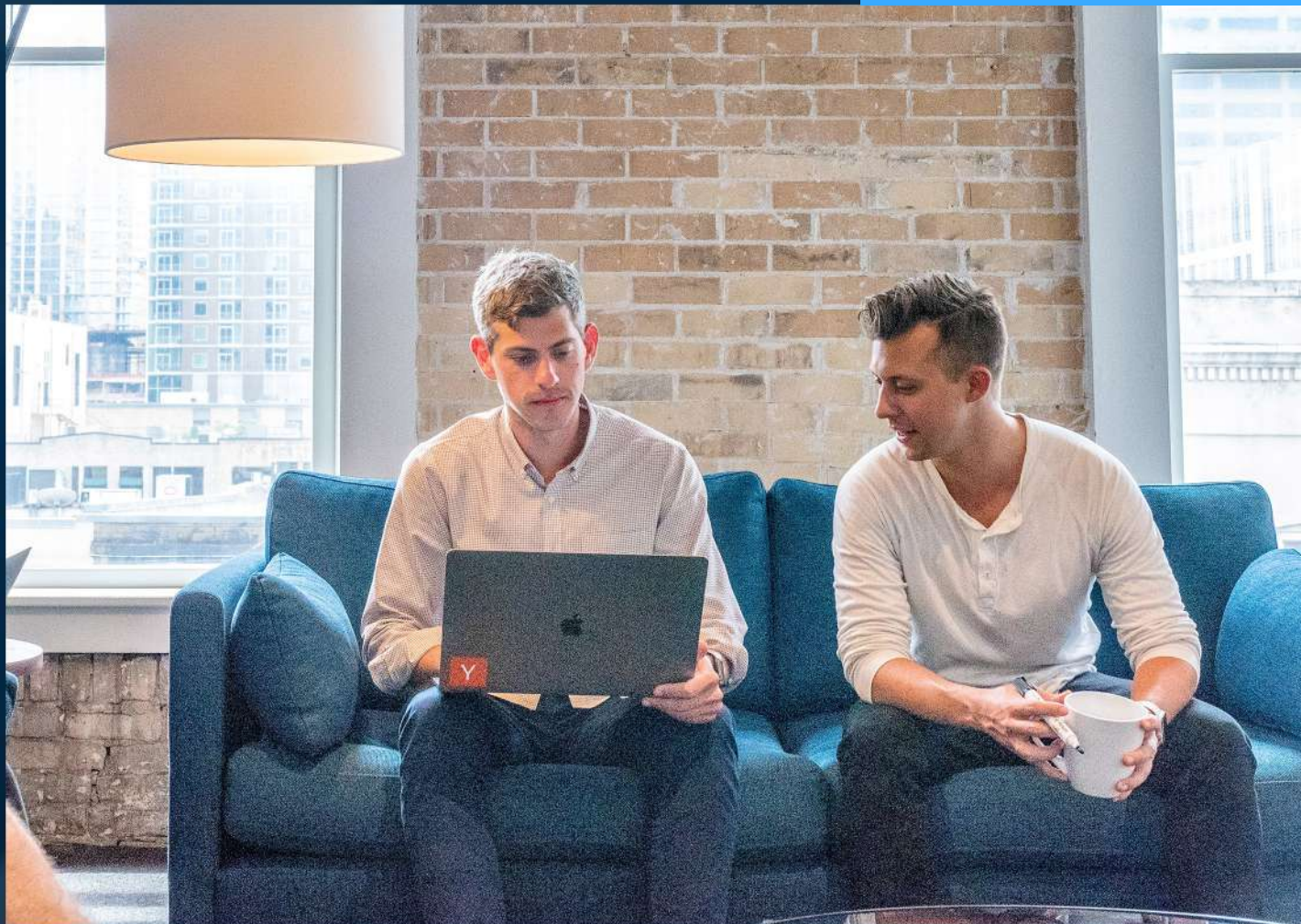




Service Definition Document

Kong & Microservices 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

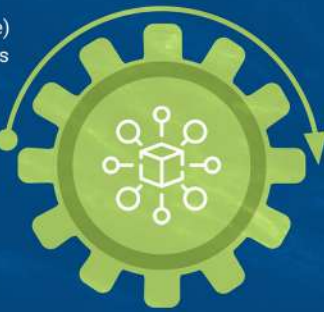


salesforce

Complete API Solutions Powered by Kong

API design & Cloud Architecture

- Decades of API consulting experience
- Cloud Certified Architects (GCP, AWS, Azure) experienced in building API centric solutions
- Experience with many leading APIM platforms including Kong



