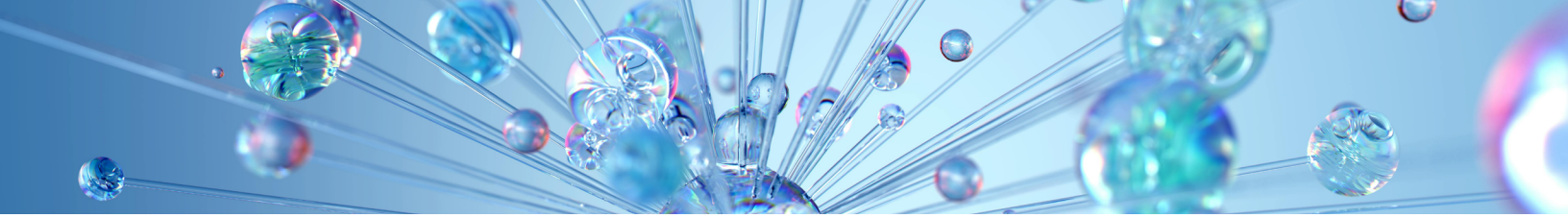

ScaleCapacity

DevOps Managed Services

Accelerate Delivery. Improve Reliability. Reduce Cost.

Why a DevOps-Focused Managed Services Program (MSP)?

High-performing engineering teams rely on fast, reliable, automated software delivery pipelines and resilient cloud platforms. But building and running a mature DevOps environment requires deep expertise across CI/CD, Infrastructure-as-Code, observability, SRE practices, security automation, and cloud cost optimization.

Our Managed Services for DevOps provides a turnkey, end-to-end framework that combines platform automation, operational excellence, and continuous improvement to help organizations ship faster, operate more reliably, and reduce the total cost of ownership. We extend your engineering capacity with a team of DevOps, SRE, and platform engineers who deliver always-on operations, modern tooling, and measurable outcomes that evolve with your business.

Our Core Offerings

CI/CD Pipeline Engineering & Operations

- Pipeline design, implementation, and continuous management
- Automated build, test, artifact, and deployment workflows
- Security scanning, compliance gates, SBOM integration, and policy enforcement
- Integration with GitHub Actions, Azure DevOps, GitLab, Jenkins, ArgoCD, and Spinnaker

Outcome: Faster, more predictable software releases with standardized, secure delivery patterns.

Infrastructure as Code & Environment Automation

- Terraform, Bicep, ARM, CloudFormation, and Ansible automation
- Standardized IaC modules, reusable service blueprints, and golden paths
- Automated environment provisioning for dev/test/prod
- Consistent configuration, drift detection, and compliance enforcement

Outcome: Fully automated cloud environments that are consistent, auditable, and easy to scale.

Site Reliability Engineering (SRE) & Observability

- SLO definition, error budgets, and service health dashboards
- Incident response management, on-call rotations, and runbook creation
- Distributed tracing, logging, metrics, and end-to-end telemetry
- Chaos engineering readiness and resilience validation

Outcome: Higher reliability, lower MTTR, and data-driven performance improvements.

DevSecOps & Security Automation

- Policy-as-Code, guardrails, and shift-left security patterns
- Vulnerability scanning, secrets management, and patch automation
- Identity & access governance integrated into delivery pipelines
- Compliance automation for SOC2, ISO, PCI, and HIPAA environments

Outcome: Stronger security posture and continuous compliance with minimal manual effort.

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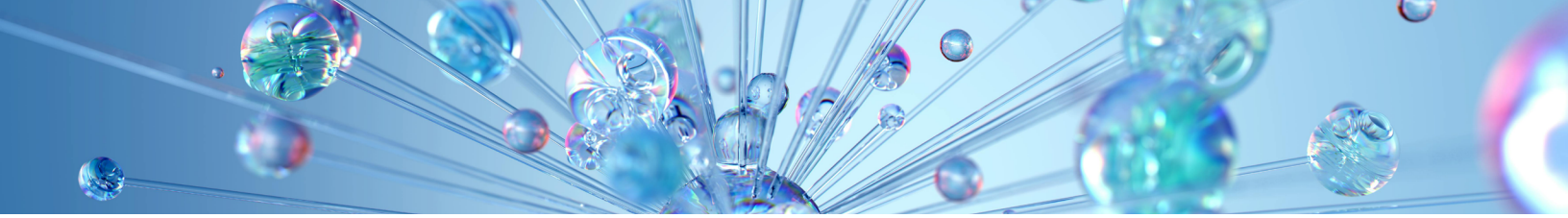

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Our Core Offerings (cont.)

