

Managed IT Services

to ensure reliability and steady evolution of your IT
and stay on budget

Who We Are

ScienceSoft is an international IT service and software development company with managed IT services among the focal directions.

35

years in IT business

16

years in ITSM

750+

employees



Our Clients

62% of our revenue comes from 2+ year Clients.



Industry Expertise

Manufacturing



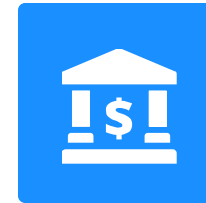
Insurance



Financial services

Marketing, Advertising

Oil & Gas

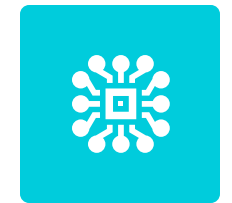


Retail, Wholesale



Healthcare

Professional services



Logistics

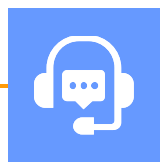
IT

End-to-End Managed IT Services

To keep your IT reliable and make it always fit with your changing business needs, we provide the following services:



IT infrastructure
monitoring &
administration



IT help desk



Cloud
management



Managed
application services



Managed
security services

Cooperation models

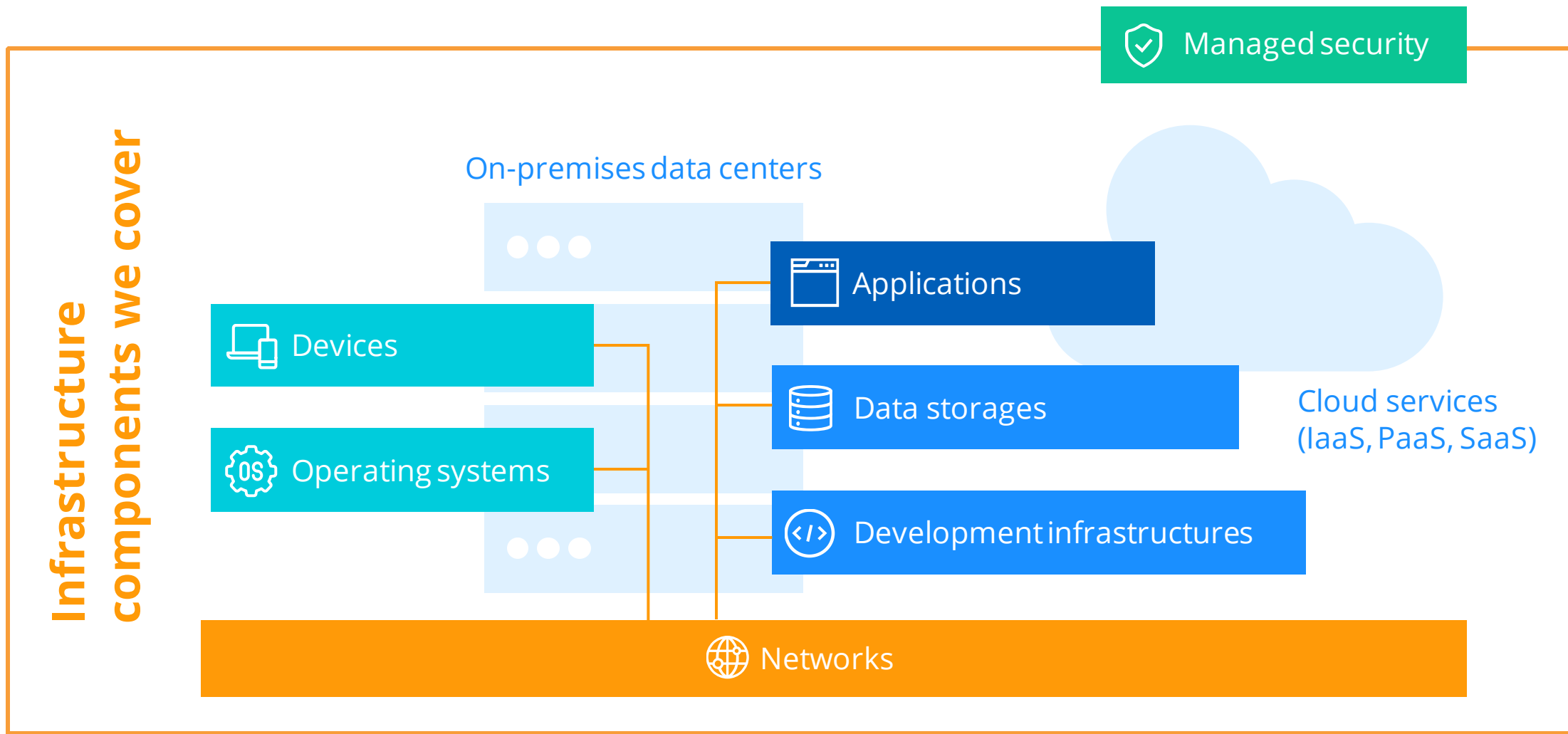
Complete managed IT services

We take the whole responsibility for your IT environment

Co-managed IT services

We efficiently align our efforts with other MSPs or your in-house team

Wide Coverage



IT Infrastructure Monitoring & Administration



..... Infrastructure monitoring



..... Alerting and troubleshooting



..... User administration (managing user accounts, permissions, and access)



