



nagarro
Fluidic Intelligence

G-Cloud 15

cloud capabilities

Introduction to Nagarro's Positioning on Cloud

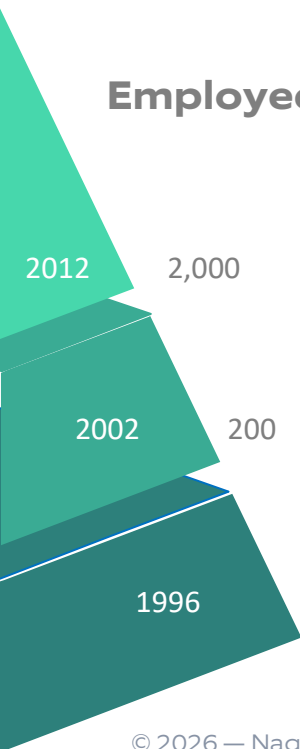
January 2026

Trusted partner

If you want to go far, don't go alone - we team up with our clients so that they succeed in their mission-critical, AI-powered business transformation journey

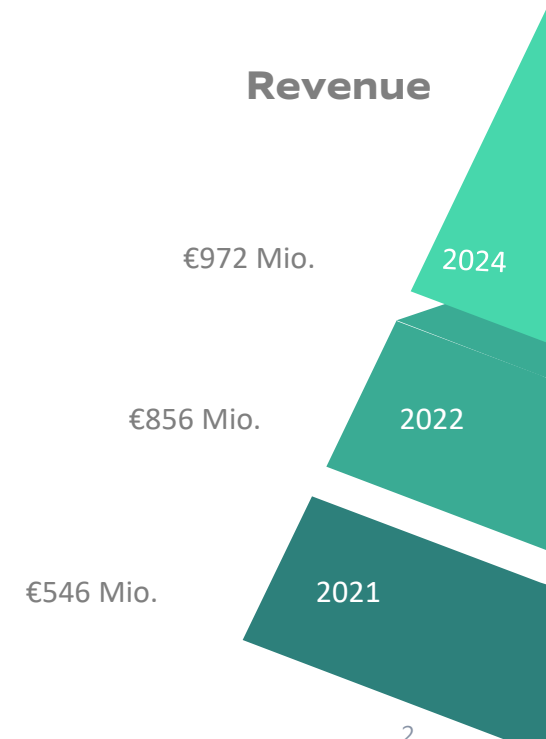


Employees



Founded in the
Silicon Valley

Revenue



We are shaping the company of tomorrow

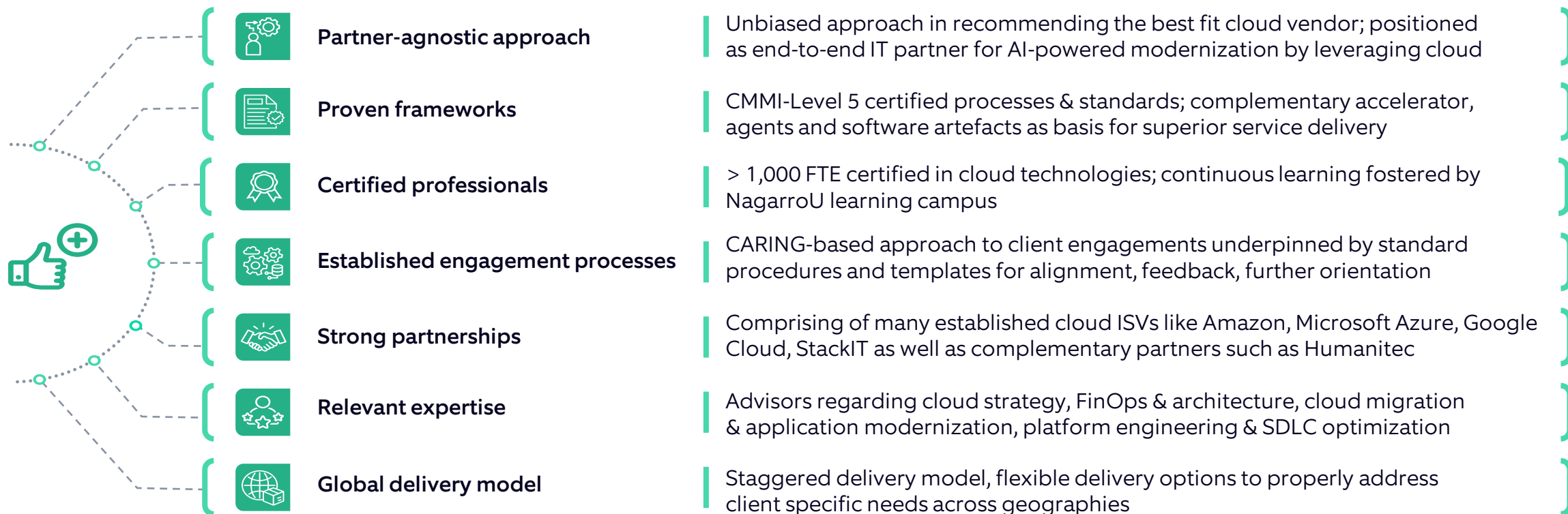
in **39** countries with **17,500+** experts

Nagarro, a global digital engineering leader, helps clients become fluidic, innovative, digital-first companies and thus win in their markets. The company is distinguished by its entrepreneurial, agile, and global character, its **CARING mindset**, and its **Fluidic Enterprise vision**.

Our promise to you as a partner



To succeed in your business transformation journey, we not only bring in extensive cloud expertise, best practice methodologies and tooling, as well as close partner relations but also our differentiating Nagarrian spirit



Nagarro as “full stack” IT partner providing unbiased consultancy and excellent delivery

300+
customers on cloud

51+
cloud accelerators

450+
cloud projects

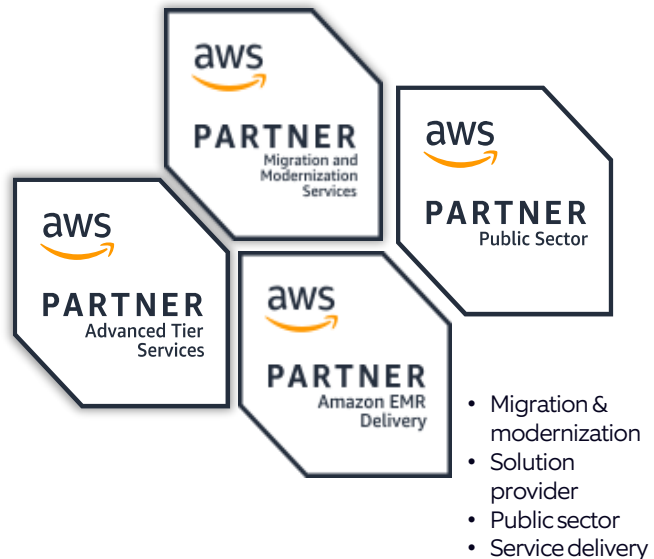
Value addition through strong partnerships



To ensure that we engage our partner ecosystem wherever required



- Advanced Consulting Partner working in Public and Commercial sectors
- Affiliated in Germany, India, USA and ability to resell globally



- Microsoft Solutions Partner for all solution areas
- Reseller in APAC, Europe, UAE and USA
- Specializes in Modernization of Web Applications



Specialist
Modernization of Web
Applications



Winner
Microsoft Partner
2018 Partner of the Year
Austria Partner of the Year



- Premier Partner
- Affiliated in Austria, Germany, India, USA and ability to resell globally
- Specializes in Application Development



