



Brochure

SITE RELIABILITY ENGINEERING (SRE) FOR SCALEUPS

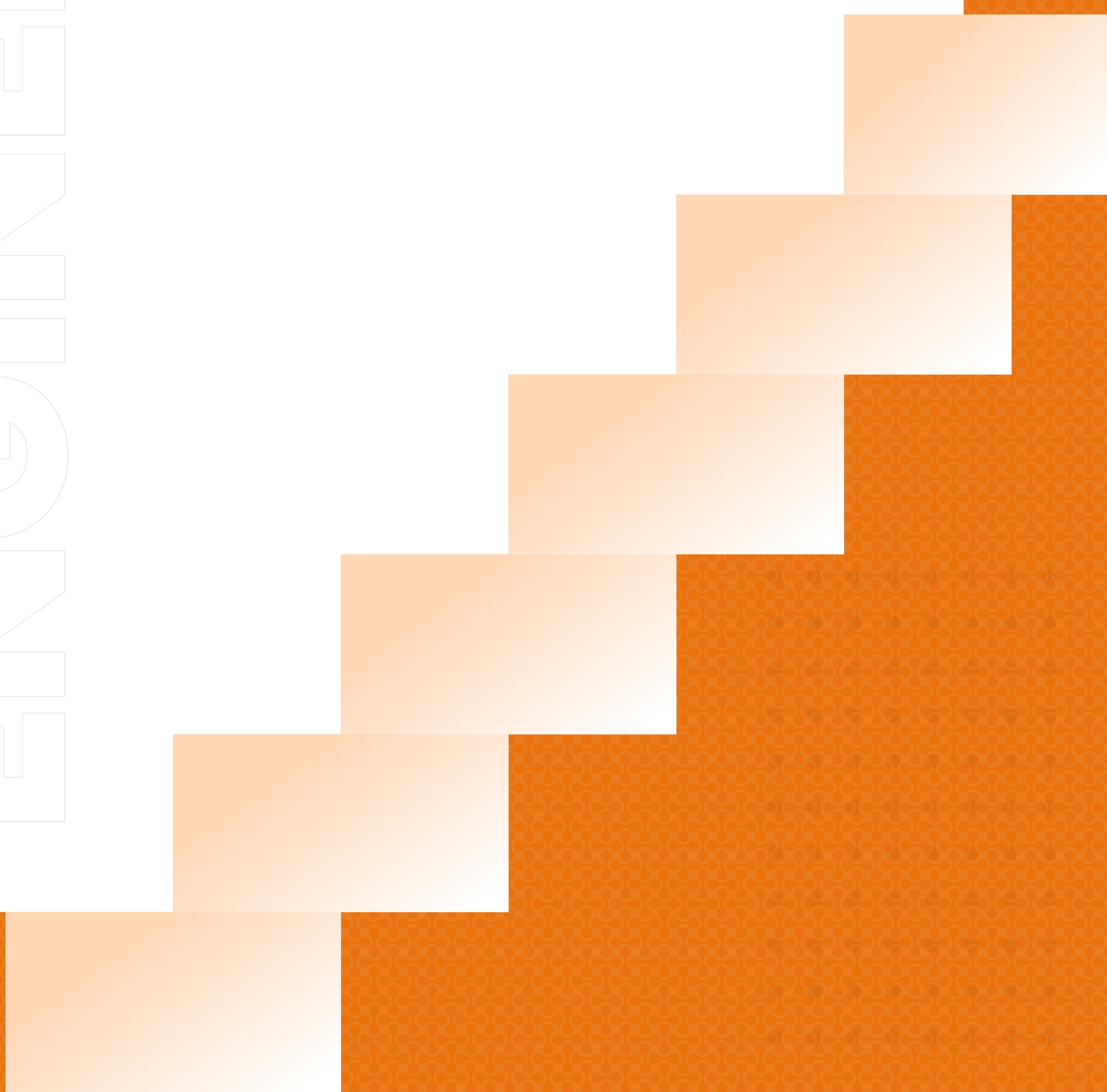
Leverage our SRE expertise to streamline operations, strengthen your infrastructure's resilience, and minimize IT expenses.





SRE FOR SCALEUPS

Scaleups, with their primary focus on business expansion, often find it time-consuming and expensive to build in-house expertise for managing and optimizing cloud infrastructure. Hiring and retaining skilled personnel can be a challenge as well. Site Reliability Engineering or SRE addresses these issues by providing a team of certified engineers to manage the cloud infrastructure 24x7 at a fraction of the cost of a single engineer.



WHAT IS SRE?

