- Rapid Configuration - configure integrations leveraging pre-built connectors, templates, and workflows
- Proactive Monitoring - monitor the health, performance, and usage of integrations in real-time
- Simplify complex connectivity patterns - looping, parallel execution, data mapping, conditional routing, manual approvals, and event-based triggers
- Custom Integration Solutions - Develop custom integration solutions and connectors to address unique integration requirements

Benefits

- Unlock New Business Models - Expand your business opportunities by exposing valuable data and services as APIs
- Accelerate Time to Market - respond swiftly to market demands and stay ahead of competitors
- Increase Developer Productivity - efficiently connect multiple applications, streamlining the development process
- Enhance Customer Experience - Enable creation of personalized experiences
- Improve Scalability - Scale your integrations effortlessly to accommodate growing data volumes and evolving business needs

03

Zero-downtime migration to Apigee

Description

- Our Zero-Downtime Migration Service offers seamless, frictionless migration solutions with no business impact, catering to organizations transitioning from various API management platforms (like Mulesoft, Tibco Mashery) to Apigee, upgrading from Apigee Edge to Apigee X, or migrating from Apigee OPDK (On-Premises Deployment Kit) to Apigee X.

Scope & Features

- Risk-Free Migration - A smooth transition with zero downtime, minimizing any disruption to business operations.
- Rollback strategy - safeguard existing data, configurations, policies, and customizations to facilitate a rollback if needed.
- Migrate API configurations, policies, and customizations to the Apigee X environment
- Compatibility tests - to identify and resolve issues related to API versions, protocols, or dependencies beforehand
- Implement monitoring tools and optimize APIs in the new environment, train users and support

Benefits

- Business Continuity - uninterrupted service delivery during migration
- Customized Solutions - For migrating from a different API management platform or upgrading within the Apigee product line
- Expert guidance - at every step of migration
- Apigee X's enhanced features and performance - Leverage the power of Apigee X

04

CI/CD for Apigee API lifecycle

Description

- Continuous Integration/Continuous Deployment (CI/CD) pipelines for Apigee proxies and configuration involves automating the deployment process, enabling seamless updates and version control.

Scope & Features

- Use Static code analysis to lint the code without actual execution
- Store and version your API code
- Ensure code quality with static code analysis
- Unit tests for all of your code and run unit tests during the build process
- Automated API testing

Benefits

- Reuse common policies to increase the velocity of development
- Improve visibility across development
- Fail fast and recover even faster
- Better quality - Continuous improvement through refining automation scripts, optimizing build/test times, and enhancing deployment reliability
- Efficient API development & release management

05

Apigee Setup, Installation & Configuration

Description

- GCP Landing Zone for Apigee with IAM roles and permissions set up
- Apigee-X setup and configuration
- Apigee Hybrid Deployment across GCP, Azure or AWS

Scope & Features

01 Apigee X Setup and Configuration

- Configuring the Apigee management plane in Google Cloud Platform (GCP).
- Defining API proxies to route traffic, manipulate requests and responses, and enforce security policies.
- Creating policies for access control, quotas, and API key management.
- Designing and implementing developer experiences, including API documentation and interactive portals.
- Configuring analytics and monitoring for API usage and performance.

02 Apigee Hybrid Deployment (Across GCP, Azure, or AWS; note that hybrid deployments are currently only supported on GCP)

- Installing the Apigee runtime in a Kubernetes cluster within your chosen cloud provider (GCP in this case).
- Configuring the connection between the hybrid runtime and the Apigee management plane in GCP.
- Deploying API proxies to the hybrid runtime for on-premises or cloud-hosted execution.
- Managing hybrid environments and environment groups for organization.

03 GCP Landing Zone for Apigee with IAM Roles and Permissions Setup

- Planning and establishing a secure foundation for your Apigee deployment within GCP.
- Defining organizational units (OUs) and folders for logical access control.
- Creating service accounts for Apigee components and granting them least-privilege IAM roles.
- Configuring firewall rules and network policies to restrict access to Apigee resources.
- Implementing logging and audit trails for security monitoring.

Benefits

- Apigee X empowers you to build, secure, manage, and analyze your APIs effectively.
- Reduced Security Risks
- Simplified API Development and Governance
- Improved Developer Productivity
- Enhanced API Performance and Scalability
- Greater Business Agility and Innovation

06

Apigee API proxy design & development

Description

- Design, Develop and Expose APIs on Apigee by building API proxies that act as managed 'facades' for backend services.
- Iterative API proxy development using the API proxy editing and debugging tools provided with Apigee. Create environments to deploy API proxies, adding policies and promoting to production

Scope & Features

- Complete API design & development following best practices and Apigee recommendations
- Build APIs by implementing applications hosted on the API Services platform with no backend service involved using JavaScript and Java
- Configure controlled API behavior without writing any code by using policies
- Functional testing of API proxies and Integration of APIs
- Collect and view API data using API Monitoring and Apigee Analytics

Benefits

- Advanced API security
- Increased developer productivity and faster time-to-market
- Take advantage of Apigee's native integration with various Google Cloud services, such as load balancing with Cloud Armor and Cloud Logging.
- API monetisation - API as Products

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!

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Unleash