Google Cloud
Partner



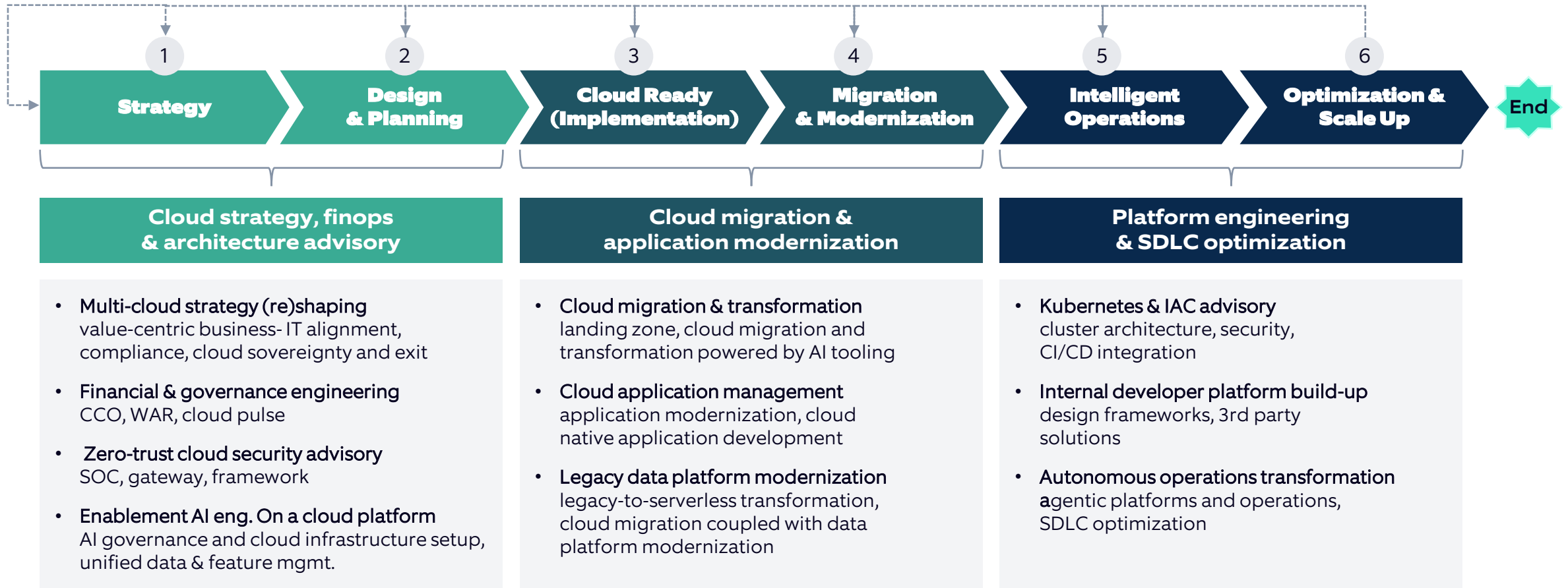
SPECIALIZATION
**Application
Development**

Google Cloud

From strategy to scale: Unlocking cloud value



Based on these partnerships, we provide services along the journey ranging from cloud strategy, finops & architecture advisory, via cloud migration and application modernization, to platform engineering & SDLC optimization



A governed, outcome-driven cloud framework

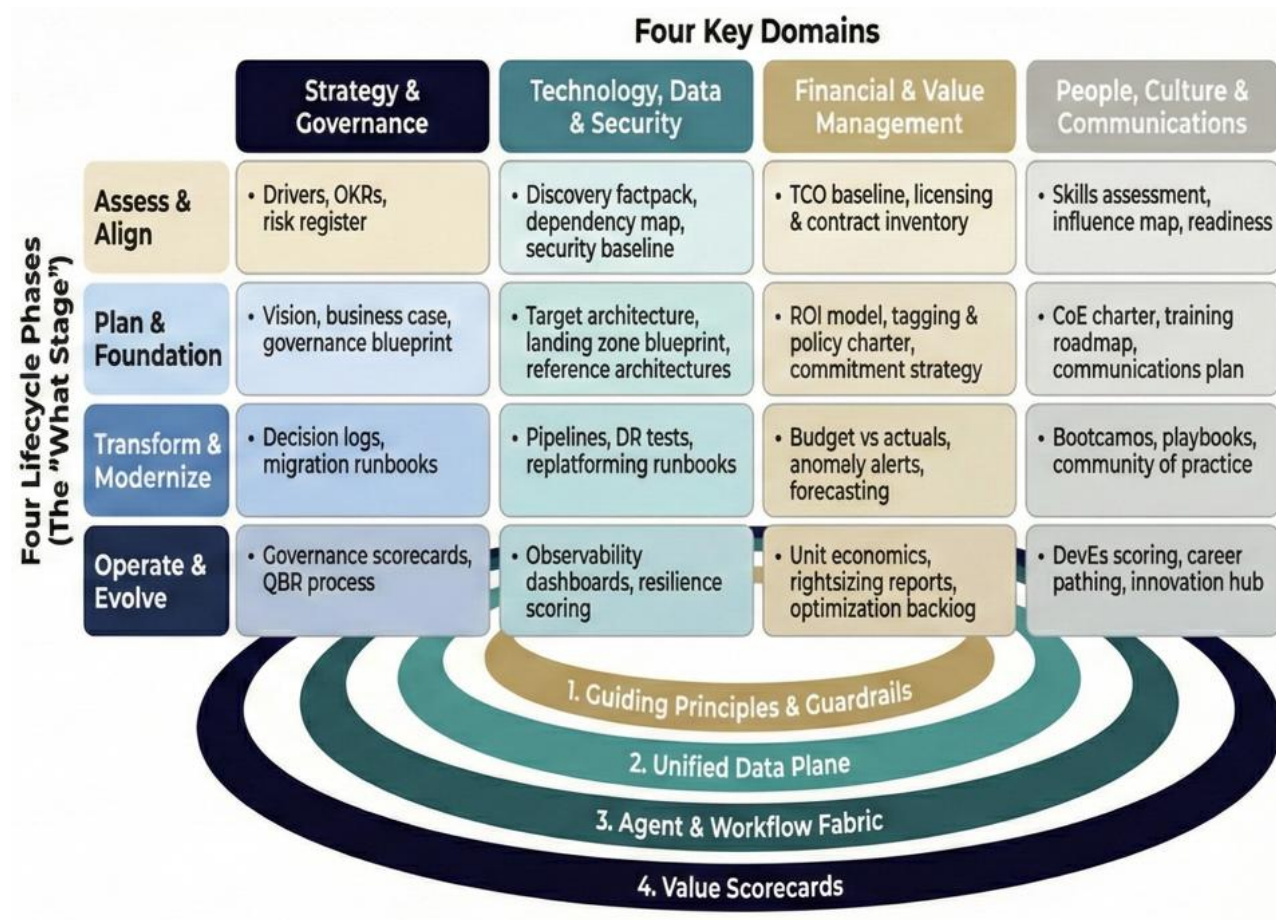


At Nagarro, we believe that a cloud journey is a transformational and multi-layered challenge – to provide advise and guidance, we applied proven methodologies such as the Unified Cloud Transformation Framework

Our unified cloud transformation framework ensures that every step of your cloud journey is aligned with business outcomes, financial predictability, and operational excellence.

What this means for you:

- **Clear direction & faster decision-making:** business goals, risks, financial models, and architectural choices are aligned early so programs move faster with fewer pivots.
- **Modern, secure, high-performing cloud platforms:** landing zones, pipelines, automation, resilience, and security are engineered consistently across all workloads.
- **Financial transparency & cost predictability:** you gain real-time visibility into cloud spend, roi, commitments, and optimization opportunities throughout the journey.
- **Teams equipped for long-term success:** your organization receives targeted enablement, operating models, and communication support to drive adoption and reduce friction.