Site reliability engineering (SRE) streamlines, monitors, and optimizes IT operations to minimize server issues and ensure a smooth production environment. SRE services can take over operational and IT infrastructure tasks so that organizations can focus on their core business. Netsmartz top-tier SRE consulting services are helping businesses elevate their IT infrastructure with a wide variety of expertly crafted solutions, including:



24x7 Monitoring

Our highly skilled SRE team provides continuous monitoring to ensure real-time visibility and proactive identification of potential issues, allowing for uninterrupted operations.



SLA Management

Trust in our robust SLA management process, where we diligently track and adhere to your service level agreements, ensuring consistent and reliable service delivery.



Incident Management

With a focus on efficiency, our expert incident management team promptly addresses challenges, minimizing downtime and restoring normalcy swiftly and effectively.



System Patching

Strengthen your infrastructure's security and performance through our proactive system patching services, safeguarding against vulnerabilities and potential threats.



Weekly Performance/ Utilization Reports

Gain valuable insights into your system's performance and resource utilization with our concise and data-driven weekly reports, empowering informed decision-making.

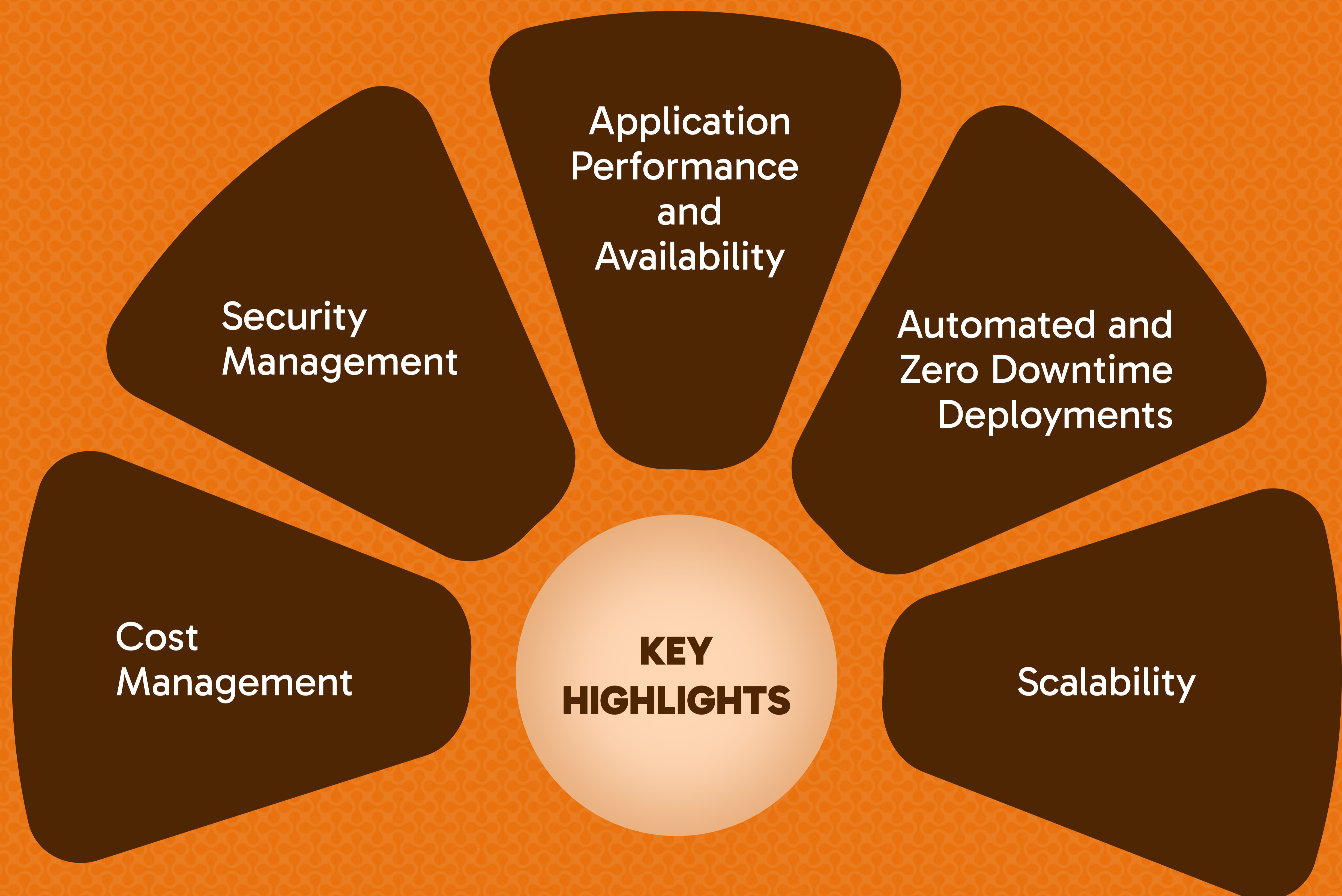


Live Dashboard

Empower your team with real-time data through our interactive live dashboards, enabling agile monitoring, prompt responses to critical events, and efficient system management.



