



# EM

**Doberman  
managed services**

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Réjean Robitaille

CEO



Gold  
Microsoft  
Partner



Microsoft  
Azure



**MORE PROJECTS**

**MORE RAPIDLY**

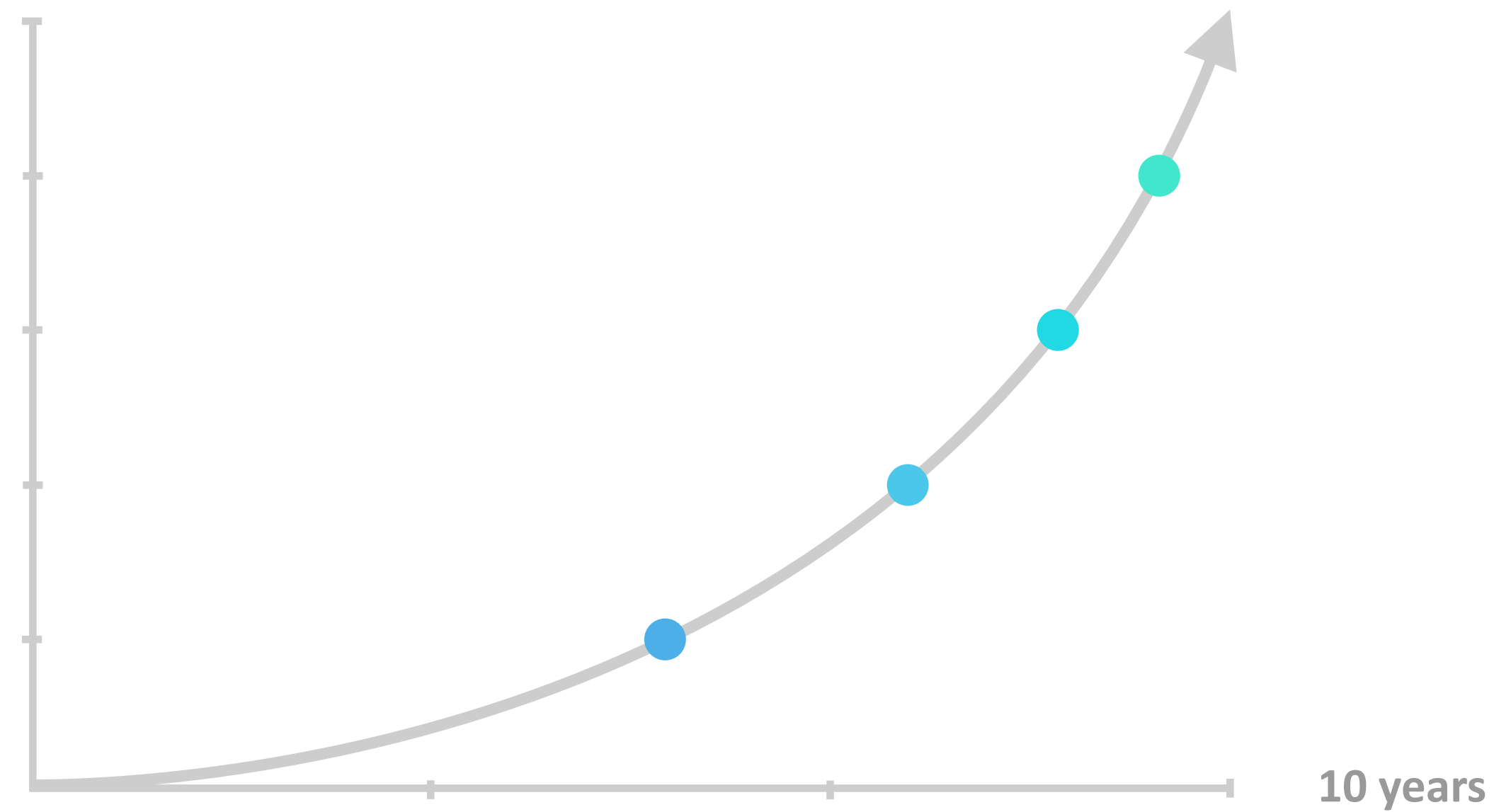
**MORE SAVINGS**



EMYODE

# The mission: AppDev fun & easy

New technologies: the sooner you board, the better.





## A brief description

- ✓ Man 50 years old +
- ✓ Role: CIO, CTO, COO or CEO
- ✓ Reports to CEO/Execs/clients
- ✓ Enterprise 100+ employees / Revenue +\$20M



## Pain Points

- ✓ Ensure that any change made will generate a positive impact on the organization.