Speed, safety, and scale through AI-powered accelerators

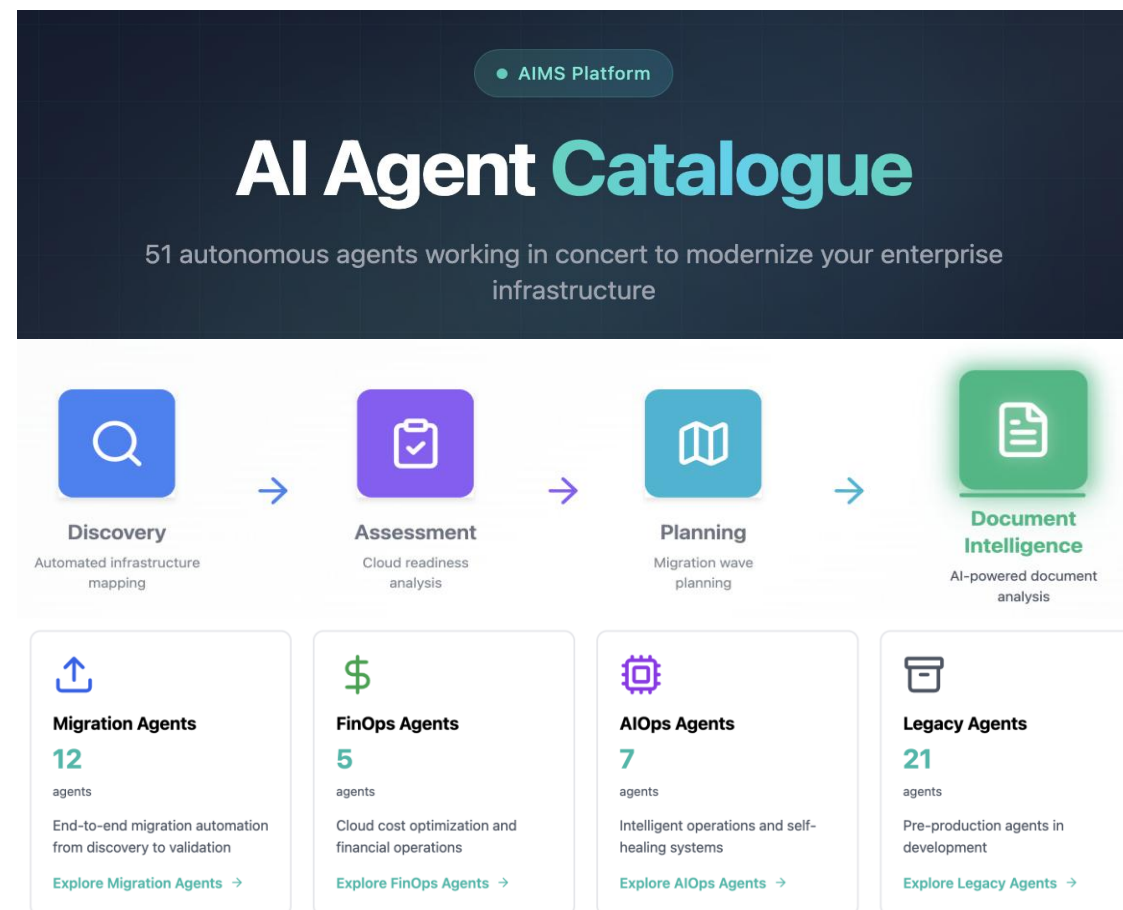


To deliver cloud transformation projects faster, cheaper and safer, we leverage agentic AI – our ever-growing suite of agents currently comprises 51 agents

Cloud transformation can be error-prone, time-consuming and expensive. To overcome these issues, we're leveraging agentic AI.

You'll enjoy tangible business benefits: cloud transformation projects get executed faster, cheaper and much safer with agent-based approach.

Our suite of agents doesn't just analyze code—it understands your specific business context, regulatory requirements, and operational constraints.



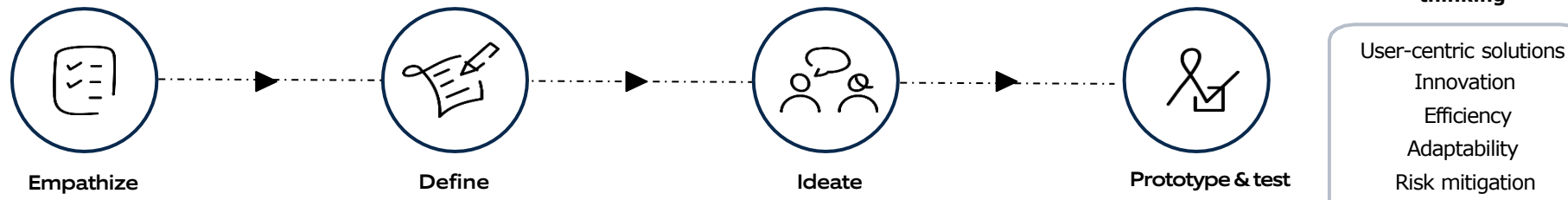
Turning cloud capabilities into differentiated business value



Our cloud services, frameworks and accelerators reflect outstanding product engineering capabilities allowing us to solve for more secure, sustainable and differentiating business value

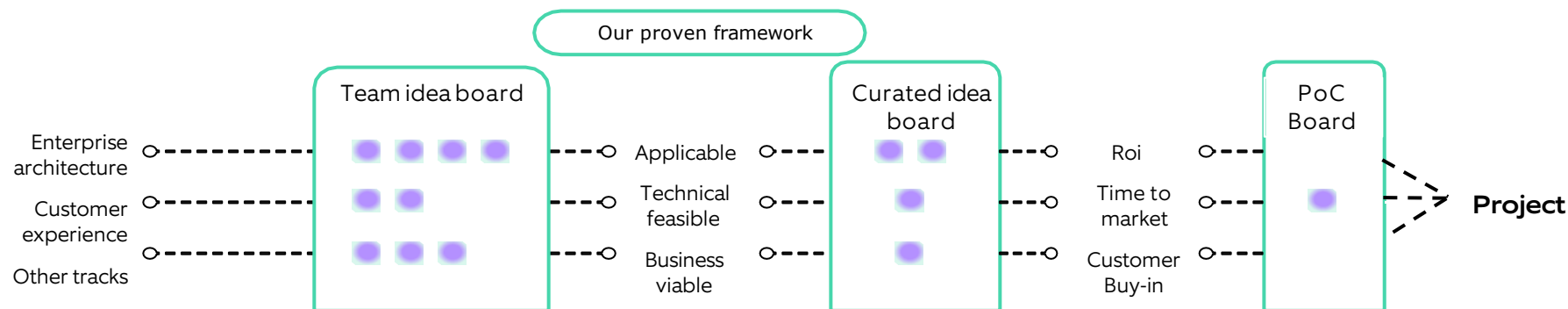
Design thinking- cloud

A user-centered approach that uses the cloud's infrastructure and tools to understand user needs, define problems, generate innovative ideas, and iteratively develop and test solutions.



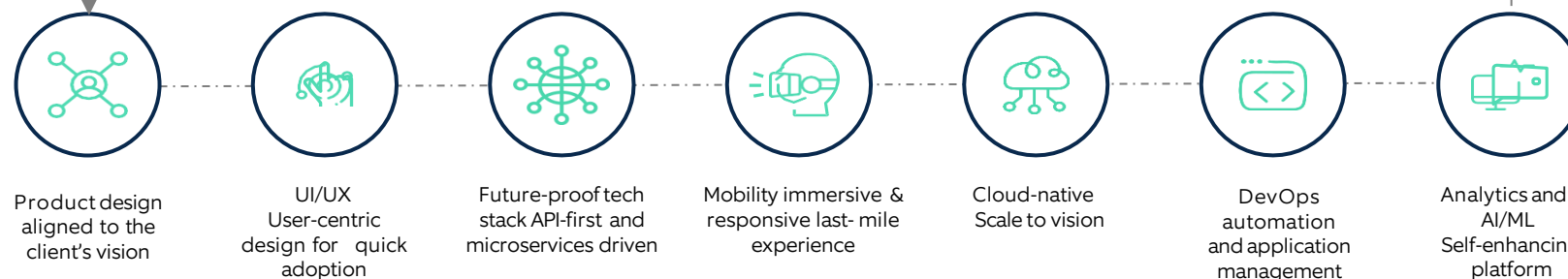
Thinking breakthroughs

We solve complex Problems. For fun.

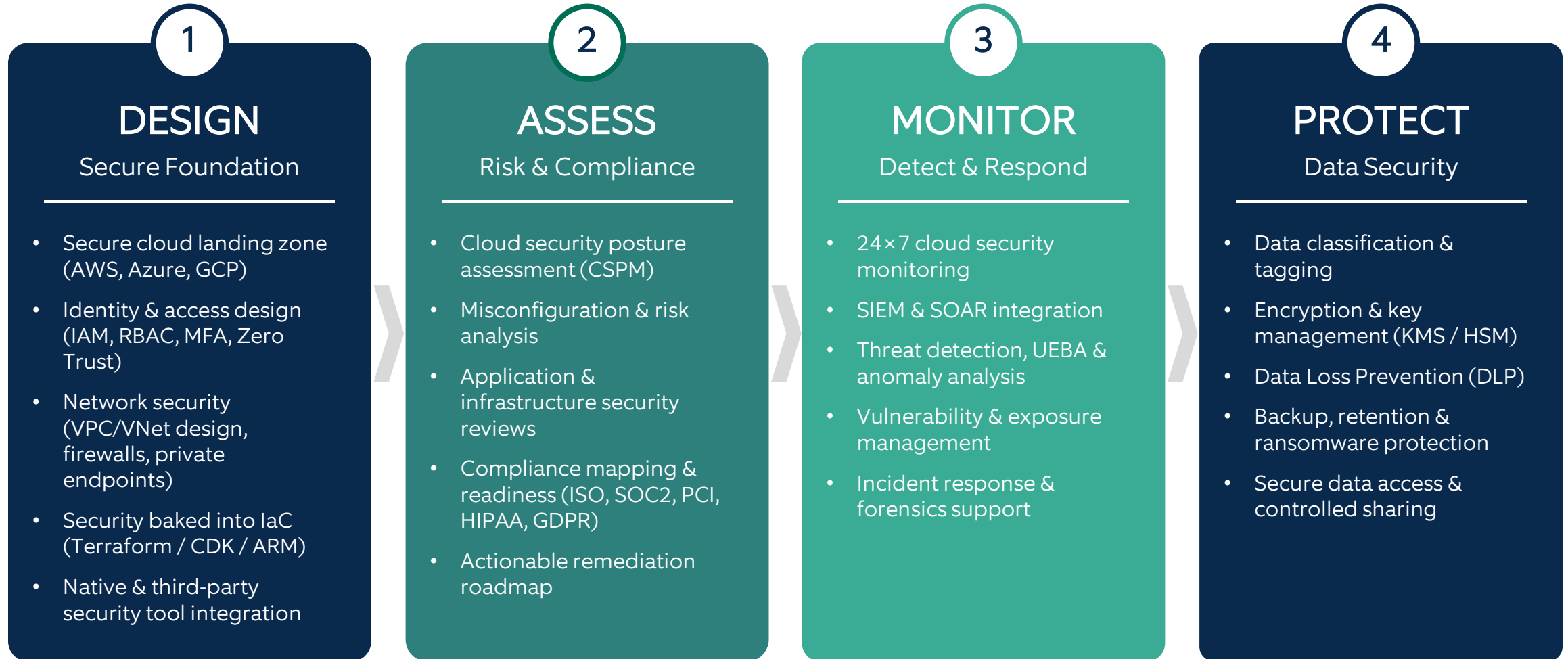


Product engineering expertise

Even today, 40% of our revenue comes from product engineering.



