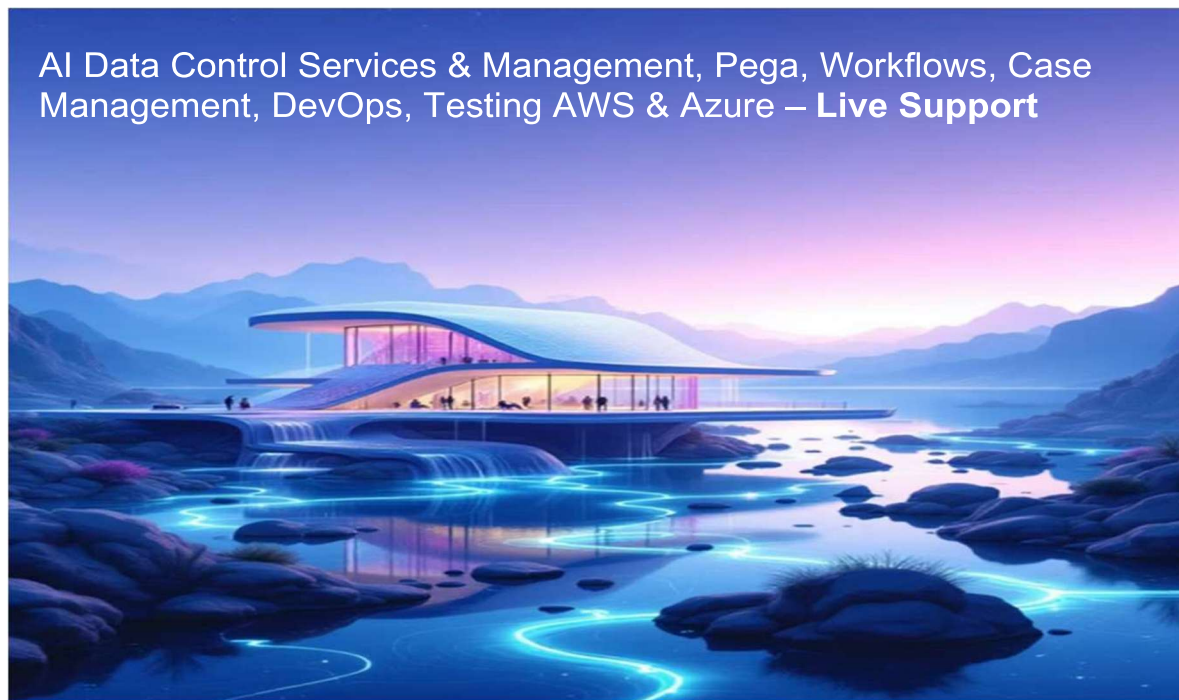


AI Data Control Services & Management, Pega, Workflows, Case Management, DevOps, Testing AWS & Azure
– Live Support



G-Cloud 15 Service Definition Document Dec 2025

Rplus Analytics Overview

Rplus Analytics Solutions Limited is a specialist data and analytics consultancy providing cloud-first data architecture, engineering, analytics, governance, and data science services. This includes robust AI and machine learning capabilities to drive predictive insights and automation. Our expertise spans the full spectrum of modern data platform technologies, enabling organizations to transform their data infrastructure and unlock strategic insights.

We support public and private sector organizations to design, build, migrate, and operate secure, scalable, and cost-effective data platforms. Our approach combines deep technical expertise with a thorough understanding of regulatory compliance, security frameworks, and operational excellence requirements.

With proven experience across AWS, Microsoft Azure, and Google Cloud Platform (GCP), Rplus Analytics delivers tailored solutions that align technology investments with business objectives. Our team of certified professionals brings industry-leading practices to every engagement, ensuring platforms are robust, performant, and future-ready.



Cloud-First Architecture

Multi-cloud expertise across AWS, Azure, and GCP



Data Governance

Comprehensive compliance and security frameworks



Advanced Analytics

Data science and business intelligence solutions



AI Expertise

Machine learning and artificial intelligence implementation

Service Overview

The AI Data Control Services & Management, Pega, Workflows, Case Management, DevOps, Testing AWS & Azure – Live Support service provides comprehensive operational support for cloud-based enterprise platforms and infrastructure. Rplus Analytics delivers 24/7 monitoring, incident management, and expert technical support ensuring your platforms maintain high availability and optimal performance across AWS and Azure environments.