KEY HIGHLIGHTS OF SRE



Cost Management

Cloud services can end up costing a lot for organizations due to pay-as-you-go models, high cost of scaling infrastructure, and lack of proper monitoring tools. Netsmartz SRE can help you efficiently manage resources and optimize costs across cloud platforms to maximize ROI. Our team of experts sets up proper budgeting alerts and notifications to avoid unplanned expenses that may arise due to misconfigurations or orphan resources.



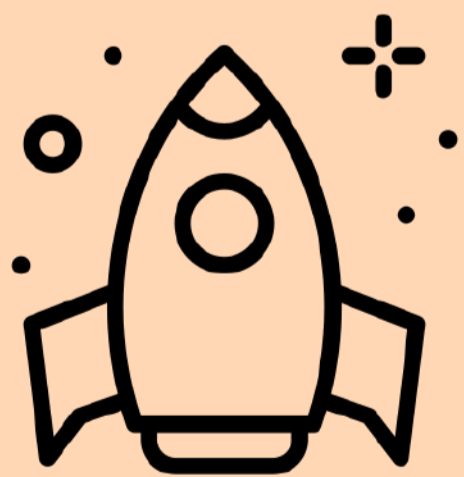
Security Management

Netsmartz SRE empowers organizations with robust security measures to protect against data breaches by plugging potential leaks, restricting access, and planning for data storage and security. Our engineers can help organizations comply with SOC, HIPAA, or any other similar industry regulations or standards. Additionally, we provide both automated and manual pen testing at affordable pricing that organizations can use to assess the security posture.



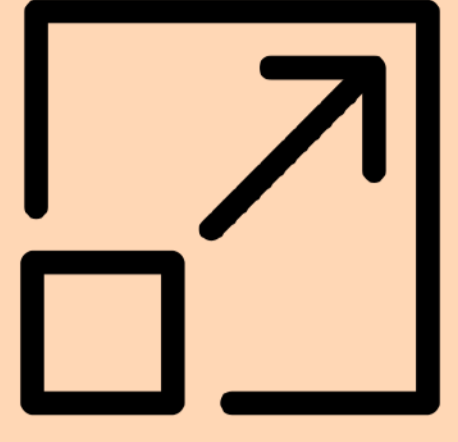
Application Performance and Availability

Netsmartz SRE experts conduct regular audits to use the correct datacenter locations and configure CDNs for seamless content delivery across the globe. Our expert Incident Management Team (IMT) is available 24x7 to help minimize downtime and swiftly fix issues in case of any outages. Furthermore, we provide a business continuity plan (BCP) and disaster recovery (DR) strategies to help organizations set and achieve the RPO/RTO targets.



Automated and Zero Downtime Deployments

Our team assesses the existing pipelines in an organization and revamps them into automated CI/CD pipelines. Automated CI/CD pipelines offer several advantages to software delivery processes, including faster time to market, bug free software with automated testing, zero downtime, and rollback support.



Scalability

While the cloud offers scalability, organizations need to plan their architecture to scale seamlessly. Poorly designed applications may face challenges when trying to scale efficiently. Our team of solution architects will review the application structure and provide inputs that can help create a scalable and performant application in place.

SLA DEFINITIONS

Severity Code	Priority	Definition	First Response Time
Blocker	Server/service accessibility issue	An issue has made a critical application function unusable or unavailable and no workaround exists.	30 mins
High	Critical issue	An issue has made a critical application function unusable or unavailable, but a workaround exists.	1 hour
Medium	Medium	An issue has diminished functionality or performance of a critical application, but the functionality still performs as specified in the user documentation.	4 hour
Low	Low/changes	An issue has diminished supporting application functionality or performance.	8 hour

BENEFITS

Reduced IT
infrastructure
cost

Enhanced
data
security

Robust
and reliable
infrastructure

High
scalability

Operational
agility

5 Mins

Time to first response





90%

Faster turnaround time

95%

Increase in CSAT

WHY NETSMARTZ

-  40+ tools and advanced tech stack to eliminate threats proactively
-  Comprehensive security with disaster recovery and threat management
-  Seamless collaboration with teamwork and smooth operations
-  Cloud-first approach with access to latest tech stacks

ABOUT NETSMARTZ

Netsmartz, a software company based in the USA, was established in 1999, focusing on offering a carefully selected group of elite software developers from over 10+ global tech campuses. With a proven track record of serving Fortune 500 clients, mid-sized enterprises, and start-ups in their digital transformation journey, Netsmartz expedites your software development process by allowing you to choose from nearshore, offshore, and remote team options.

25

Years in Excellence

1000+

Team Members

2000+

Projects

10+

Global Locations



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