## Information need

- ✓ Need to be reassured: knowing the company is credible & stable with known clients.
- ✓ Need to see a fit with the employees involved in a service delivered by a third party.



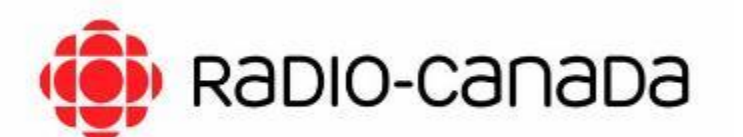
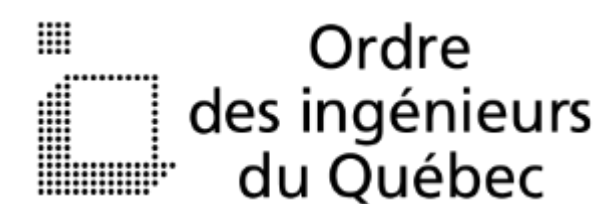
## His beliefs for success

- ✓ Must have happy employees
- ✓ Productivity of the organization
- ✓ Revenue growth
- ✓ Managing costs efficiently

**SIMON**  
*the master  
of everything*

Over 30 CLIENTS

# They've chosen Emyode



# DOBERMAN



A managed service coupled with a virtual watchdog for your business applications which enables you to retain control over their rapid evolution despite the exponential increase in technological complexity.



## More projects with Microsoft

You are connected to Experts from Emyode and Microsoft to help you drive more projects faster by getting access to a complete Microsoft certified team using a 3-week iteration process.



## More deliveries with DevOps

Our service gives access to insights for DevOps best practices implementation integrated with VSTS-Azure DevOps to deliver your needs in production more rapidly.



## More savings with Azure

Our service optimizes your Azure costs by leveraging Cloudyn features and DevOps automation to modulate capacity based on actual need.



DOBERMAN

# Managed Services

Simplify the evolution of your business applications



Complete management of environments



Dedicated strategic advisor



Guaranteed availability and experts on demand



Proactive monitoring and 24/7 incident management



Licensing fees



Centralized portal for evolution monitoring



# More projects with Microsoft



Cloud DevX Assistant

Chat

Hi, I'm the Cloud DevX assistant.  
I can help you create a support ticket that will be assigned to our application specialists.

dobprdChatBot01

What is the subject of your support request?

dobprdChatBot01 à 11:17:57

I need help with my application

Azure bot service

Cloud DevX Assistant Sign Out

Applications / Doberman Web Portal

**Notifications**  
Warning! Server shutdown next week  
2019-03-05 10:56:46

**Application Status**  
  
Last reviewed **Nicolas Fortin**  
2019-03-05 10:58:54

**Latest Azure Cost**  
Period: 2019-02  
QA \$660.00  
UAT \$880.00  
PROD \$1,100.00  
Total \$2,640.00

**Next Priorities**

- ID 4200 Améliorer le processus de log d'erreurs et la surveillance des applications web avec AppInsight
- ID 4212 Processus de recueil et traitement de CHI automatisé avec DAW
- ID 4098 Un UI/UX du portail DAW plus professionnel et moderne
- ID 4095 Ajustements pour que le UI de DAW-Web soit plus professionnel sur tablette/mobile
- ID 4456 Moyen rapide pour des users de nous communiquer du feedback sur DAW, et pour nous de voir ce feedback
- ID 4099 Aperçu de l'état d'une IT courante
- ID 4341 Supporter LUIS pour le chatbot

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**Devops Assessments**  
Last Assessment: 2018-02-19  
  
Avg: 2.1  
People Processes Products

**Service Agreement**  
End date: 2021-01-06  
Account Manager: Réjean Robitaille  
Advisor: Dany Gauvin  
Silver

**Standard Service**

- 2 Ticket(s) opened
- 0 Ticket(s) recently closed

**Cloud DevX**

- 0 Ticket(s) opened
- 0 Ticket(s) recently closed

**Architecture**

- 0 Document(s)



Search

Updated less than a minute ago

Iteration 2018-17  
1 décembre - 21 décembre

MSP Velocity  
Last 15 iterations  
  
Story Points Average Vels... 30

Other Links  
Request feedback  
Configure schedule and iterations  
Configure work areas

