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SERVICE DEFINITION

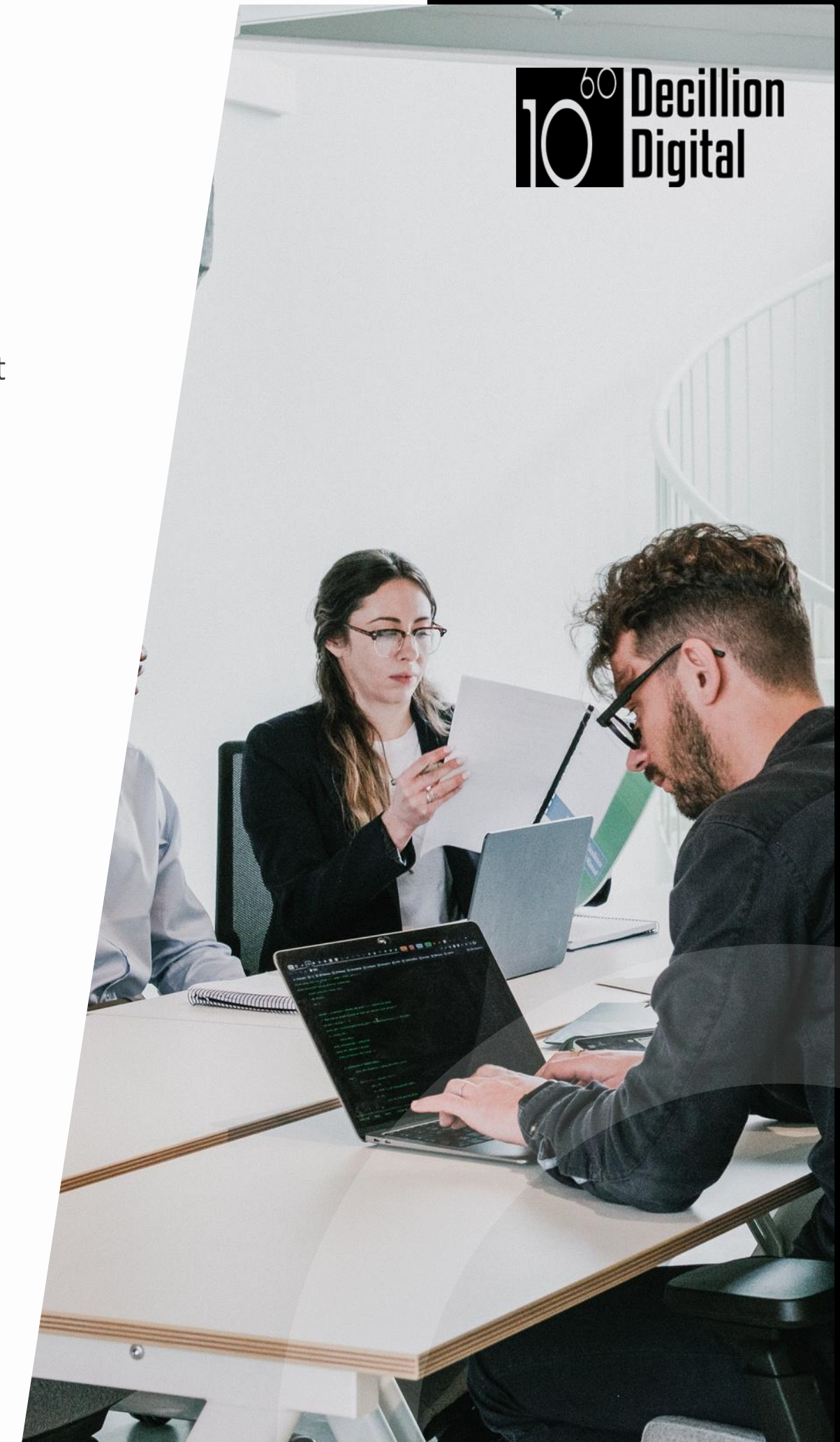
On-Call Support

INTRODUCTION

Discover peace of mind with Decillion's on-call support services, designed to keep your projects running smoothly even after hours. With our experienced delivery teams, we customize cost-effective models for up to 24/7 coverage, ensuring your live infrastructure, products, and services are in capable hands. From initial discussions with clients to deploying DevOps professionals proficient in managing the entire technology stack, we're committed to delivering reliability and efficiency at every turn.

