



Managed Cloud Services

From 24x7 support to continuous improvements, we've got your platform covered.

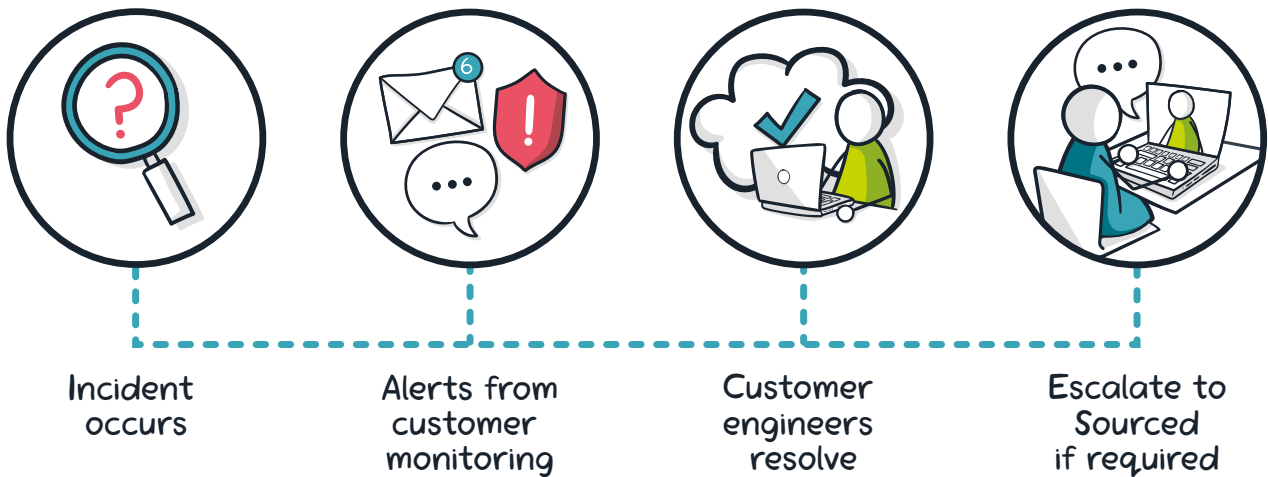
Support That's as Progressive as Your Platform

Your application is innovative and customer-focused, and your development team needs to keep it that way with regular feature updates. Ongoing management, maintenance and operability improvements of the cloud platform are important too, but it's hard to stay on top of everything.

As a digital-native business, we have the skills and experience to handle your needs via on-demand platform support or focused platform operations engineering. Both services can be tailored for your circumstances.

Platform Support

Our cloud and DevOps engineers are there when you need them, either during business hours or 24x7. With this service, we help diagnose and troubleshoot problems in real-time as they arise. We also go a step further, offering best practice guidance to reduce risks and failure rates over time.



Expert Cloud Support, When You Need It Most

Sourced Group an Amdocs Comapny (Sourced) provides flexible Cloud engineering expertise to organisations to ensure the uptime and availability of mission-critical applications. We help customers who may not have key cloud skills in-house mitigate their operational risks and ensure they keep meeting their SLAs.

When an incident arises that can't be dealt with by in-house, it's passed on to our team before it escalates. Our team of certified cloud engineers will resolve incidents faster, reducing mean-time-to-recover (MTTR), improving system availability and ensuring you have happy customers.

Benefits of Our Platform Support Service



Specialist-skills available on-demand

Cost-effective access to specialist skills when you need them.



Focus on continuous improvement

Access to expert advice and guidance on how to improve your Cloud Platform.



Faster time to resolve issues

Troubleshoot critical production issues faster with support from Cloud Experts.

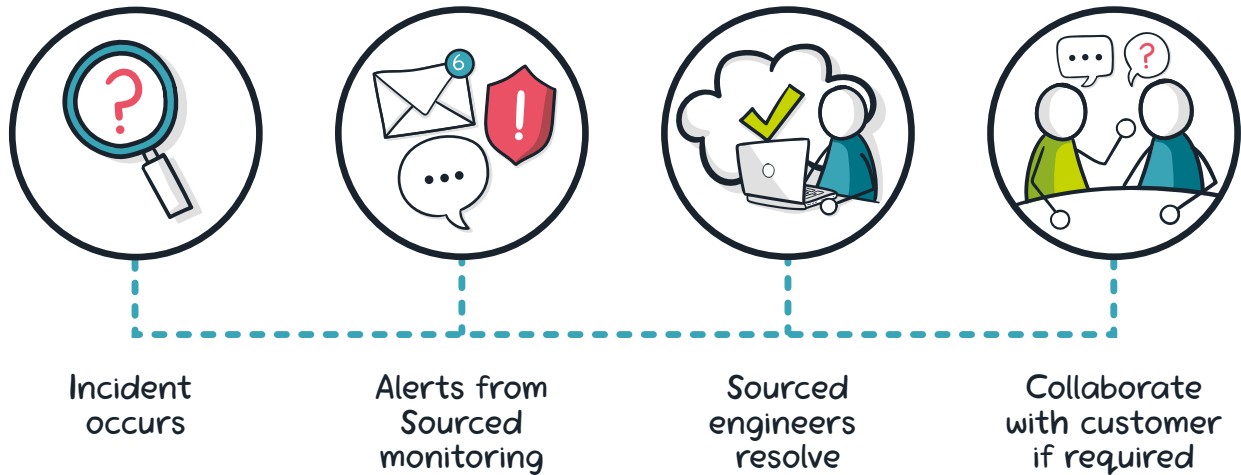


Scalable and flexible service

Options to scale up support level when you need it to cater for business peaks or increased demand.

Platform Operations

If you're looking to boost operational maturity, our full, application-centric managed cloud service will help. Working as an extension to your in-house team, our cloud and DevOps engineers focus on improving the reliability, security and cost-effectiveness of your cloud-hosted applications.



The Cloud Support Modern Teams Need

The heavy lifting of infrastructure maintenance is an ongoing burden that can threaten innovation and prevent adaptation to evolving customer needs. But 24x7 availability is essential. Traditional functional outsourcing models aren't suited to cloud-native, agile development teams. But an engineering partner that understands modern ways of working will help you accelerate progress.

Our Platform Operations service is designed for business-critical developer built applications. It is designed to ensure the uptime, availability and performance of the platform onto which your custom code is deployed.

Benefits of Our Platform Support Service



Continual Improvement

Our Kaizen service provides ongoing optimisation of the application platform and supporting toolset.



Support above the OS

Support for application engine, database, CI/CD pipelines, PaaS services and container orchestrators.



Focus on what matters

Replace unplanned work and create more space for innovation.



Resolve issues quickly

Resolve production issues fast with specialist guidance.

What Will I Get From These Services?

While our platform support and platform operations services differ in the scope and scale of work undertaken, they share common principles. You will always have direct access to cloud and DevOps engineers who can personally resolve technical issues or make operability improvements.

	Platform Support	Platform Operations
Responsibility for availability and performance	You	Us
Technology scope	Defined in your operations manual	Defined in your operations manual
Support time	Fair use remediation time, by service tier	Fair use remediation time, by service tier
Incident Response SLA	From 30 minutes, 24x7	From 30 minutes, 24x7
Problem management & RCA	Add-on	Inclusive
Continuous improvement (Kaizen)	Add-on	Inclusive
Monitoring and event triage	Add-on	Inclusive
Proactive maintenance	Add-on	Inclusive
Service Delivery Management	Monthly Reporting Quarterly Service Reviews	Monthly Reporting Monthly scoping calls Quarterly Service Reviews Weekly ops calls Daily stand-ups