Our comprehensive live support approach includes:

- 24/7 Platform Monitoring: Continuous monitoring of platform health, performance, and availability across all systems
- Incident Management: Rapid identification, triage, and resolution of platform issues and incidents
- Performance Optimization: Proactive monitoring and tuning to maintain optimal platform performance
- Technical Support: Expert assistance from certified practitioners with deep platform expertise
- Preventive Maintenance: Scheduled maintenance, patching, and updates to prevent issues
- Escalation Management: Structured escalation processes ensuring critical issues receive immediate attention
- AI/ML Platform Support: Support for AI data control systems, model monitoring, and data governance operations
- Pega Platform Support: Comprehensive support for Pega workflows, case management, and BPM applications
- DevOps Support: Monitoring and support for CI/CD pipelines, automation frameworks, and deployment processes
- Testing Environment Support: Support for test environments, test automation frameworks, and quality assurance infrastructure
- Cloud Infrastructure Support: AWS and Azure infrastructure monitoring, troubleshooting, and optimization
- SLA-backed support with defined response and resolution times

Our live support services are tailored to organizational requirements and criticality levels, ensuring platforms receive the appropriate level of monitoring and support. We provide proactive issue prevention, rapid incident resolution, and continuous optimization to maximize platform uptime and business value.

Monitoring & Detection

Continuous 24/7 monitoring detecting issues before they impact operations

Incident Triage & Response

Rapid assessment and prioritization with immediate response initiation

Interactive Training Delivery

Expert troubleshooting and resolution with minimal business disruption

Knowledge Transfer & Documentation

Root cause analysis and preventive measures to avoid recurrence



Platform Technologies & Services

AI Data Control & Management

Comprehensive support for AI/ML platforms, data governance frameworks, and data control services. Monitoring AI model performance, data quality, and governance compliance across cloud environments.

Workflows & Case Management

Support for workflow automation, case management systems, and business process platforms. Monitoring process execution, troubleshooting issues, and optimizing workflow performance.

Testing Infrastructure

Support for testing environments, test automation frameworks, performance testing platforms, and quality assurance infrastructure ensuring reliable test execution.

Pega Platform

Expert support for Pega workflows, case management, BPM applications, and decisioning platforms. Ensuring Pega environments maintain high availability and optimal performance.

DevOps & CI/CD

Comprehensive DevOps support including CI/CD pipeline monitoring, automation frameworks, infrastructure as code, and deployment processes across AWS and Azure.

AWS & Azure Cloud

Expert cloud infrastructure support across AWS and Azure services including compute, storage, networking, databases, and managed services with 24/7 monitoring and optimization.

Detailed Service Description

24/7 Monitoring & Incident Management

Rplus Analytics provides round-the-clock monitoring and incident management services ensuring rapid detection and resolution of platform issues. Our support team combines automated monitoring with expert analysis to maintain platform health and availability.

- 24/7 platform monitoring and alerting across all systems
- Proactive issue detection and prevention
- Rapid incident triage and prioritization
- Expert troubleshooting and resolution
- Structured escalation processes for critical issues

Technical Support & Optimization

Our live support services include expert technical assistance and continuous optimization ensuring platforms operate at peak efficiency. Certified practitioners provide guidance, troubleshooting, and performance tuning across AI, Pega, DevOps, testing, and cloud platforms.

- Expert technical support from certified practitioners
- Performance monitoring and optimization
- Preventive maintenance and patching
- Capacity planning and resource optimization
- SLA-backed support with defined response times

Service Capabilities

Architecture & Engineering

Design and implementation of secure, scalable cloud and hybrid data platforms optimized for performance and cost-effectiveness. Multi-cloud expertise ensuring vendor neutrality and strategic flexibility.

Data Integration & Migration

Seamless data integration, transformation, and migration services supporting complex enterprise data landscapes. ETL/ELT pipeline development and optimization using modern cloud-native tools.

Governance & Security

Comprehensive data governance frameworks including cataloging, lineage, quality management, and compliance. Integration with existing security and governance infrastructure.