Cloud security offerings



Cloud security- design & framework



Cloud security solutions we design and configure...

Cloud Governance, Risk & Compliance	Security Service Edge	Cloud Access Security Broker	Secure Access Service Edge	Cloud Security Posture Management
Cloud Workload Protection Platforms	Security Incident and Event Management	Managed/Extended Detection and Response (MDR/XDR)	Data Loss Prevention	Application & API Security (WAF, API protection)



Security Frameworks and best practices we covers...

National Institute for Standards and Technology (NIST)	CSA: CCM, CAIQ, GDPR Code of Conduct, CSA STAR	ISO 27001/27017: International Organization for Standards (ISO)	CIS: CIS Controls and Benchmarking, CIS-RAM, CIS CSAT
Azure: Security Baseline, Benchmarking and best practices	AWS: Security Best Practices, mapping to other security frameworks	Google: Security Best Practices, mapping to other security frameworks	DevSecOps & Secure SDLC: OWASP, IaC scanning

The casing that holds the AMS Engine



1900+ certified professionals and a dedicated center of excellence team

15+ years of comprehensive experience in cloud services

100+ satisfied customers

We have three major offerings...



Application support services

- 24/7 Application Monitoring
- L1, L2, L3 Application Support
- Cloud Native Application Management
- Application Modernization & Upgrades
- Application Lifecycle Management
- Automation & AI-Driven Monitoring
- Major & Minor Enhancements
- Analytics & Reporting



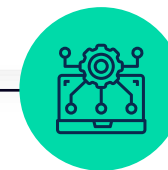
Infrastructure support services

- Cloud Engineering & Operations
- DevOps Engineering & Operations
- Observability Consulting & Engineering
- Database Maintenance and Operations
- End-user Computing Support
- Security Operations
- Server Engineering & Maintenance



Consulting services

- ITSM Strategy & Roadmap
- ITIL Framework Implementation
- Service Management Process Design
- Service Desk Optimization
- Knowledge Management Solutions
- Service Level Management (SLM) Consulting
- ITSM Tool Selection and Implementation
- Continual Service Improvement (CSI) Programs



Backed by CoEs...



 ServiceNow	 ITSM consulting	 eCommerce	 CloudOps	 Zendesk	 DevOps consulting
• Consulting • Implementation • Integration • Enterprise enablement • Intelligent solutions • Support	• Service assessment • Service design • Service implementation • Service migration	• Multiple ecommerce platform support • Consultation • Monitoring • Integration support • Hosting support	• Analysis & strategy • Design & architecture • Transformation • Operations • Compliance & governance	• Customer support • Multichannel unified platform • Zendesk sell • 3rd party apps • Zendesk dashboard • Custom apps	• Consulting services • Construction services • Professional services • Infrastructure services • Release & deployment

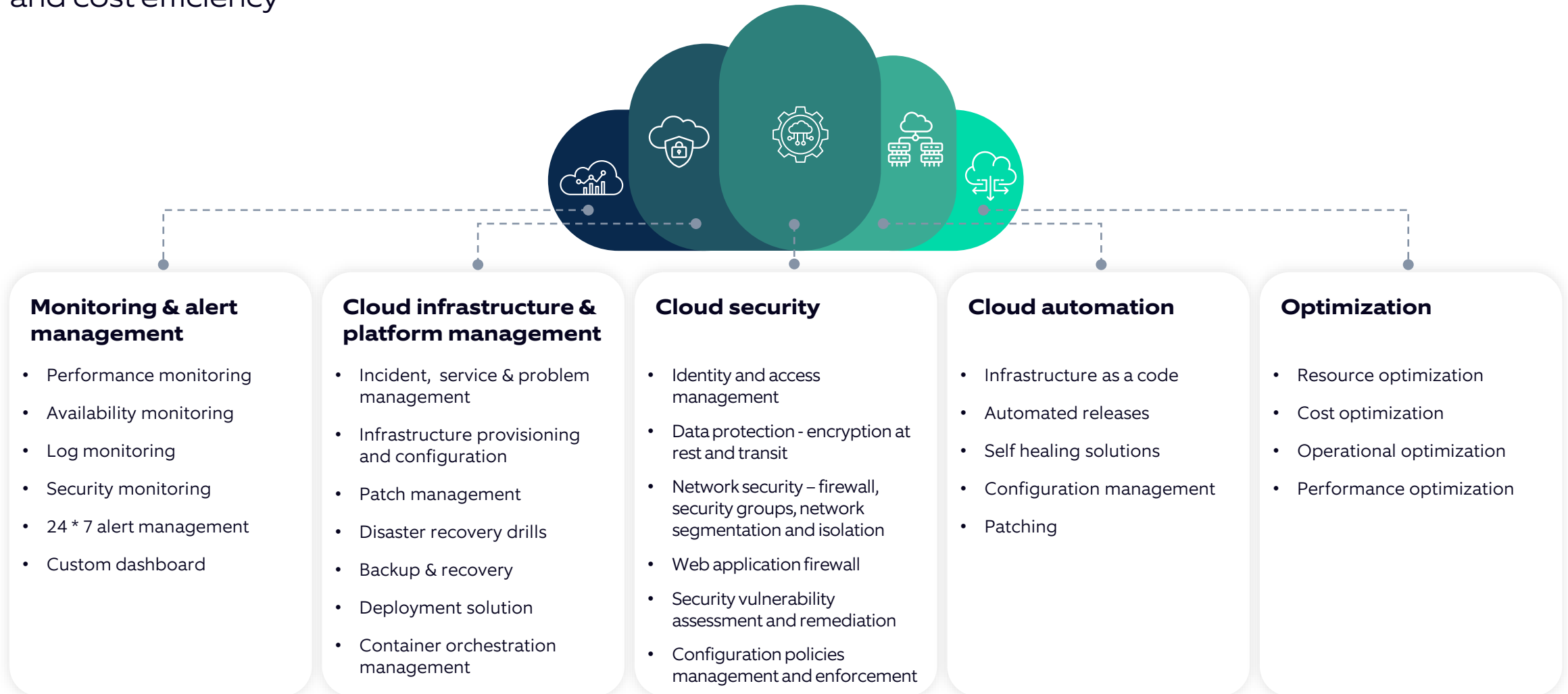
...and a plethora of technical partnerships with major organizations