Bogues (Nouveaux...)  
8 Work items

Questions Client  
1 Work items

Feedback ouverts  
2 Work items

Question au CoE  
1 Work items

Issues à traiter (26)

| ID   | Titre  | Priority |
|------|--|----------|
| 2938 | Module Admin - Devops Assessment Description ne supporte pas HTML          | 1        |
| 4342 | Suivi de recommandations d'ajustement de code venant du CoE - Mai 2018     | 1        |
| 4091 | Ajustements à faire après implémentation de la liste de tickets consolidés | 1        |
| 5386 | we need a way to get more donuts   | 1        |
| 5387 | We could stop working for a few hours to surf                              | 1        |

Azure DevOps dashboard



# More deliveries with Azure DevOps



5389 [Doberman Web Portal] test chatbot ticket

Unassigned0 commentsAdd tag

StateActive

AreaSupport AnnapurnaDemande de support/Prioritaire

ReasonNew

IterationSupport Annapurna

Description

I lost my dog

Planning

Discussion

Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.

Stack Rank

Priority4

Due Date

Azure Devops (tickets)

1725 ETQ client, je veux une expérience utilisateur fonctionnelle et professionnelle pour naviguer DAW sur les mobiles

Unassigned1 commentAdd tag

StateNew

AreaProjet DobermanAppWatchMSP

ReasonReconsidering the User Story

IterationProjet DobermanAppWatch

Description

Objectifs: apporter les ajustements nécessaire pour que le UX du portail sur les browser mobiles soit adéquats (pas besoin d'être parfait, mais doit bien fonctionner et avoir un minimum de professionnalisme). (Réjean considère que le portail fonctionne à approx. 75%)

Planning

Des tests approfondies sont requis pour identifier les besoins d'ajustements.

Choses apparentes notées (cette liste n'est pas complète):

- Alignement du contenu de la Tuile des couts Azure
- Alignement du contenu de la page de SLA
- Déplacement d'un long titre de features dans la page de Features
- swipe avec un doigt vertical ne fonctionne pas à tous les endroits sur la page (ec: dans le milieu du graph de statut de l'app)
- Autres fonctionnalités dans le portail ajoutés depuis la création de ce US?

Priority2

Acceptance Criteria

De Réjean: on doit supporter les versions les plus récentes des browser/versions et les ITS devraient inclure des estimations pour efforts additionnelles pour les tests dans les différents env.

Classification

Discussion

Add a comment. Use # to link a work item, ! to link a pull request, or @ to mention a person.

Value area

Business

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Azure Devops (backlog)

Applications / Doberman Web Portal

Notifications

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Last rev

Latest Azure Cost

Period: 2019-02

Next Priorities

Améliorer le processus de log d'erreurs et la surveillance des a  
avec AppInsight

Processus de recueil et traitement de CHI automatisé avec DA

Un UI/UX du portail DAW plus professionnel et moderne

Ajustements pour que le UI de DAW-Web soit plus professionn  
tablette/mobile

Moyen rapide pour des users de nous communiquer du feedba  
pour nous de voir ce feedback

Aperçu de l'état d'une IT courante

Supporter LUIS pour le chatbot

Click To View More

Standard Service

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Cloud

0 Ticket(s) opened

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DevOps assessments

| Date       | People | Processes | Products | Average |
|------------|--------|-----------|----------|---------|
| 2018-02-20 | 2.6    | 1.75      | 2.5      | 2.28    |

People

Work processes aren't in silos and have integrated Development, Architecture and Testing. Teams are accountable and have access to expert ressources on demand. There is limited knowledge sharing within the team and communications is still laborious. Little is done to improve team collaboration. Trust and respect is a work in progress.

Recommendations

Pay special attention to the team collaboration as it can have significant impacts on ...

Processes

Processes are in evolution and fairly rigorous. Agile is partially implemented. Known processes are well mastered but still very "reactive" to change or unknown situations. Testing is fresh and a new process. QA still needs to be established and there are no code metrics.

Recommendations

Pay special attention to the reactive processes as it can have significant impacts on ...

Products

Though build and deployment is automated, it is a heavy and laborious process. It is impossible to deploy many times per day, as the build and deployment cycle is too massive. Deployments create multiple service interruptions for many clients. Database management is monolithic and risky despite being automated. All maintenance and evolution of the build and deployment processes are dependent on one expert. Deployment can be initiated on environments from scratch.

Recommendations

Pay special attention to the dependency on experts as it can have significant impacts on ...

