

Pro-code and DevOps support & enablement

What we offer

Ingentive provides Pro Code and DevOps support services to help organisations maintain, enhance and manage custom applications and development pipelines. We offer guidance on coding standards, release management, environment configuration, CI/CD pipelines and best practice, alongside troubleshooting, training and ongoing optimisation to ensure reliable and secure delivery.

Service categories:

- Cloud support services
- Ongoing support
- Product support capabilities
- Logging and management of incidents
- Reporting and proactive results analysis
- End-user training coordination



Benefits:



- Improved code quality and development consistency
- Faster and more reliable software releases
- Reduced deployment risks and production issues



- Better collaboration between development and operations teams
- Increased automation across build and release processes



- Stronger control over environments and pipelines
- Reduced time spent troubleshooting technical issues



- Improved application performance and stability
- Enhanced compliance with organisational standards
- Higher confidence in delivery and support processes

Service scope

This service focuses on supporting and enabling custom development and DevOps processes. Assistance with third-party or legacy systems depends on available documentation, access and integration feasibility and may require review during onboarding. Support is provided within agreed service hours, with extended or out-of-hours options available at additional cost. Certain complex technical issues may require additional investigation time, and Ingentive will maintain clear communication throughout.

Support levels

At an extra cost, Ingentive provides three support tiers: Flexi, Flexi Plus and Complete. All tiers include response SLAs of: Major: 1 hour Intermediate: 4 hours Minor: 8 hours Support costs vary by tier and are detailed in the pricing schedule. Flexi Plus and Complete include access to a dedicated technical specialist or cloud support engineer to assist with development, deployments and troubleshooting.



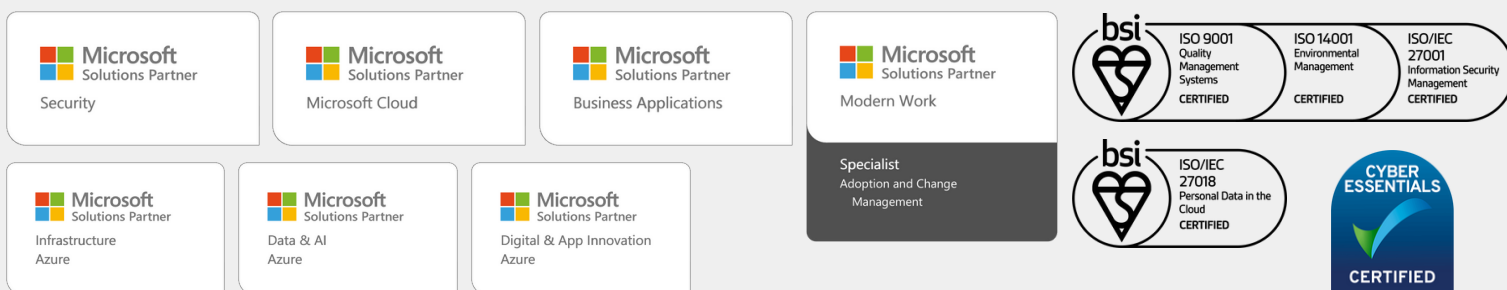
Why choose us?

We live, breathe, eat, sleep, repeat Microsoft and we always have.

As a trusted Microsoft **Inner Circle** member, we bring unmatched expertise, proactive managed services and a transformation-first mindset to keep your business secure, efficient, and future-ready.



Ingentive stands among a select group of organisations worldwide to have earned **all six Microsoft Solutions Partner designations**, plus an additional Microsoft Cloud designation. With seven in total, this exceptional achievement highlights our leadership, innovation, and unmatched capability to help you maximise your Microsoft investments.



Get started with Ingentive

As a Microsoft partner with years of experience providing Microsoft solutions, we want you to get the very best systems for your business, build solutions around you.

Get started

<https://www.ingentive.com/>