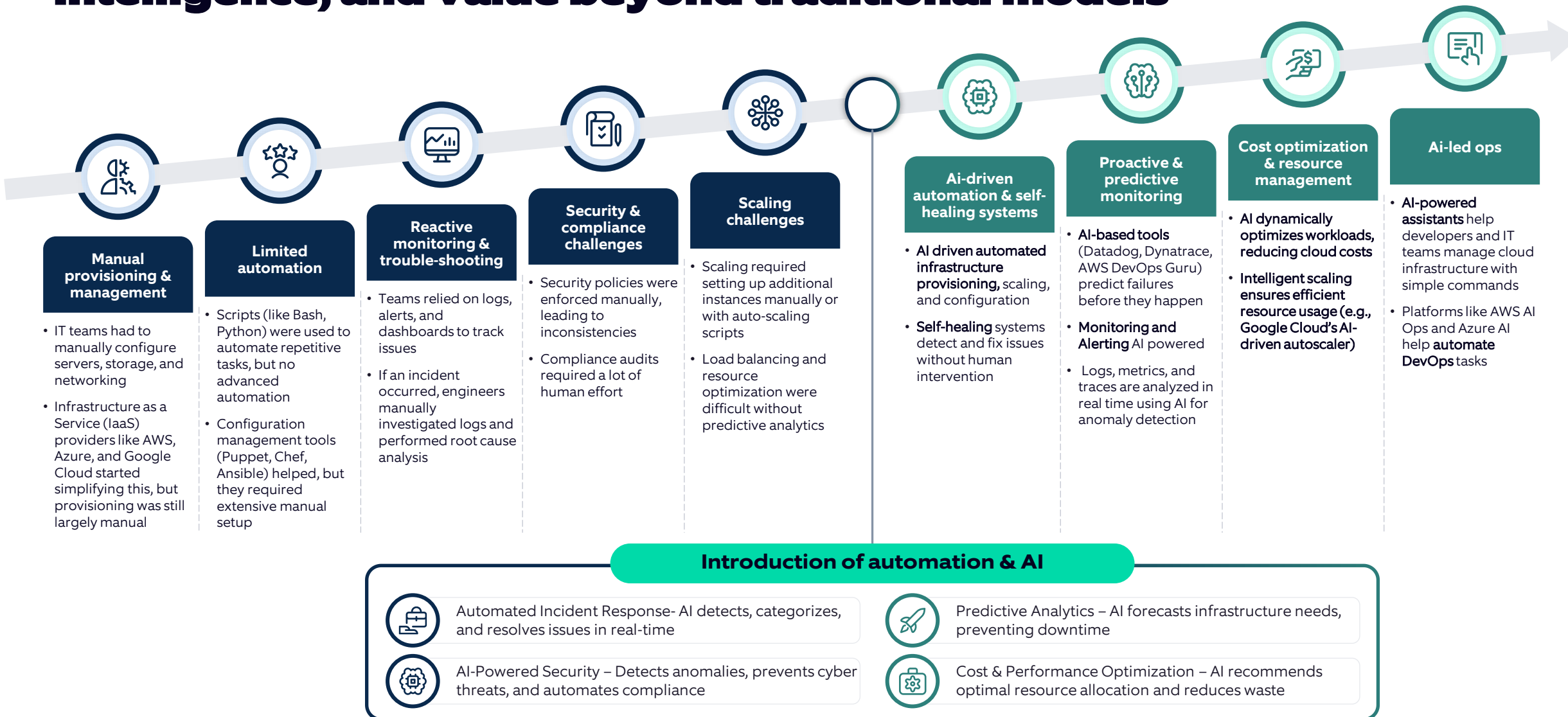
Cloud Infrastructure maintenance & operations



AI-powered infrastructure management ensures peak performance, strong security, and cost efficiency



Our next-gen cloud operations: Unlocking agility, intelligence, and value beyond traditional models





Operational efficiency

Driving innovation, agility, and growth with AI-powered cloud strategies that minimize risks and maximize ROI

Strategic, contextualized recommendations—leveraging emerging technologies, AI-driven, and customized solutions—to optimize cloud utilization, enhance performance, and reduce expenses.

We focus on transforming cloud infrastructure to be future-ready, scalable, resilient, cost-optimized, and capable of managing increased workloads efficiently.



Automation & self healing system



Proactive & predictive monitoring



Cost optimization & resource management



Automated incident management



AI driven approach

Enabling smart, predictive, and autonomous operations



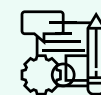
AI powered cost optimizer

Analyzes usage patterns, delivers insights to maximize cloud ROI



Nagarro's intelligent operations (NIO)

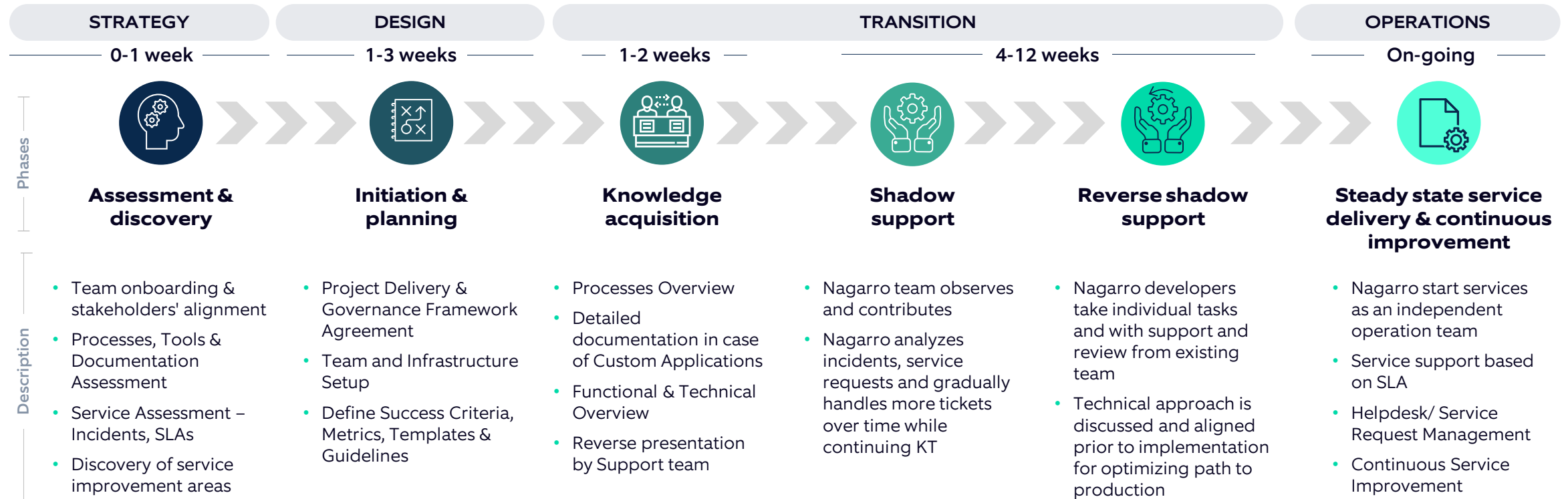
Unified, intelligent operations across multi-vendor/ITSM environment



Opsintellect AI framework

Turning volumetric data into strategic levers for efficient and optimized operations

We keep drawing from the traditional knowledge transition approach too



Notes:

- Design and transition phases tend to be shorter for COTS products like SAP and ServiceNow than custom-developed solutions since the learning curve both for business understanding as well as technical understanding tend to be more complex.
- Especially for legacy application but in general for custom developed solutions where the technological components are complex and diverse identifying the technical gap for each of the team members and take corrective actions is also a driver in having a longer transition phase.
- Assessment and discovery can be also more extensive in case on custom developed solutions especially due to the more complex and custom approach to infrastructure that implies added complexity to both onboarding as well as processes and tools understanding.

We use our AMS service delivery framework



A. Planning & preparation

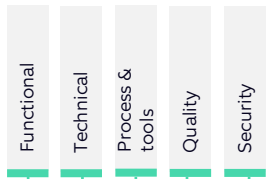
A1. Team onboarding



Team introductions, access & environment availability

A2. Assess and Align

Nagarro's proposed transition plan



Level of understanding

Aligned scope & plan



B. Knowledge transfer

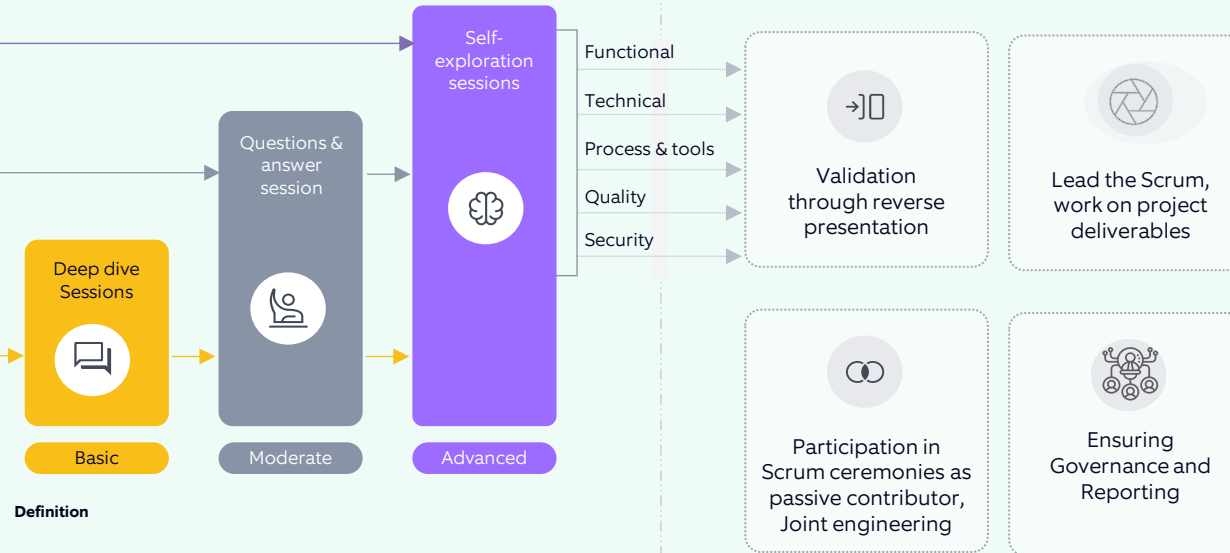
Maturity Level 1:
System Overview, Tools & Processes

