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SERVICE DEFINITION
Application Managed Service

INTRODUCTION

Decillion offers managed services for both commercial off-the-shelf and custom cloud-based applications. Our ITIL-compliant services are highly secure and feature customized SLAs, as well as proactive monitoring of availability and capacity. We handle backup and security management, automated testing, and the release and deployment processes using our distinctive approach that integrates DevOps and Agile methodologies. Our team of skilled technology experts ensures rapid and secure resolution of incidents. We actively oversee and streamline your application portfolio to reduce costs and enhance the productivity and efficiency of your applications.

SERVICE FEATURES

- Comprehensive management of cloud-based applications ensuring streamlined operations.
- Full spectrum of application services including development, monitoring, performance enhancement, and management.
- Extensive application support services that improve and develop applications using IaaS, PaaS, and Kubernetes technologies.
- Utilization of industry-leading technologies to deliver proactive monitoring solutions.
- Advanced proactive monitoring services covering availability, capacity, security, and backup verification.
- Complete lifecycle management including service design, transition, and operational management.
- Integrated support services for applications, enhancing overall service delivery and user satisfaction.
- Organized management functions including Change Management to ensure service adaptability.
- Continuous improvement protocols integrated into the service to foster ongoing enhancements.
- Comprehensive Quality Assurance and Testing (QAT) services to maintain high standards of service delivery