SERVICE FEATURES

- 24/7 out-of-hours on-call support
- Availability of second line (platform, infrastructure) and third line (solution, application) support
- Experienced consultants already working on the service
- Defined SLAs with management reporting on performance
- Well-defined incident management, escalation, and trend analysis
- No-blame analysis and identification of production outage sources
- Training and support for client staff
- Direct feedback into development for continuous improvement
- Collaboration with suppliers and teams providing dependent services
- First line support through third party or client's help desk



SERVICE BENEFITS

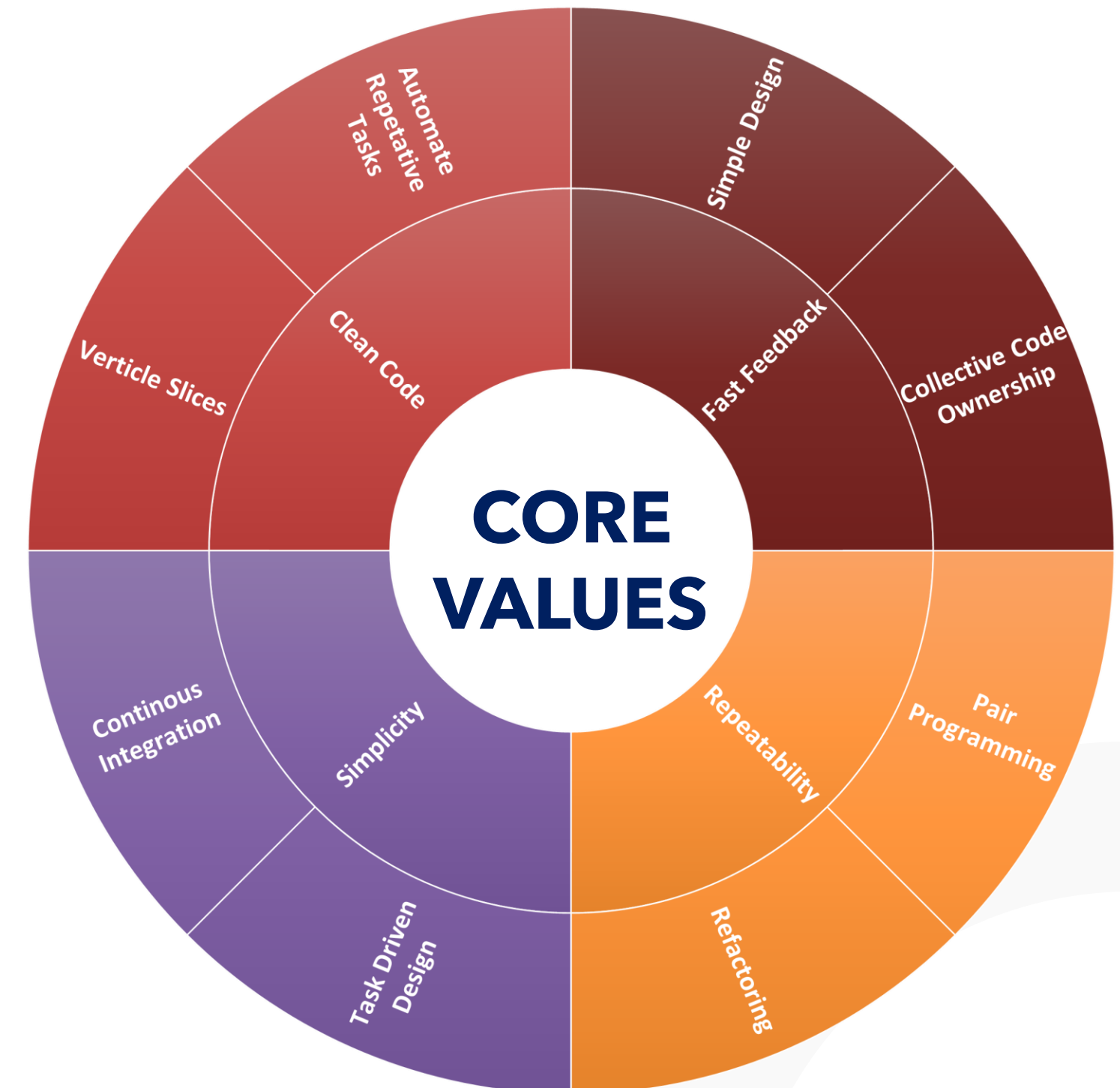
- Mitigates out-of-hours incidents
- Round-the-clock operational coverage
- Enhances digital service resilience
- Facilitates scalable delivery
- Cloud platform agnostic
- Tailored SLAs
- Integration with existing services
- Proactive infrastructure management
- Cost-effective models
- Peace of mind



