



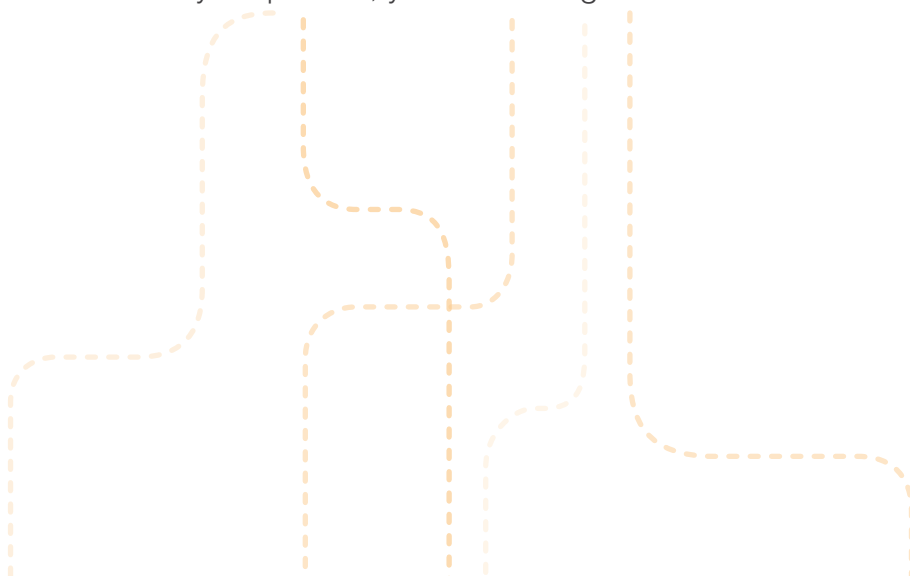


THE COMPANY

Established in 2009, PiServe Technologies has built a credible reputation as an IT services company for organizations across the globe. Our goal is to help you grow and develop your business in line with your goals, even in times of changing markets and increasing competitive pressure. We see ourselves as an enabler, making your business more simple and competitive.

Our services include, Quality Services, Enterprise Application services, Infrastructure Management Services & Managed IT Services. We recognize the importance of nurturing relationships that reflect our culture of unwavering ethics and mutual respect. It'll come as no surprise that 90 percent of our revenues come from existing clients. With even about 75 employees PiServe has a remarkable presence in the IT services industry.

Our objective is to build a true partnership around your specific needs. With this kind of partnership in place, we can effectively put our technologies and experience to work for you. With PiServe as your partner, you'll see a significant



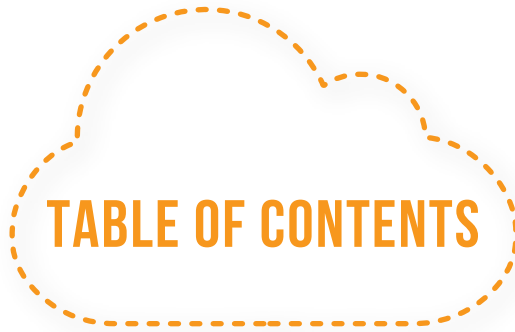
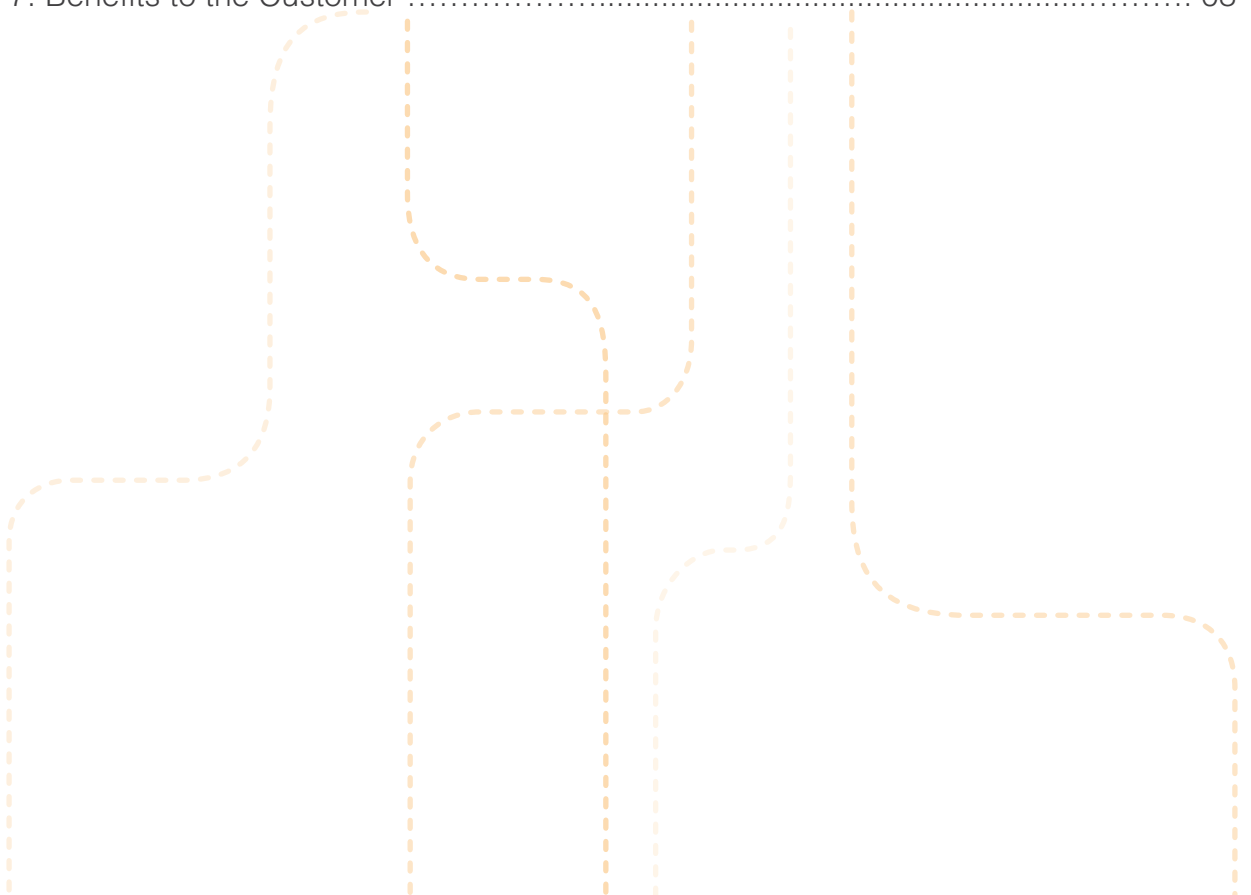