Platform Optimization

Continuous performance tuning, capacity planning, and cost optimization. Regular health checks and recommendations to maximize platform ROI and operational efficiency.

Operational Support

SLA-backed operational support with clearly defined response times. Proactive monitoring, incident management, and problem resolution ensuring platform availability and reliability.

Training & Knowledge Transfer

Comprehensive training programs and documentation enabling internal teams to effectively manage and operate data platforms. Tailored enablement sessions for technical and business users.

Support Tiers & Flexibility

Rplus Analytics offers flexible live support services with multiple support tiers tailored to organizational requirements and platform criticality. Our support models adapt to business needs, providing the appropriate level of monitoring, response times, and technical expertise across diverse technology stacks.

Standard Support

Business hours support with defined SLAs for incident response and resolution. Email and portal-based support with access to knowledge base and documentation resources for AI, Pega, DevOps, and cloud platforms.

Premium Support

Extended hours support with faster response times and priority escalation. Phone and email support with dedicated support contacts and proactive monitoring capabilities across all platform technologies.

24/7 Mission-Critical Support

Round-the-clock monitoring and support for mission-critical platforms. Immediate response to critical incidents, dedicated support team, and proactive issue prevention with continuous optimization.

Our live support services include comprehensive monitoring, alerting, and incident management capabilities across AI platforms, Pega workflows, DevOps pipelines, testing environments, and AWS/Azure cloud infrastructure. We provide proactive issue detection through automated monitoring combined with expert analysis, ensuring problems are identified and resolved before they impact business operations.

All support tiers include access to certified practitioners with deep expertise in AI data control, Pega, workflows, case management, DevOps, testing, and cloud platforms. Our support team provides expert troubleshooting, performance optimization guidance, and best practices recommendations. Regular maintenance windows, patching schedules, and preventive maintenance activities keep platforms secure, stable, and performing optimally.

Service Value Proposition

1

Platform Availability

Support for mission-critical data platforms

2

Implementations

Proven track record across sectors

3

Cloud Platforms

Multi-cloud expertise and certification

Why Choose Rplus Analytics

Organizations choose Rplus Analytics for our deep technical expertise, proven delivery methodologies, and commitment to client success. Our specialists bring certified skills across all major cloud platforms and data technologies, combined with practical experience delivering complex enterprise projects.

- Technical Excellence: Certified professionals with deep platform expertise and architectural knowledge
- Proven Delivery: Structured methodologies ensuring projects are delivered on time and within budget
- Client Focus: Tailored solutions aligned with specific business objectives and constraints
- Continuous Innovation: Staying current with latest platform capabilities and industry best practices
- Risk Management: Comprehensive testing, validation, and quality assurance throughout delivery

Contact Details

Supplier

Rplus Analytics Solutions Limited

Specialist data and analytics consultancy delivering cloud-first solutions for enterprise and public sector organizations.

Primary Contact

Lavanya KV

Email: partners@rplusanalytics.com

Telephone: 07504 605955

Support Hours

Monday to Friday

9:00 AM to 5:00 PM (UK time)

Extended support hours available for mission-critical services under SLA agreements.

Get Started

Ready to ensure continuous availability and optimal performance of your platforms? Rplus Analytics delivers comprehensive Live Support services with 24/7 monitoring, rapid incident response, and expert technical assistance for AI data control, Pega, workflows, case management, DevOps, testing, and AWS/Azure environments.



Initial Consultation

Discuss your support requirements and platform criticality



Support Assessment

Evaluate current support needs and define appropriate support tier



Support Setup & Onboarding

Configure monitoring, establish escalation procedures, and onboard support team



Ongoing Support Delivery

24/7 monitoring, incident management, and continuous optimization

Whether you need standard business hours support, premium extended support, or 24/7 mission-critical support for AI platforms, Pega workflows, case management systems, DevOps pipelines, testing infrastructure, or AWS/Azure cloud environments, our team brings the expertise and proven processes needed to keep your platforms running smoothly. Contact us today to discuss how Rplus Analytics can deliver comprehensive Live Support services with proactive monitoring and rapid incident resolution.



G-Cloud 15 Framework: This service is available through the UK Government's G-Cloud 15 framework, enabling streamlined procurement for public sector organizations. Our service definition meets all framework requirements and supports compliant, efficient procurement processes.