Maturity Level 2:
Joint Engineering, Mirion Drives

Maturity Level 3:
Joint Engineering, Nagarro Drives

B1. Knowledge Acquisition

B2. Review and Validate



C. Steady state



Maturity Level 4:
Nagarro Solos



Toll Gates



- Checklist to validate the access to all relevant applications, documentations, tools, etc for support teams
- Review and optimize the knowledge acquisition plan with Mirion
- Schedule the planned sessions with relevant stakeholders



- Satisfaction on knowledge levels of team by sign off on knowledge transfer by outgoing teams
- Process & documentation Sign off by Mirion
- Review the readiness for the steady state support by continuously monitoring the transition process, identifying challenges and providing additional training and support as needed to ensure a successful stabilization phase.
- Ensure governance and reporting since inception of primary support



- Review adherence to agreed process and metrics and identify areas needing adjustment
- Efficient handling of operations in the new set up, during primary support phase.
- Final transition completion sign off

Cloud operations under various possible service windows



Nagarro provides a blend of Standard and Flexible Support Windows to cater to various operational needs.

24 * 7

Ideal for critical operations requiring ongoing supervision and immediate response to issues

16 * 5

Perfect for businesses needing substantial support without round-the-clock or weekend coverage

8 * 5

Best suited for functions that align with regular business hours and seek expert help during daytime

Customized Support Hours

Adaptable support hours that can be customized to meet your operational needs

Our Teams working 24 * 7 * 365



24/7 CloudOps Squad

Team of cloud specialists delivering Round the Clock Cloud Operations Services



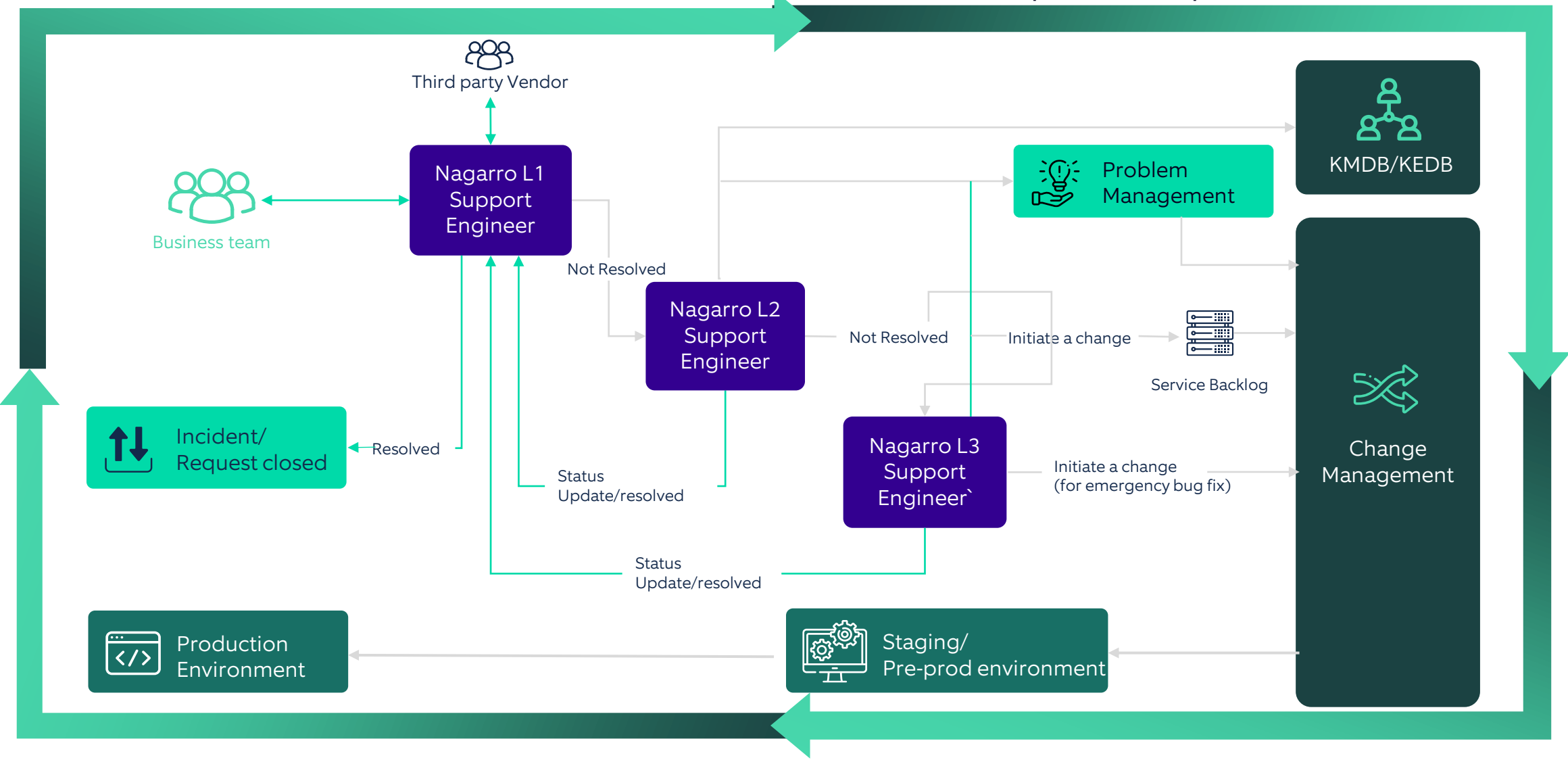
24/7 Monitoring Squad

Team of experts providing 24/7 Alert Monitoring & L1 Operations Support

...and our managed services operation model



Continuous Improvement and process harmonization



We have embraced the modern approach to Knowledge Transition



Higher Engagement:

Active, peer-based, and gamified learning keeps employees engaged and motivated



Flexibility:

Learning can happen anytime, anywhere, allowing employees to learn at their own pace



Faster Onboarding:

Real-time, on-demand learning speeds up the onboarding process for new employees



Knowledge Retention:

Continuous sharing and application of knowledge improve retention and skill growth across the organization



Measurement & Metrics:

Define KPIs and Track s for an objective performance assessments and feedback

Key Tenets

Modern knowledge transition drawing values from the traditional approach



	Collaborative Learning	Micro-Learning Modules	Mentorship & Peer Learning	Real Time KT
Traditional Approach	Knowledge transferred through static documents, presentations, or scheduled training sessions	Break knowledge into smaller, digestible pieces that are easy to consume, via microlearning	Mentoring is often formal and siloed, where one senior employee transfers knowledge to an individual over an extended period	Knowledge transfer often happens in silos, leading to delays in information flow and employees relying on isolated training sessions.
Modern Approach	- Use collaborative platforms like Confluence, Notion, or Microsoft Teams to create knowledge hubs where employees can access, contribute, and update information in real-time. - These platforms allow for: - Centralized knowledge repositories: ➤ Collaboration. ➤ Versioning	- These can include: Short videos: Explaining concepts in 5-10 minutes, focusing on one key idea or skill at a time. Interactive modules: Offering short quizzes, simulations, or scenario-based learning that encourages active engagement. Podcasts: Teams or leaders can create audio content for on-the-go learning.	- Foster a mentorship network that enables trainees to connect with peers or SMEs for informal, on-demand learning. - This can be supported through: Mentorship platforms like MentorcliQ or Ripple Mentoring Social learning by creating discussion groups, forums, or knowledge exchange sessions. Reverse mentoring, allowing younger or newer employees to offer fresh perspectives and encourage cross-generational or cross-functional learning.	- Encourage real-time knowledge sharing with tools like Slack, Teams, or Yammer to enable spontaneous communication, Q&A, and sharing of insights in real-time. - Key practices include: Discussion Channels/Spaces: Create focused channels where team members collaborate Knowledge huddles: Short, frequent meetings allow teams to share their learnings Instant knowledge capture: Use tools like Miro or Mural to capture brainstorming sessions, that are globally referenceable.

