# Cloud Platform Support

Expert engineering support to tackle technical issues before they escalate.

Overview

Our Cloud Platform Support service provides 24x7 on-call incident remediation assistance for customers running critical services in AWS or Azure. Our team of UK-based certified cloud engineers will help your teams resolve incidents faster, reducing mean-time-to-recover (MTTR), improving system availability and ensuring your customers' satisfaction.

aws PARTNER Premier Tier Services

- Public Sector
- Immersion Day
- Solution Provider
- DevOps Services Competency
- Financial Services Competency
- Migration Services Competency

Microsoft Solutions Partner
Digital & App Innovation Azure
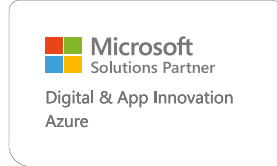
Opportunities

At Sourced Group an Amdocs Company (Sourced) we provide flexible cloud engineering expertise to ensure the uptime and availability of mission-critical applications during periods of rapid change.

We help customers who may not have key cloud skills in-house mitigate their operational risks and continue meeting SLAs.

Delio   PREQIN   Skyscanner

Troubleshoot critical production issues faster with support from cloud experts.

Access to expert advice and guidance to improve your cloud platform.

Draw on specialist skills when you need them.

Scale-up support when needed *e.g.* business peaks

It's all too easy for a technical issue to turn into a major event if it isn't dealt with quickly and efficiently. This problem is especially pronounced in scaling businesses and in times of uncertainty. Sourced's Platform Support service helps organisations deliver first-class customer experiences without interruption.

Much of the time, teams don't have enough technical expertise to resolve operational issues quickly. And this is further magnified if they're still finding their way around a new cloud-based platform or are facing increased demand for their product or service.

Our focused platform support can provide an effective solution. When an incident arises that can't be dealt with in-house, it's passed on to our team before it escalates. Our team of certified cloud engineers will resolve incidents faster, reducing MTTR, improving system availability and ensuring you have happy customers.

At Sourced, we offer tailored platform support to suit your needs, from business hours only to 24x7, on a fair usage 'pool of hours' basis. As well as resolving incidents, our team will provide support and guidance ahead of a change to minimise the likelihood of issues arising.

> "Sourced have an in-depth knowledge of cloud technologies and understand exactly how to apply it to meet the needs of a scaling business. They offer a flexible service which allows us to call on their expertise when we need it while we focus on our customers."
>
> Martin Spicer - Chief Product Officer, Delio Ltd

About Sourced

Sourced Group an Amdocs Company (Sourced) is a global cloud consultancy that helps enterprises make the most of cloud services with a focus on security, governance and compliance. With offices in ANZ, ASEAN, North America, and EMEA, we provide professional services for securing, migrating and managing the cloud infrastructure of large enterprise customers in highly-regulated industries.

Book a free AWS Well-Architected or Azure Architecture Framework review with our partner-certified engineers for advice on how to improve your cloud environments.

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