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ABOUT THE CUSTOMER

Customer is a payroll processing company in US, one of biggest which manages payroll for UPS and other Govt. Organizations as of September 2012 customer servers a total of 354.2k payrolls accounts. Customer has grown into multi million company in 2014 and is waiting to go public.

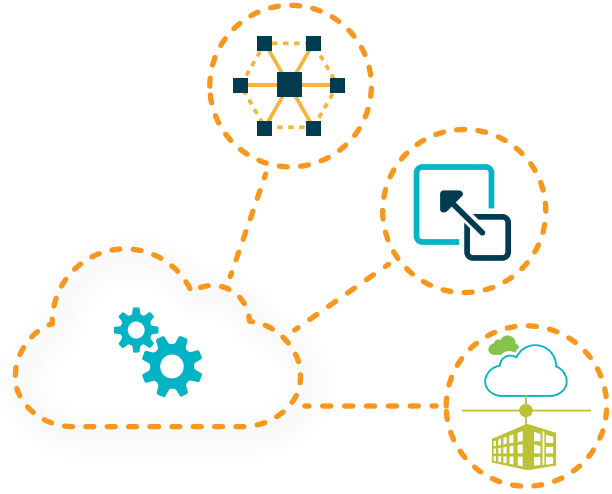
Customer intends to appoint a strategic delivery partner for providing migration assistance from on-premise to AWS and round the Cloud Application services support for applications.

PROJECT BACKGROUND

The customer has been using on-premise infrastructure to manage its application servers and they intend to migrate it to the AWS.

Customer wants us to:

-  Prepare architecture diagram up on project completion.
-  Provision servers & prepare environment and packages for Dev, QA prod environments.
-  Work on Capacity planning and prepare build documents.
-  Migrate and handle the end to end operations for the on-premise to AWS switch



SCOPE OF WORK

- ☞ Level 2 Support - Provide round the clock Application services support for customers 100+ applications which are majorly dependent on middleware technologies which run on Linux/Unix & Windows environments.
- ☞ Level 3 support - 9X5 support for Design & Build solutions for new products.
- ☞ Level 3 Cloud Consulting - 9X5 support for Application migration to public cloud (Amazon Web Services).

PISERVE SUGGESTED SOLUTIONS

For Level 2 support PiServe provided a team of 12 members for 24X7 support whose responsibilities are mainly:

- ☞ Work on Change tickets
- ☞ Provide second level of support for incidents and escalate incase SLA exceeds.
- ☞ Application code deployment.
- ☞ Chat support for all types of tickets and incidents.
- ☞ Server and Service Monitoring
- ☞ Create and maintain application and Server CIs in customer CMDB.
- ☞ Patch management of servers and software packages
- ☞ Prepare and maintain run books.
- ☞ Bring in process improvement ideas.
- ☞ Inform stakeholders on high priority incidents.

For Level 3 support, PiServe provided a team of 3 for 9X5 support whose responsibilities are mainly:

- ⌘ Work on Architecture review tickets.
- ⌘ Prepare application and infrastructure deployment solutions for new projects.
- ⌘ Work on Capacity planning and prepare build documents.
- ⌘ Provision servers & prepare environment and packages for Dev, QA prod environments.
- ⌘ Assist Application teams until go live.
- ⌘ Prepare architecture diagram up on project completion.
- ⌘ Work on critical incidents & escalations, Provide RCA on escalated problem management tickets.