Microservices Development

- Microservices development practice
- Java, Python development house calibrated to develop REST APIs and integrations that can be containerised for deployment

Platform Engineering

- Platform engineering practice
- Certified Kubernetes Administrators managing containerised microservices environments
- Building, managing CI/CD pipelines



- Managing API using Kong Gateway and Kong Enterprise
- Building capability on Kong Mesh

API architecture,
solution consulting
to deployment
& support

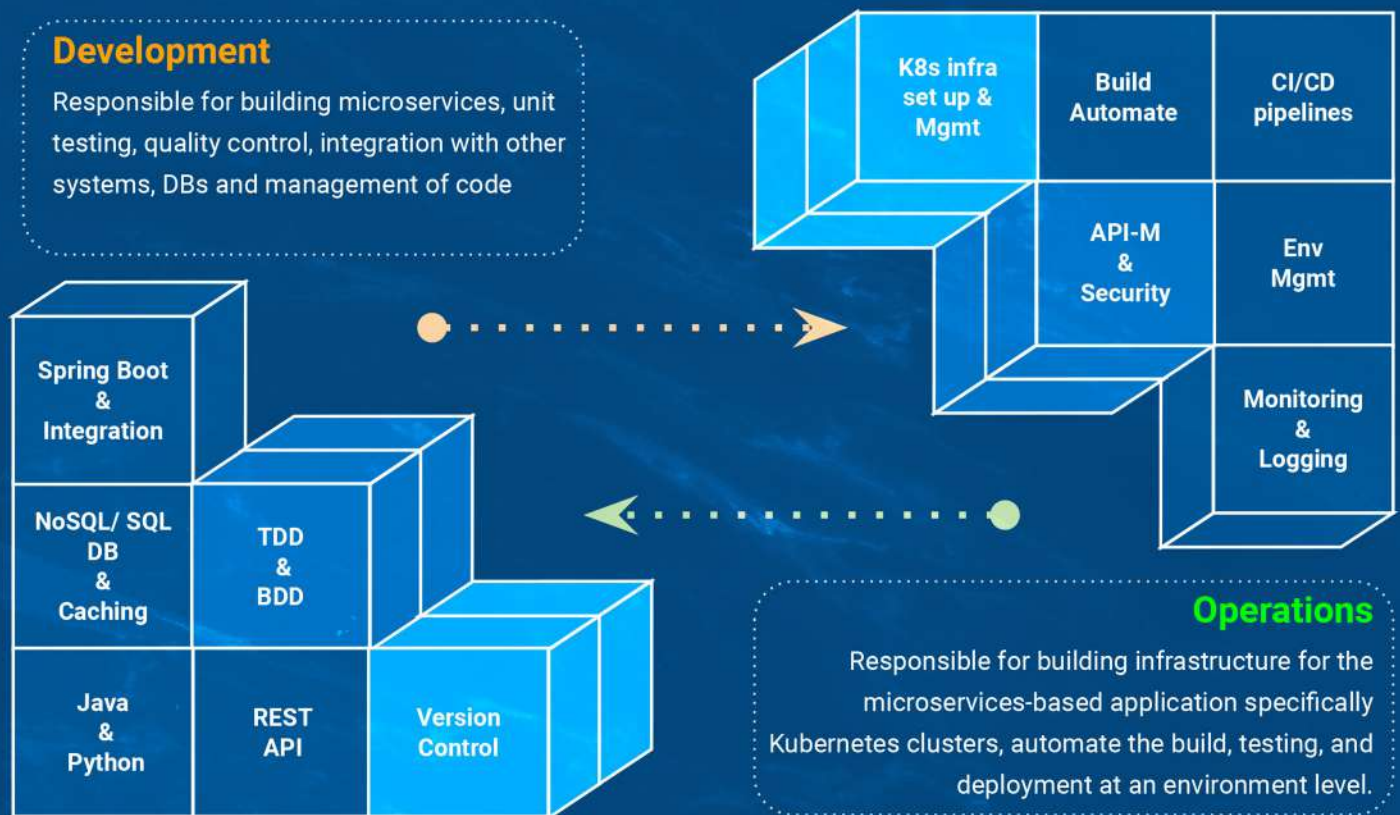
Dedicated practice for
microservices,
platform engineering
and KONG