Summary

Recommendations

This team's DevOps maturity has improved since the last assessment. We recommend continuing to identify the areas which pose challenges to the team.

Assessment Performed By

Jean-Paul Lizotte  
Chief of DevOPS Practice

DevOps maturity assessment



MS

| Date       | People | Process | Product | Average |
|------------|--------|---------|---------|---------|
| 2018-02-20 | 2.6    | 1.75    | 2.5     | 2.28    |

People

Les gens de l'équipe s'arriment bien à la description du Niveau 3.  
- Ils ont en effet 3 silos de dévops, dans leur équipe: Intégrés (dev, test, architecture).  
- Ils ont aussi un processus d'automatisation continue (qui pourrait être améliorée).  
- Ils encouragent la confiance.  
- Ils encouragent l'esprit d'équipe.

Process

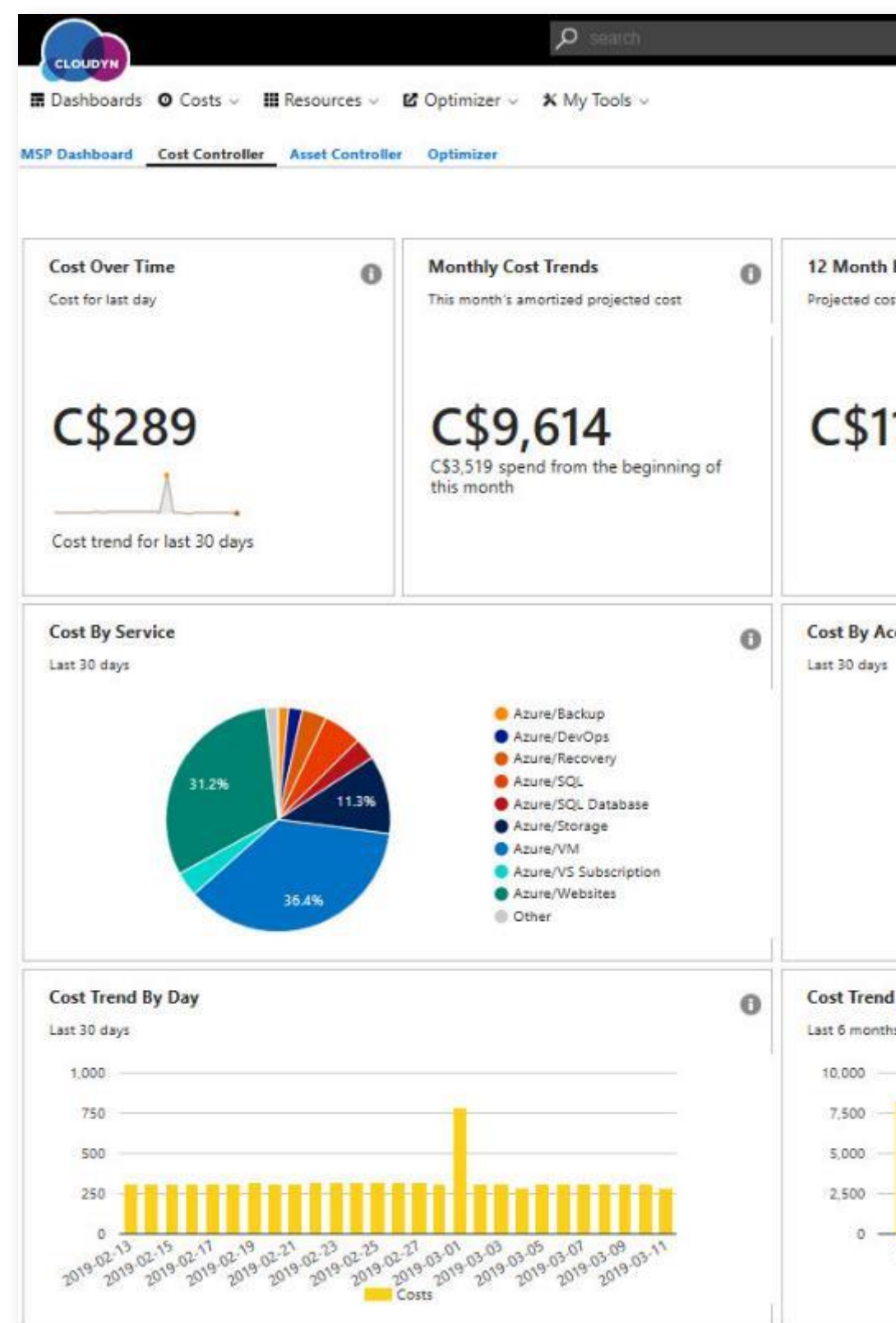
- Ils ont un processus, le suivent assez rigoureusement, même s'il y a des lacunes méthodologiques.  
- Des rétrospectives existent mais sont essentiellement utilisées à des fins de « ventifactif ».  
- Ils ont intégré une veille pour les outils opérationnels.  
- L'utilisation de User stories pour rassembler les tâches de développement - 2 points.