Level 3 Cloud Consulting : PiServe provided a team of 3 for 9X5 support whose responsibilities are mainly:

- ⌘ Work with architecture teams to identify cloud readiness of applications.
- ⌘ Cloud Platform setup to meet on premise configurations.
- ⌘ Cloud platform standardization.
- ⌘ Application migration support to cloud hosted servers.
- ⌘ Prepare High availability environments with the help of AWS ELB
- ⌘ Prepare Fault tolerant environment using Cloud watch and autoscaling.
- ⌘ Environment and data segregation using VPCs.
- ⌘ Configure monitoring, logging and event management.
- ⌘ Maintain deployment and architecture diagrams.
- ⌘ Provide knowledge transfer for Level 2 support teams.



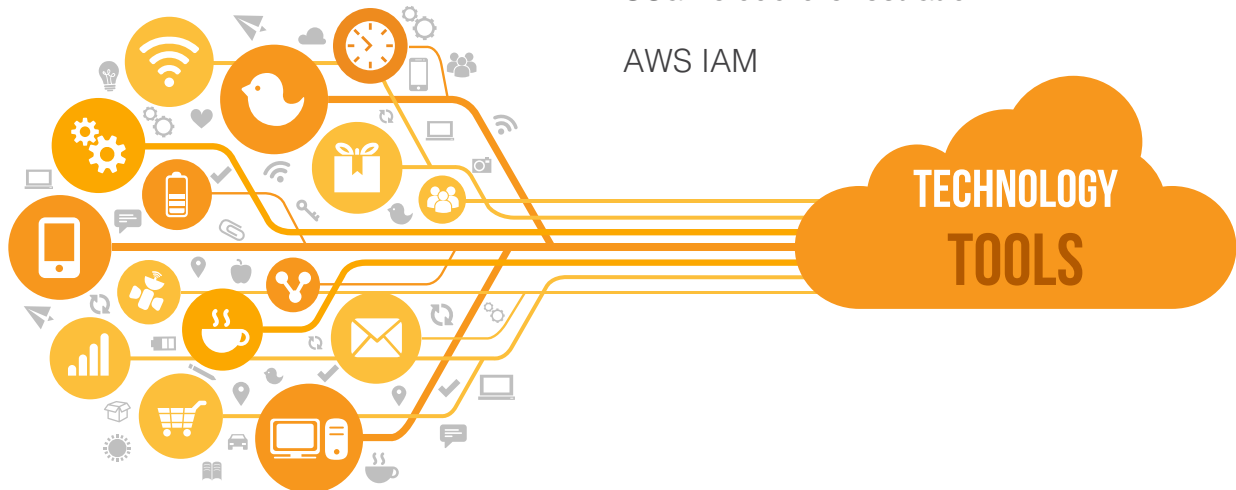
TECHNOLOGY & TOOLS

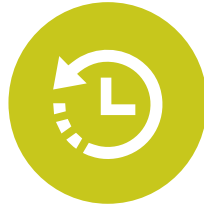
Level 2 & Level 3

Jboss, Tomcat, Weblogic
 Apache & Nginx
 Linux/Unix, MS Windows Servers
 Jenkins
 Bash Scripting
 Nagios/Icinga Monitoring
 ServiceNow helpdesk
 Visio
 F5 LTM & GTMs

Cloud Consulting (AWS)

AWS IAM
 VPCs(public&private subnet)
 EC2 instances
 Elastic Load balancing
 Security groups
 NACLs
 VPC Peering
 AWS RDS - Mysql & oracle Engine
 AWS S3 & Route53
 Cloud watch alarms
 SCaIrr cloud orchestration
 AWS IAM





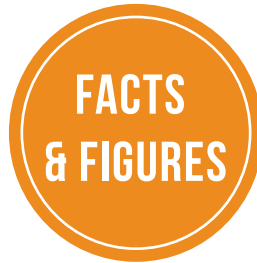
DURATION: 2 YEARS



TYPE: FIXED PRICE



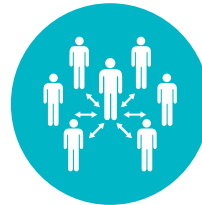
**START DATE:
1ST FEBRUARY 2014**



**WORK LOCATION(S):
INDIA**



**END DATE:
1ST FEBRUARY 2016**



**EFFORT:
12 MEMBER TEAM**

BENEFITS TO THE CUSTOMER.

Business benefits provided to the customer are as follows:

Customer can scale his infrastructure for his demand.

Cut off average annual running cost by 30% and 90% of new hardware procurement cost

An error free migration allowed him to understand the application capabilities and he is looking forward to start implement different ideas with us and once he has gone public.



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THANK YOU.

For any information please reach us at : contact@piserve.com