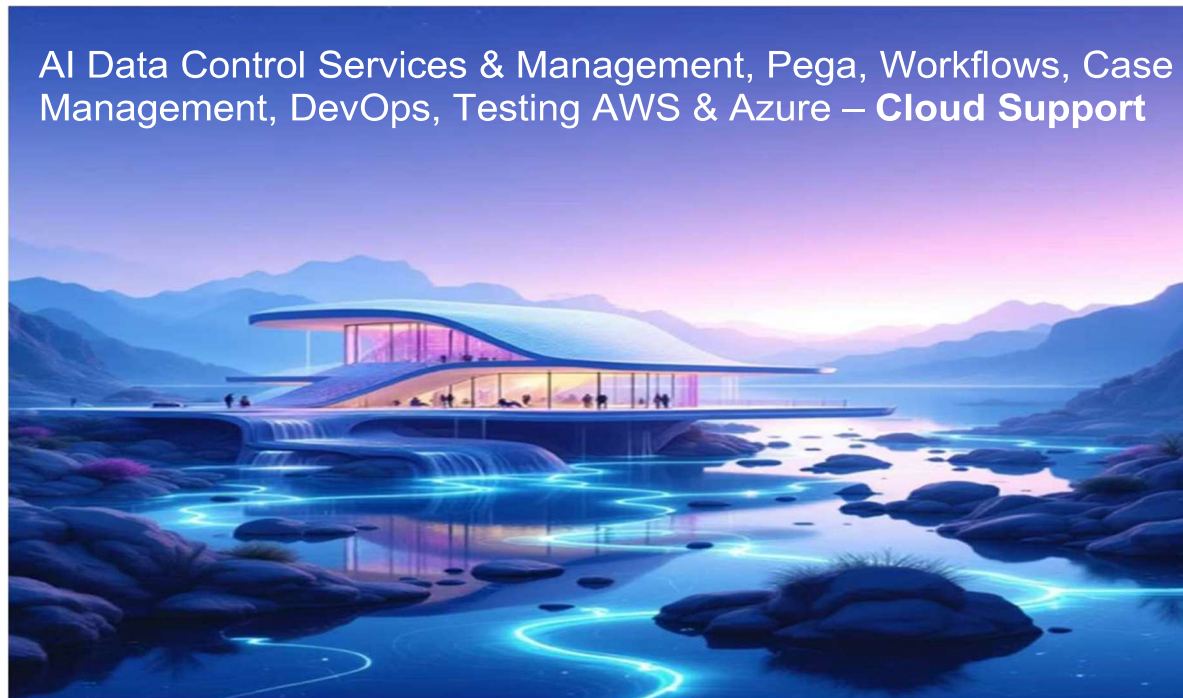


AI Data Control Services & Management, Pega, Workflows, Case Management, DevOps, Testing AWS & Azure
– Cloud Support



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 – Cloud 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 across AWS and Azure environments.

Our comprehensive cloud support approach includes:

- 24/7 Cloud Infrastructure Monitoring: Continuous monitoring of AWS and Azure resources, services, and applications
- AI Data Control & Management Support: Expert support for AI/ML platforms, data governance, and control frameworks
- Pega Platform Support: Comprehensive support for Pega workflows, case management, and BPM applications
- DevOps Pipeline Support: Monitoring and support for CI/CD pipelines, automation, and deployment processes
- Testing Environment Management: Support for test environments, test automation frameworks, and quality assurance infrastructure
- Incident Management: Rapid identification, triage, and resolution of platform and infrastructure issues
- Performance Optimization: Proactive monitoring and tuning to maintain optimal cloud performance and cost efficiency
- Technical Support: Expert assistance from AWS and Azure certified practitioners
- Preventive Maintenance: Scheduled maintenance, patching, and updates across cloud infrastructure
- SLA-backed support with defined response and resolution times

Our cloud support services are tailored to organizational requirements and criticality levels, ensuring platforms receive the appropriate level of monitoring and support across AWS and Azure environments.

Monitoring & Detection

Continuous 24/7 monitoring of cloud infrastructure and applications

Incident Triage & Response

Rapid assessment and prioritization with immediate response initiation

Resolution & Recovery

Expert troubleshooting across AWS, Azure, Pega, and DevOps platforms

Analysis & Prevention

Root cause analysis and preventive measures for continuous improvement

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 Cloud Infrastructure Support

Rplus Analytics provides round-the-clock monitoring and support for AWS and Azure cloud infrastructures. Our support team combines automated monitoring with expert analysis to maintain platform health, availability, and cost efficiency.

- 24/7 AWS and Azure infrastructure monitoring and alerting
- AI data control and management platform support
- Pega workflows and case management support
- DevOps pipeline and CI/CD monitoring
- Testing environment and automation framework support

Technical Support & Optimization

Our cloud support services include expert technical assistance and continuous optimization ensuring platforms and infrastructure operate at peak efficiency. AWS and Azure certified practitioners provide guidance, troubleshooting, and performance tuning.

- Expert technical support from AWS and Azure certified practitioners
- Performance monitoring and cloud cost optimization
- Preventive maintenance, patching, and security updates
- 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 Coverage & Flexibility

Rplus Analytics provides comprehensive cloud support across diverse technology stacks including AI data control services, Pega platforms, workflow systems, case management, DevOps pipelines, testing infrastructure, and AWS/Azure cloud services. Our flexible support models adapt to organizational needs and platform criticality.

Cloud Infrastructure Support

Comprehensive AWS and Azure infrastructure support including compute, storage, networking, databases, and managed services. 24/7 monitoring, incident management, and cost optimization.

Application & Platform Support

Expert support for Pega workflows, case management systems, AI data control platforms, and business process applications. Ensuring application availability and optimal

DevOps & Testing Support

Support for CI/CD pipelines, automation frameworks, infrastructure as code, testing environments, and quality assurance platforms. Monitoring deployments and test execution.

Our cloud support services include comprehensive monitoring, alerting, and incident management capabilities across AWS and Azure environments. We provide proactive issue detection through automated monitoring combined with expert analysis from AWS and Azure certified practitioners, ensuring problems are identified and resolved before they impact business operations.

Support coverage spans the entire technology stack from cloud infrastructure through application platforms to DevOps and testing environments. Our team provides expert troubleshooting for Pega workflows, AI data control systems, case management platforms, CI/CD pipelines, and testing infrastructure. 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 transform your data platform capabilities with expert cloud support services? Rplus Analytics is committed to helping organizations maximize the value of their Informatica, Cloudera, Qlik, and Databricks investments through comprehensive implementation, integration, and operational support services.



Initial Consultation

Discuss your cloud support requirements and platform criticality



Support Assessment

Evaluate current infrastructure and define appropriate support coverage



Support Setup & Onboarding

Configure monitoring, establish escalation procedures, and onboard support team



Service Activation

24/7 monitoring, incident management, and continuous optimization

Whether you need support for AI data control services, 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 Cloud 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.