A collaborative path to cloud transformation



To team up for accomplishing success in your transformative cloud journey, you can choose from complementary options for collaboration with us

From discovery workshop

... via proof of concept (PoC)

... to project engagement

Strategic Workshop

1-2 weeks

Cloud readiness assessment, architecture design sessions, and strategic roadmap development

Proof of Concept

2-4 weeks

Risk mitigation through rapid prototyping and technology validation with funding support

Project Engagement

4 > weeks

End-to-end delivery with fixed scope, agile methodology, and outcome-based partnerships

Ongoing Partnership

Long-term

Managed services, continuous optimization, and strategic technology evolution

Nearshore

- Direct collaboration
- Cultural alignment
- On-site presence
- Regulatory expertise



Hybrid Model Best of Both Worlds

- Strategy and management nearshore, execution offshore for optimized cost-value ratio with seamless team integration

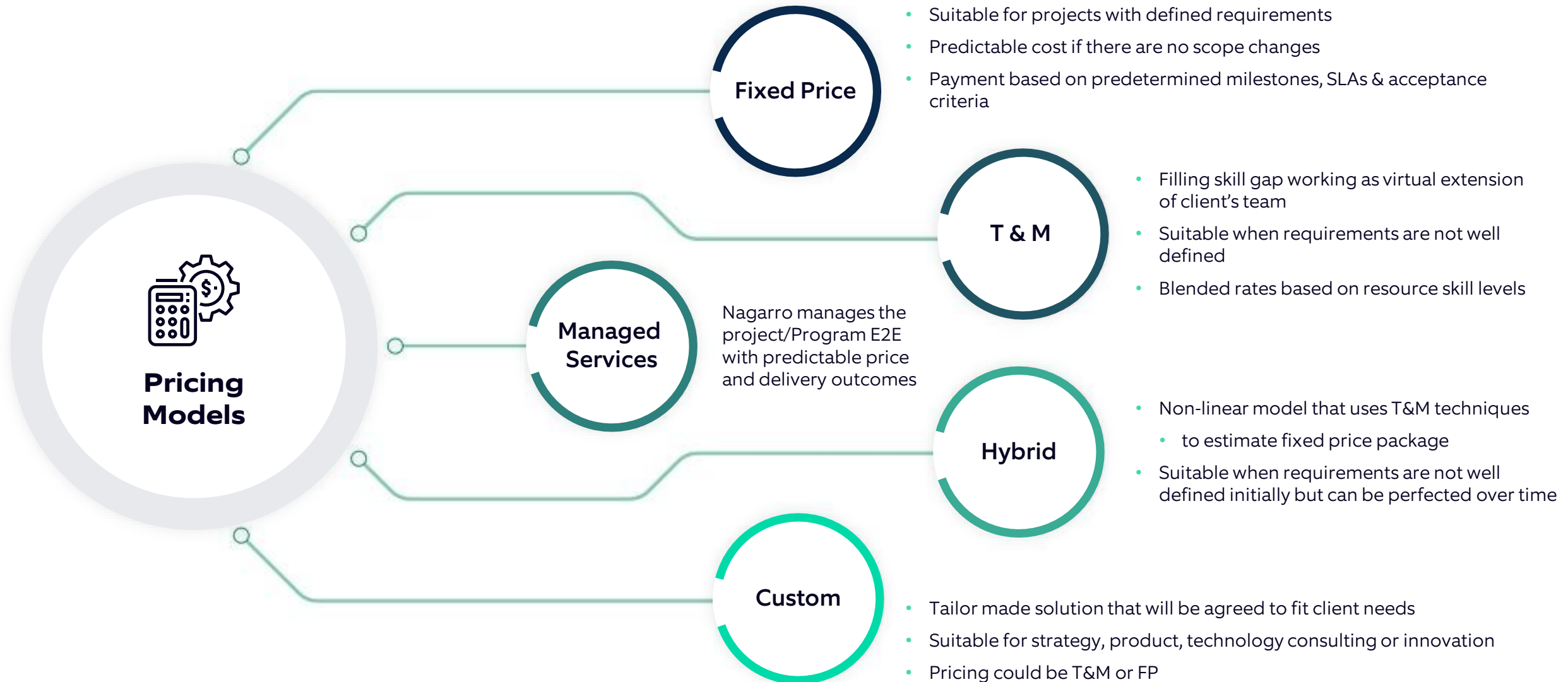


Offshore

- Cost optimization
- 24/7 delivery model
- Scalable talent pool
- Accelerated timelines



Flexible pricing models aligned to your engagement needs



Seamless Migration from on-premises data centers to Cloud

For an Austria based betting company

Client context:

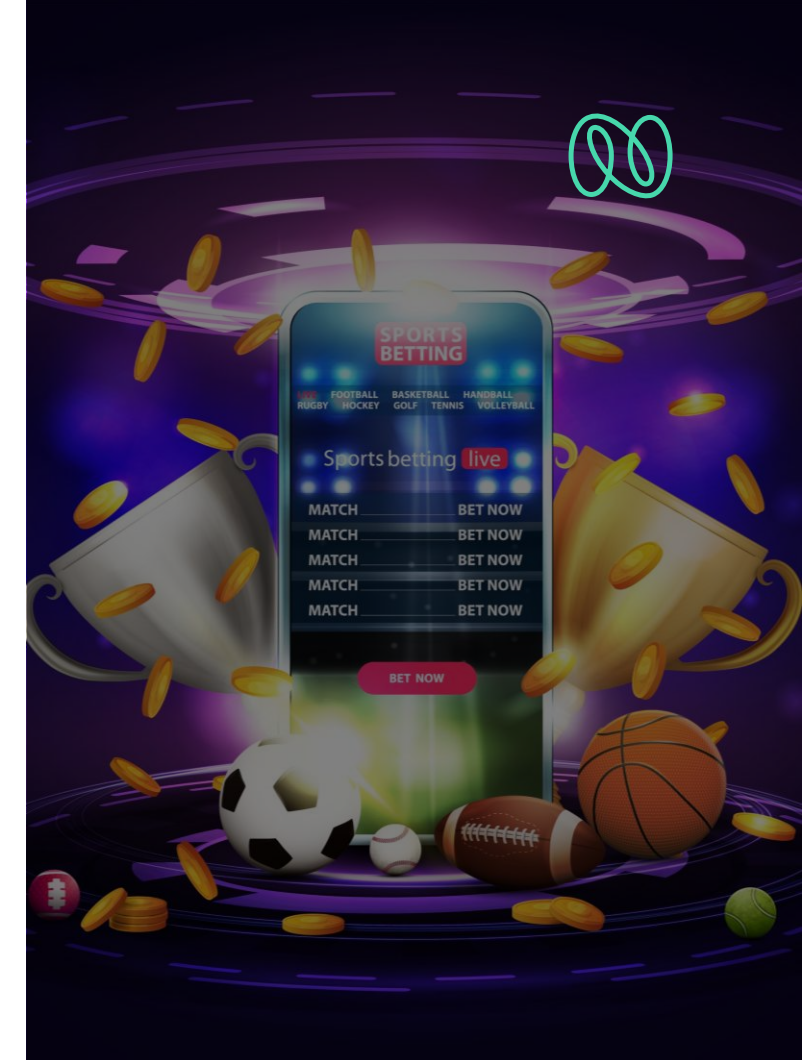
Our Client, amid international expansion, faced a key decision between replacing aging on-premises hardware or moving to the cloud. Opting for a cloud-first strategy with AWS, they aimed to ensure a seamless migration without disrupting ongoing operations. The initiative also focused on simplifying and consolidating their complex IT landscape.

Realized solution:

A strong business case enabled our client's leadership to align IT priorities and resource planning. In partnership with AWS, Nagarro worked closely with our client's Product Operations team to define a clear migration strategy. Leveraging the AWS Migration Acceleration Program (MAP), the team executed a lift-and-shift migration, ensuring minimal risk through targeted technology and software adjustments.

Business impact:

- 600+ servers seamlessly migrated
- 1900+ CPU cores transformed
- 270 TB of storage successfully migrated
- 130 reports consolidated across platform
- 8,300 Terraform resources transformed



Technologies:

Direct Connect, Transit Gateway, Route53, CloudFront, EKS, S3, ALB, NLB, Amazon MQ, EC2, RDS, ECR, CloudWatch, Grafana, Prometheus, IAM Identity Center, AWS Organization, Control Tower, SCP, CloudTrail, Config, SecurityHub, EventBridge,

Cloud Cost and Performance Optimization

For a UK-based public transport provider

Client context:

The client had recently transitioned its platform to Nagarro after facing persistent issues under a previous vendor. These included rising cloud expenses, performance instability, production downtime, and lack of centralized governance. The use of inconsistent technology stacks and underutilized cloud resources further contributed to operational inefficiencies and budgetary strain.

Realized solution:

Nagarro conducted a comprehensive assessment of the client's cloud landscape through a FinOps, cost, and performance optimization lens.