DEVELOPMENT APPROACH

Our development approach is grounded in a set of core values designed to maximize efficiency, foster innovation, and maintain high standards of quality. We prioritize clean code, simplicity, and collaboration, ensuring every project is aligned with these principles for optimal results.

- **Vertical Slices:** We tackle development in vertical slices, breaking down features into manageable parts that cross all necessary layers, from the user interface down to the data model. This method allows us to deliver functional enhancements in a steady, incremental fashion.
- **Clean Code:** Emphasis is placed on writing clean, understandable, and maintainable code. We regularly refactor to improve code quality, eliminating unnecessary complexity and ensuring that the codebase remains accessible for all team members.
- **Simple Design:** Our design philosophy is to keep things simple. We avoid over-engineering and focus on the essentials that provide value, making our solutions easier to develop, test, and maintain.
- **Fast Feedback:** By integrating continuous testing and integration practices, we ensure rapid feedback on the impact of changes, allowing for quicker iterations and adjustments based on real-time results.
- **Collective Code Ownership:** We encourage all team members to contribute to and review each other's code. This collective ownership helps spread knowledge across the team and improves code quality.



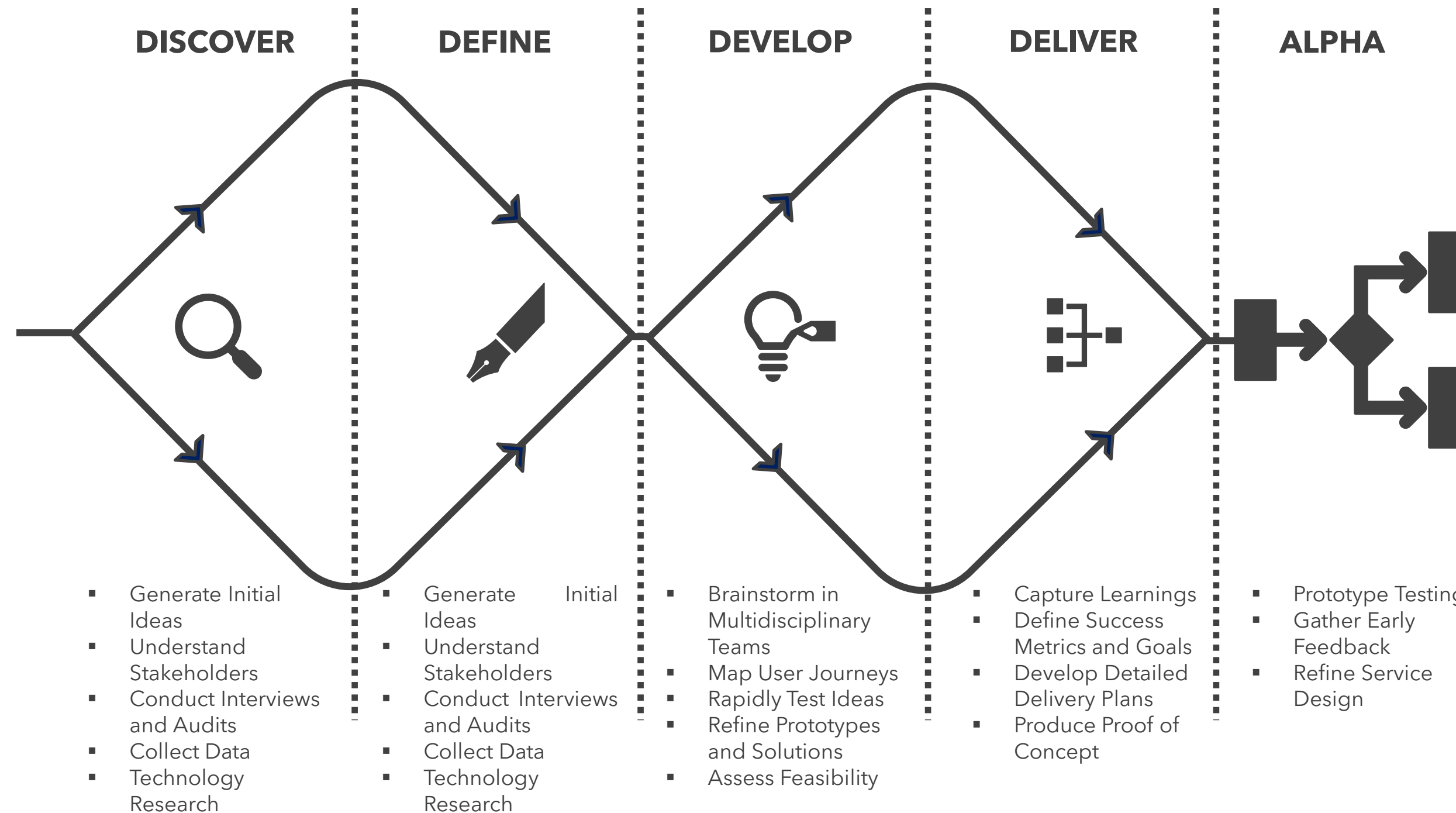
DEVELOPMENT APPROACH (Continued)