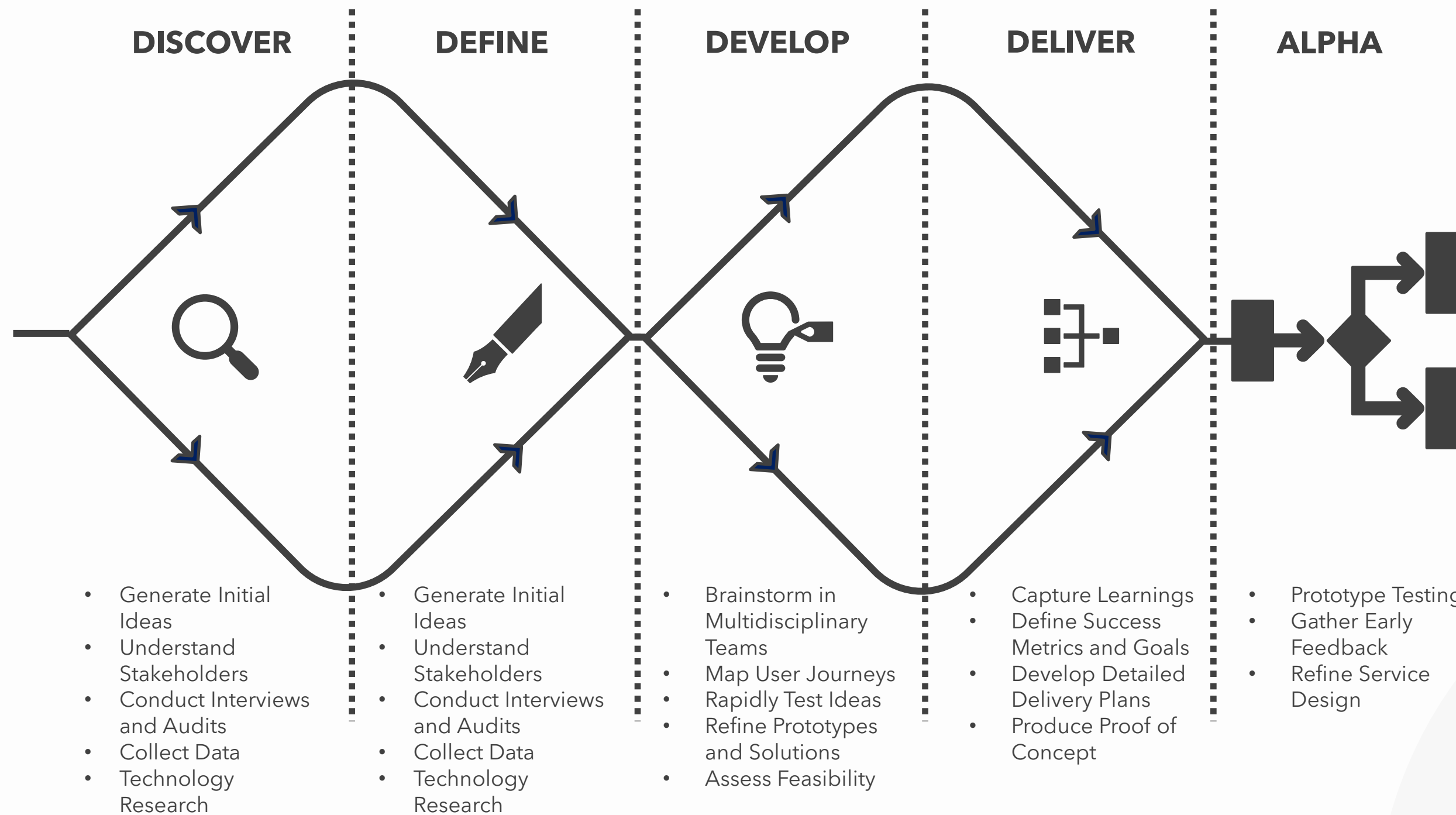
SERVICE BENEFITS

- Enhanced risk management and cost efficiencies through streamlined application migration and consolidation.
- Improved responsiveness with faster issue identification and resolution, supported by 24/7 monitoring.
- Proactive monitoring and built-in security measures significantly reduce system vulnerabilities.
- Integration of DevSecOps practices ensures continuous enhancement and security in application development.
- Direct access to major cloud providers enhances infrastructure capabilities and promotes cloud adoption.
- Partnerships with leading technology firms including Microsoft Azure, AWS, Oracle, and RedHat.
- Extensive support network featuring over 2000 skilled engineers and technologists.
- Customizable support options with flexible hours and tailored service and volume licensing agreements.
- Adaptable and scalable financial models to meet varying business requirements and scalability needs.
- Comprehensive knowledge transfer programs designed to empower your team with essential skills and insights.



USER RESEARCH

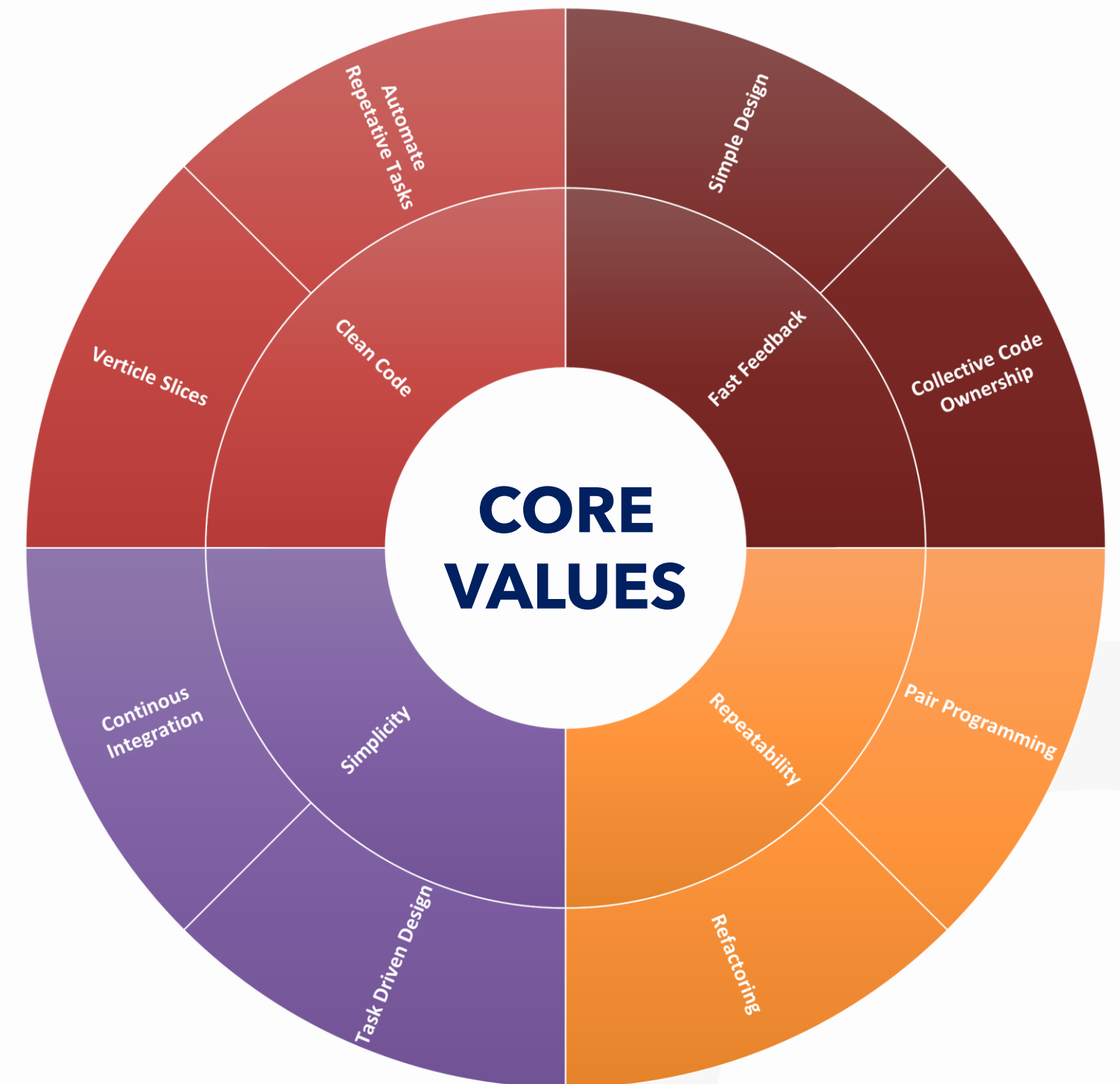
Our Double Diamond framework outlines a structured approach to design by researching user needs, determining relevant metrics, and exploring both technological and policy constraints.



DEVELOPMENT

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.
- **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.



DEVELOPMENT (Continued)

- **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.

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.