- Identified and eliminated underutilized or redundant resources
- Implemented workload right-sizing strategies to improve efficiency
- Reduced system latency through targeted performance tuning
- Streamlined technology stacks to reduce operational complexity
- Established FinOps-driven governance to manage ongoing cloud spend

Business impact:

- **Reduced cloud costs by 40%** through FinOps and right-sizing
- Improved performance with **2–3x faster response times**
- Cut production **downtime by over 70%**
- Boosted resource **utilization by 30–50%**
- Enabled sustainable FinOps governance model for cost control



Technologies:

AWS, Azure, CloudWatch, CloudTrail, Cost Explorer, Trusted Advisor, Terraform, Kubernetes, Python, Bash

Cloud Migration to enhance scalability and reduce costs

Client context:

The client, a leader in AI-powered travel and expense monitoring, faced scalability challenges with their on-premises fraud detection and risk management solution. Limitations in their SaaS model's multi-tenancy architecture hindered business expansion and led to high onboarding costs for new customers. To address these issues and support future growth, the client engaged Nagarro to develop a cloud migration strategy and optimize their solution for scalability and efficiency.

Realized solution:

- Conducted a comprehensive assessment and developed a phased migration strategy aligned with business goals.
- Established an enterprise-grade cloud foundation with enhanced security, networking, and shared services to support future growth.
- Implemented strategies leveraging Databricks for scalable data processing and Snowflake for efficient data storage and analytics.
- Automated infrastructure provisioning and operations for seamless post-migration scalability and efficient management.
- Secured AWS Migration Acceleration Program (MAP) funding, reducing the client's cost of transformation

Business impact:

- **\$1.4 m** MAP funding by AWS secured to cover service fees and further migration costs
- **35% cost reduction** in target state achieved
- **40% Improved** system performance



Cloud Migration for EV Rewards Platform

For a global automotive OEM focused on sustainability

Client context:

The client struggled with increasing electric mobility adoption due to challenges like long charging times, limited range, and insufficient infrastructure. To support the OEM's CO2 reduction goals, they introduced a rewards program to incentivize consumers to choose electric vehicles over gasoline and diesel options..

Realized solution:

Nagarro built the backend engine powering the e-mobility rewards platform and migrated it to the cloud for scale and efficiency.

- Developed a rewards logic engine based on EV usage data
- Integrated vehicle tracking, mobility services, customer management, and charging systems to provide a seamless experience.
- Migrated the complete solution to Amazon AWS
- Adopted Amazon EKS to support containerized, scalable operations

Business impact:

- **35–45% improvement** in platform scalability and performance
- **30% reduction** in infrastructure and operational costs
- **Improved service reliability** through container orchestration and managed cloud services



Technologies:

Terraform, Amazon AWS, EKS, Java, Spring Boot, PostgreSQL, Docker

Supporting large portfolio for a leading European airline

One of the largest airlines in Europe with worldwide operations. The Group is composed of Network airlines and Aviation Services comprising of Logistics, MRO, Catering and Additional Businesses and Group Functions. Nagarro is providing solution to customer since 2012 with a global team of 100+ resources.

Client requirements:

The customer needed a robust **24x7 operations** support model to ensure seamless service for end users. They were seeking to resolve order processing delays, especially during peak periods, and reduce downtime during month-ends and promotional events. The goal was to lower support and maintenance costs while enhancing customer experience and minimizing revenue loss.

Key challenges before Nagarro stepped in:

- Varying service windows for supporting different applications.
- In-ability to quickly ramp up and ramp down.
- Supporting a diverse technology stack including legacy stack.
- Lack of strong process framework and supporting tools.
- Adherence to various internal and external compliances like GDPR.

Key highlights of our engagement:

- **ITIL based service and process setup** to improve the internal service delivery process maturity.
- **Enhanced service quality and assurance** with introduction of various internal KPI/SLAs.

Solution delivered:

- Setup ITIL certified and Level B certified German **language expert resources** with Domain knowledge.
- Supported flexible service time **12*5,8*5,20*7 and 24*7 on-call support** using ITSM and call management system (Jitsi).
- **Faster transition** with Nagarro transition methodology and framework to setup onshore and offshore teams.
- **Multiple pricing models:** Fixed price; Fixed capacity (Fixed team size), Volume based pricing (ticket vol), Hybrid – Fixed monthly support n T&M basis.



Key values delivered

- Cost benefit of ~20% delivered in last 3 Years.
- Effective delivery with SLA achievement of 95%.
- Reduction in ticket volume by 40% | last 3 years.
- Improvement in application stability (reduced number of P1/P2).
- MTTR improved by 40% in last 4 years.
- Stable team with an attrition of < 6%.

Technologies:

JAVA, J2EE, JBoss, Apache, Tomcat, Webservices, C++, CORBA, Objective C, Swift, Linux, MySQL, Oracle, Spring MVC, JPA, Cognos, Teradata DWH, AEM (Adobe Experience Manager), AWS cloud etc.

Global production support and technology transformation services for major E-Commerce

The Client is a global leader in CPG/Retail, specializes in the use of multi-level marketing to sell health, beauty, and home care products with annual revenues of \$ 8.8 billion and operations across 55+ countries. Nagarro is providing solution to **customer since 2023** with a **global team of 200+ resources**.

Client requirements:

The customer needed a robust **24x7 operations** support model to ensure seamless service for end users . They were seeking to **resolve order processing delays**, especially during peak periods, and reduce downtime during month-ends and promotional events. The goal was to lower support and maintenance costs while **enhancing customer experience** and minimizing revenue loss.

Key challenges before Nagarro stepped in:

- Inconsistent production support processes across markets; no unified ITIL-based framework
- High downtime during peak periods due to lack of proactive monitoring and scaling
- No 24x7 support, leading to low customer satisfaction
- Order processing delays caused long completion times and user frustration
- Poor coordination across support tiers and vendors impacted incident resolution

Key highlights of our engagement:

- **ITIL based service and process setup** to improve the internal service delivery process maturity.
- **Enhanced service quality and assurance** with introduction of various internal KPI/SLAs.

Solution delivered:

- **Established a reusable, global ITIL-based support framework** ensuring operational uniformity & service level consistency across geos
- **Proactive monitoring and scalable infrastructure processes** boosted online sales by 8–10% through more traffic and higher conversions
- **Enhanced visibility** with real-time dashboards and reports for key metrics tracking
- **Re-engineered processes** including MIM, escalation matrix, and support workflows
- **Set up global 24x7 L2/L3/SRE teams** supporting 55+ geographies
- **Implemented trend analysis and problem management** to resolve recurring issues permanently

Key values delivered

- 15–20% annual maintenance cost reduction through shared services and global architecture
- 9–10% online sales growth driven by higher traffic and better order conversion
- 65% faster rollout of new features, enhancing customer experience
- Global core architecture cut new market rollout time from 18 to 10 months

Technologies:

JAVA, J2EE, JBoss, Apache, Tomcat, Webservices, C++, CORBA, Objective C, Swift, Linux, MySQL, Oracle, Spring MVC, JPA, Cognos, Teradata DWH, AEM (Adobe Experience Manager), AWS cloud etc.

DataOps for a global consulting and technology firm

The client provides services across industries such as healthcare, technology and financial services. Its services span business consulting, sales & marketing operations and driven platforms. Nagarro is providing DataOps to customer since 2024 with a global team of 250+ resources.

Client requirements:

The customer was looking for an **efficient operating model** to serve its multiple clients and business processes with a key focus to **drive the future state operations** with a **technology first** mindset and enabling the **industry grade support processes** and retrofit into existing operations work. The goal was to scale the operations across the platforms as well as services clients

Key challenges before Nagarro stepped in:

- Undefined or inconsistent operation processes
- Ambiguous role & responsibilities
- Collaboration across projects
- Standardized KPIs, metrics, and SOPs
- High manual intervention and outdated validation checklists
- Release management process
- Centralized knowledge management

Key highlights of our engagement:

- **Service based calculator** to quantify the client specific operations cost.
- **ServiceNow integration** for data ops activities for 45+ pharma clients.
- **Ops observatory** to reflect real time progress of ETL flows

Solution delivered:

- **Established an ITIL-based support framework** ensuring operational uniformity & service level consistency across multiple clients
- **Established custom KPIs** to track the operations performance and enabled continuous service improvements
- **Enhanced visibility** with real-time dashboards and reports
- **Set up global 24x7 L1 and L2 teams** supporting 35+ pharma clients
- **Knowledge codification** to reduce human dependency
- **Automation** of numerous manual operation activities to reduce manual oversight and improve efficiency
- **Custom service windows and SLAs** for client's operation activities



Key values delivered

- 20% reduction in operations cost in two quarters
- 70+ automation ideas implemented
- 50% reduction in time for new client onboarding for operations
- Achieved >95% SLAs
- Reduced dev team dependency to ~5%
- Achieved 98% SOP adherence

Technologies:

Hadoop, Hive, Spark, Presto, Power BI, Tableau, MSTR, Python, SQL, Redshift, Snowflake, Informatica, AWS Glue, Azkaban, Flow Builder, Oozie Airflow

Thank you