Flexible engagement
models for small
and large clients

10+ Kong certified
members and ready
to scaleup

Multi-cloud (GCP, Azure
and AWS) expertise &
experience

Creating Synergies: Microservices



API Architecture & Design



Architecture



Standards/Best Practices



Governance



Security



Documentation

NeosAlpha Kong Services

**Kong Architecture
Blueprint & Consulting
Service**



**Kong Setup, Installation &
Configuration**



**APIOps (CI/CD) for Kong
API Lifecycle**



**Microservices Architecture
& Cloud-Native Application
Design**



**API design, development &
deployment**



**Containerization Strategy &
Orchestration**



01

Kong Architecture Blueprint & Consulting Services

This service offering helps organizations design and implement Kong.

- **API Strategy Workshop:** Collaborate with experts to define your API strategy, identify use cases, and determine the best architecture for your needs.
- **Reference Architecture Design:** Create a blueprint for your Kong deployment, including infrastructure considerations, security best practices, and integration with other systems.
- **API Governance Framework:** Establish policies and procedures for API design, development, deployment, and versioning, ensuring consistency and control.

Kong Setup, Installation & Configuration

02

This service provides guidance on setting up and configuring Kong for your environment. It may include:

- **Platform Selection:** Assistance in choosing the right deployment platform for Kong, such as VMs in cloud providers, or Kubernetes or SaaS (Cloud Gateway).
- **Installation and Configuration:** Installation/Configuration of Kong on your chosen platform and configuration of key elements like plugins, policies, and certificates.
- **Security Hardening:** Implementation of security best practices to protect your API gateway from vulnerabilities.

03

APIOps (CI/CD) for Kong API Lifecycle

This service focuses on automating the API lifecycle management process using CI/CD

- **CI Pipeline Design:** Setting up an automated pipeline to streamline API development, testing, and deployment.
- **Version Control Integration:** Integrating Kong with your version control system (e.g., Git) to track changes and manage different API versions.
- **Automated Testing:** Implementing automated tests to ensure API functionality and security throughout the development lifecycle.
- **Deployment Automation:** Automating API deployment to Kong environments (e.g., development, staging, production).

Microservices Architecture & Cloud-Native Application Design

04

This service involves guidance on architecting applications that leverage microservices and deploy well in cloud environments:

- **Microservice Decomposition:** Assisting you in breaking down your application into independent, loosely coupled microservices for scalability and agility.
- **API Design for Microservices:** Designing APIs that expose functionalities of each microservice clearly and effectively.
- **Cloud-Native Design Principles:** Implementing best practices for cloud-native application development, such as containerization and statelessness.

05

API design, development and deployment

This service encompasses the entire journey of creating and managing your APIs:

- **API Design:** Defining API specifications (e.g., using OpenAPI/Swagger) to document expected behavior and data structures.
- **API Development:** Building the backend logic that serves API requests using your chosen programming language and framework.
- **API Deployment:** Deploying your APIs to Kong and configuring them for access control, security, and monitoring.

Containerization Strategy and Orchestration

06

This service guides you on building containerized APIs and implementing a container orchestration platform:

- **Containerization Strategy:** Defining a strategy for containerizing your API code and dependencies for portability and scalability.
- **Container Orchestration Platform Selection:** Choosing a suitable container orchestration platform (e.g., Kubernetes, Docker Swarm) for managing container lifecycle and deployments.
- **Integration with Kong:** Integrating Kong with your chosen container orchestration platform for seamless API deployment and management.

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!



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Unleash
