Platform transformation • Support

Case study - Cloud consulting and infra support

Support - Product Company, UK

Problem statement

Supporting and maintenance of 50+ non-critical servers

Solution

- Built a offshore team to support customers non critical DEV, QA and Staging servers.

- Support activities includes responding to JIRA tickets, Deployment, Backup, Patch management, Product version upgrades, etc.

- Adhere to SLA as per ticket severity, Incident reports, weekly and monthly reporting.

Technologies used

AWS, Azure, OpenStack, VMWare