Platform Engineering & Internal Developer Platforms (IDP)

- Developer self-service environments and standardized templates
- API-driven provisioning, environment catalogs, and automated onboarding
- Paved-road tooling for microservices, containers, and serverless
- Governance and best practices embedded into the platform

Outcome: Developers innovate faster with frictionless tools, guardrails, and consistent environments.

FinOps & Continuous Cost Optimization

- Cost visibility, forecasting, budget alerts, and anomaly detection
- Automated rightsizing, autoscaling, and capacity optimization
- Showback/chargeback models for engineering and product teams
- Lifecycle policies and cost-efficient architecture patterns

Outcome: Cloud costs decrease by 20–40% while maintaining or improving performance.

Key Benefits

- **Accelerate Delivery**
  Standardized pipelines and automated quality controls reduce release times by 30–50%.
- **Improve System Reliability**
  SRE practices boost SLO attainment, reduce incidents, and improve MTTR.
- **Reduce Costs Through Optimization**
  FinOps guardrails, rightsizing, and automation minimize waste and improve unit economics.
- **Strengthen Security Posture**
  Shift-left DevSecOps, policy-as-code, and continuous patching harden your environment.
- **Expand Engineering Capacity**
  Our experts run the platform, freeing your engineers to focus on customer-facing work.
- **Create a Self-Service Developer Experience**
  Internal developer platforms standardize environments and reduce dependency on ops teams.

Our Engagement Model

1. **Assess & Align**
   - DevOps maturity assessment, value stream mapping, and current-state analysis
   - Tooling, pipeline, and environment gap assessment
   - Prioritized roadmap with KPIs and quick wins
2. **Build & Automate**
   - Pipeline implementation, IaC frameworks, observability setup
   - Security automation, guardrails, and platform engineering patterns
   - Golden paths, developer onboarding workflows, and standardized templates
3. **Operate & Optimize**
   - 24/7 operations, incident management, on-call SRE
   - Release management and platform reliability engineering
   - Cost, security, and performance optimization
4. **Improve & Expand**
   - Quarterly OKRs and continuous improvement roadmap
   - Backlog grooming and DevOps capability uplift
   - Feature evolution for platform and developer experience

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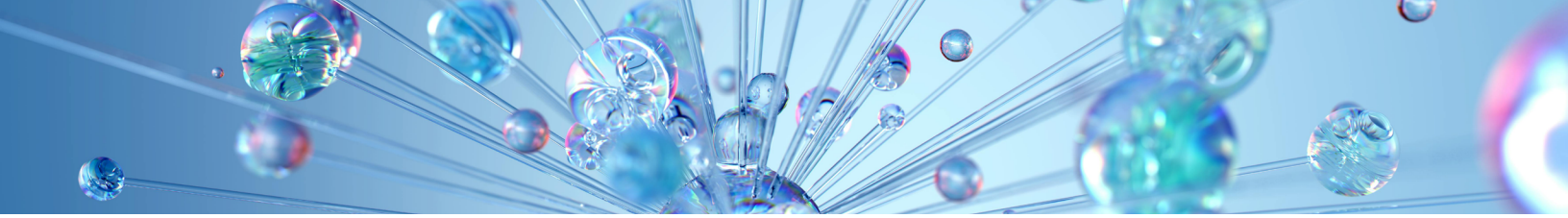

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KPIs & SLAs We Run To

- **DORA Metrics:**
  Deployment frequency, lead time for changes, change failure rate, MTTR.
- **SRE Metrics:**
  SLO attainment, availability %, latency and error budgets.
- **FinOps Metrics:**
  Cost per service, waste reduction, anomaly detection resolution.
- **Security Metrics:**
  Vulnerability remediation MTTR, patch cadence, policy compliance.
- **Expand Engineering Capacity**
  Our experts run the platform, freeing your engineers to focus on customer-facing work.
- **Create a Self-Service Developer Experience**
  Internal developer platforms standardize environments and reduce dependency on ops teams.

Why Choose Our DevOps MSP?

- Outcome-focused SLAs tied to DORA & SRE benchmarks
- Proven, cloud-agnostic patterns for AWS, Azure, and GCP
- Secure-by-default blueprints, guardrails, and zero-trust alignment
- Embedded upskilling through office hours, playbooks, and enablement
- End-to-end ownership: from pipelines and environments to operations and optimization

Who We Serve

- Mid-size and enterprise development organizations
- Scaling engineering teams facing bottlenecks in release cycles
- Organizations modernizing towards microservices, containers, and cloud-native architectures
- Teams seeking better reliability, security, and cost governance

The Result

A high-velocity, secure, reliable, and cost-efficient software delivery platform — fully managed, continuously optimized, and built to scale with your business.

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