Product

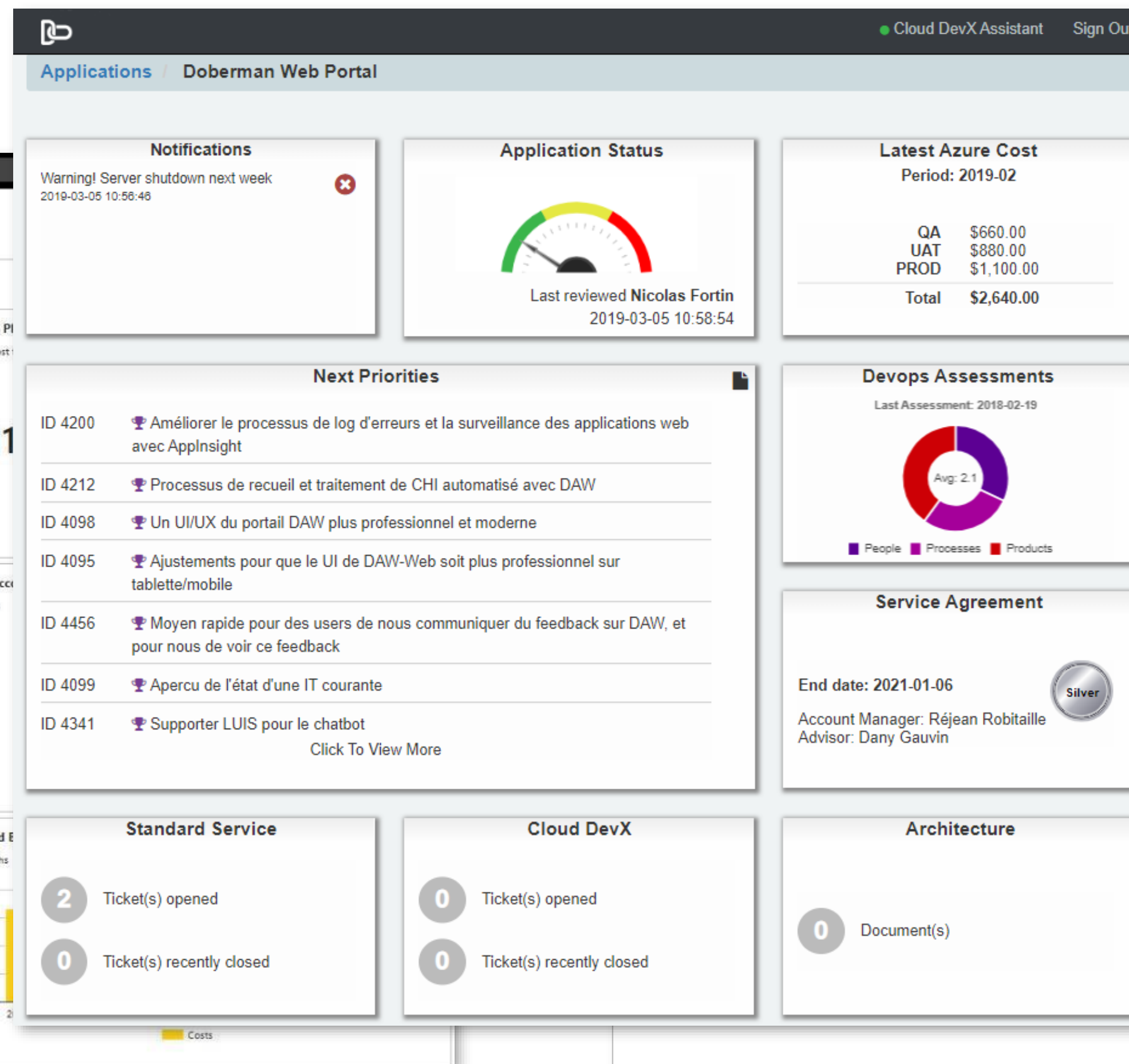
Le peu d'automatisation des tâches et l'utilisation de l'outil de collaboration seulement un partie, suscite une note de maturité de niveau 2.5.