- **Repeatability:** We establish standardized processes and automation for tasks that ensure consistency and efficiency in our workflow, reducing the risk of errors and allowing for scalable growth.
- **Pair Programming:** Two minds are better than one, which is why we utilize pair programming to enhance solution quality and foster knowledge sharing among developers.
- **Refactoring:** Continuous refactoring is integral to our process, ensuring that our solutions not only meet current requirements but are also adaptable to future changes without excessive rework.
- **Continuous Integration:** We integrate work frequently to detect issues early, reduce integration problems, and ensure that our software is always in a releasable state.
- **Task-Driven Design:** Development tasks are directly tied to specific, actionable items that are designed to deliver tangible results, ensuring that all efforts contribute directly to project goals.
- **Simplicity in Processes:** We aim to simplify not just our code, but also our methodologies and processes, streamlining efforts to improve focus and effectiveness.

This comprehensive approach ensures that our projects are not just completed but are done so with the highest standards of quality and efficiency, aligning closely with our core values to drive success.

DESIGN APPROACH

Our Double Diamond framework outlines a structured approach to design by researching user needs, determining relevant metrics, and exploring both technological and policy constraints.



ABOUT US

As a Decillion we partner in bridging technology and business innovation. With an extensive background across diverse technological verticals, we are dedicated to empowering your business through tailored digital solutions.

Our Expertise

Microsoft Dynamics	Technical Consulting	Azure DevOps	Technology Training	E-commerce Solutions
We specialize in MS Dynamics to streamline CRM and ERP systems, enhancing efficiency and productivity for businesses of all sizes.	Our expert consultants are adept at diagnosing your technical challenges and crafting strategic solutions that align with your business objectives.	We leverage Azure to improve your software development lifecycle, enabling faster deployment, reliable operations, and seamless integration of disparate systems.	Decillion Digital offers comprehensive training programs designed to upskill your team and keep them abreast of the latest technological advancements.	We create robust e-commerce platforms tailored to your specific needs, ensuring scalable, secure, and user-friendly shopping experiences.

At Decillion, we believe in the power of technology to transform businesses. Our approach combines innovative strategies with cutting-edge technologies to deliver measurable results. We are committed to providing exceptional service and building long-lasting relationships with our clients.

OUR MISSION

To enable businesses to achieve their full potential through the strategic implementation of technology.

OUR MISSION

To be a leading provider of technology solutions, known for our commitment to innovation, quality, and client satisfaction.

Explore how Decillion Digital can drive your business forward. Connect with us today to learn more about our services and how we can assist you in achieving your technological and business goals.