Mobile DevOps

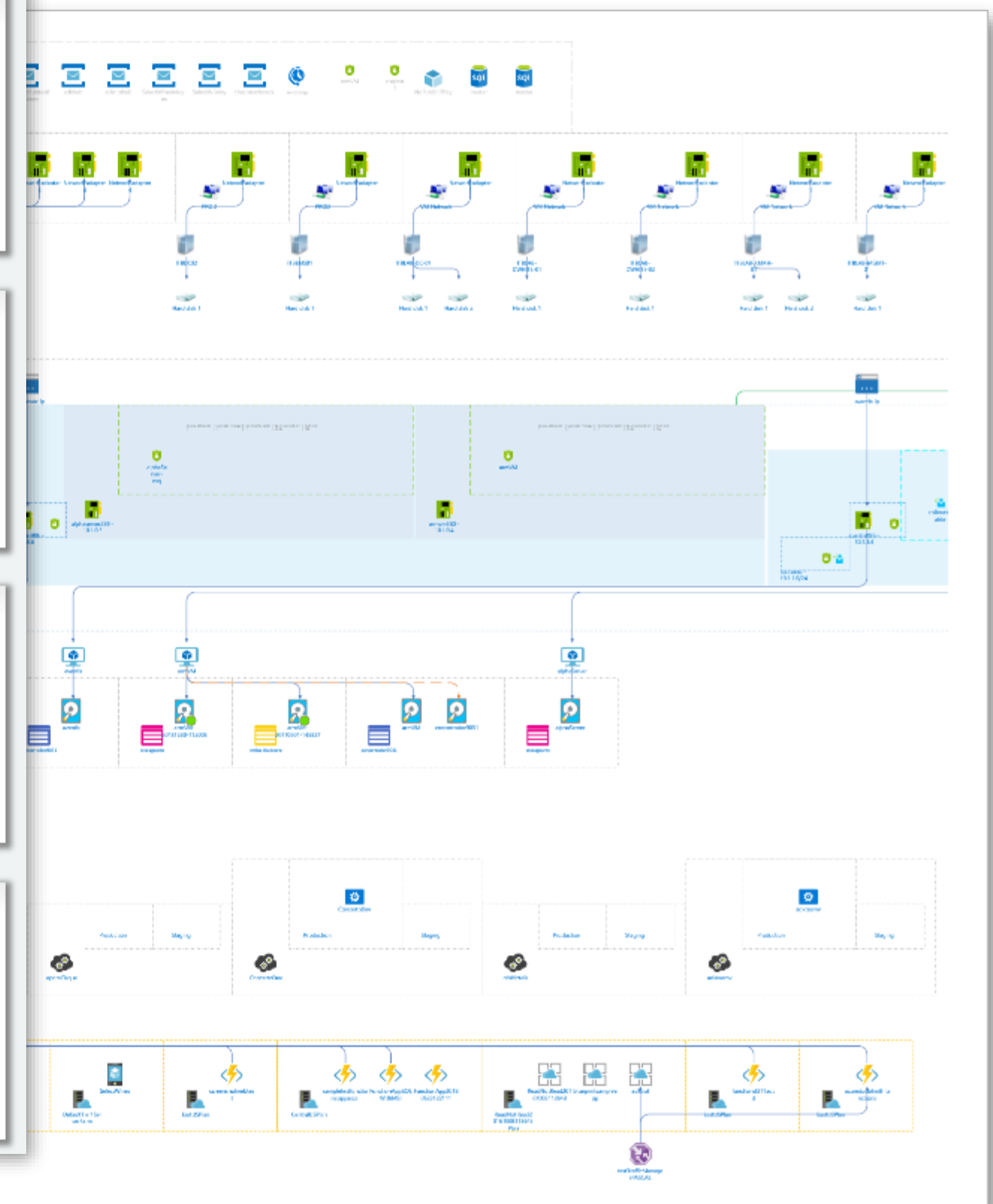
# More savings with Azure



Cloudyn



Cloud Dock It





# CONTACT

EMYODE

[rejean.robitaille@emyode.com](mailto:rejean.robitaille@emyode.com)

671, de la Gauchetière Ouest, Montréal,  
Québec, Canada, H3B 2M8

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1 866 387 2568