..... Updating infrastructure management policies and processes according to the ITIL 4 practices



..... Software configuration and regular updates



..... Disaster recovery

IT Help Desk

Resolving incidents on L1, L2, and L3 levels of support

Detecting and analyzing the root causes of the problems

Preparing and maintaining knowledge base articles and user guides

Elaborating new measures and including them in contingency and maintenance plan



IT Help Desk

To reduce response time and optimize IT support costs, we segment the support team into levels according to the complexity of issues they are expected to handle:

L1 Support

We manage **basic user issues**, e.g., creating user accounts, changing expired passwords, troubleshooting VPN connections, installing or uninstalling apps, etc.

L2 Support

We tackle **complex incidents** that cannot be resolved at L1 stage, coupled with basic infrastructure and app tasks and issues, like major OS upgrades, email delivery problems, server infrastructure monitoring, etc.

L3 Support

We handle **advanced app and infrastructure-related issues** and requests requiring access to code, e.g., CI/CD pipelines implementation, database setup and configuration, desktop virtualization, etc.

Coverage options

24/7

12/5

12/7

8/5

Cloud Management

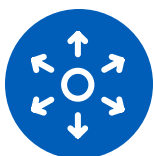
We take over the entire lifecycle of cloud solutions to ensure their stability and security, optimized expenses, and prompt implementation of changes.



Proactive management of AWS, Azure, Google, or multi-cloud infrastructures.



Smooth and reliable migration of apps and data (including PHI) to a HIPAA-compliant cloud without any unplanned business disruptions.



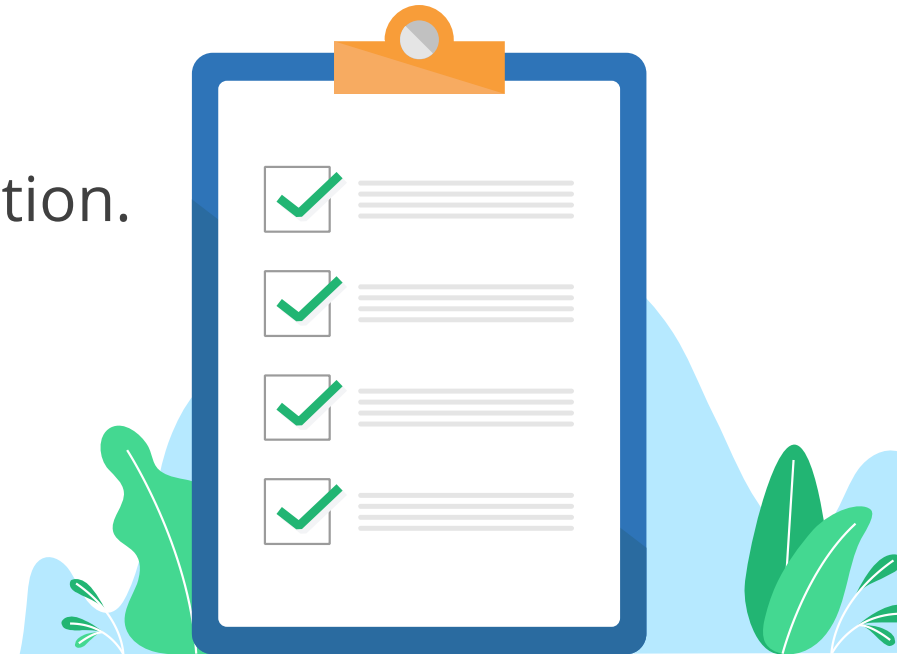
Swift deployment of cloud infrastructures.



Proactive cloud monitoring and cloud resources optimization.

Managed Application Services


- ✓ Proactive monitoring to ensure 99.99% availability.
- ✓ Planning and implementing changes preserving interoperability with other systems and devices, ensuring security and compliance.
- ✓ Deployment of automated CI/CD pipelines to speed up application modernization and evolution.
- ✓ Advising on application regulatory compliance (with GDPR, FISMA, SOX, HIPAA, etc.) and app security within the SecOps approach.



Managed Security Services

 21 years in cybersecurity

 A cloud-centric, technology-agnostic MSSP

 NIST, OWASP, CIS, ISO 27001 best practices

Managed detection & response

- Security monitoring 365 days a year.
- Security event analysis.
- Early threat detection.
- Rapid incident response.

Security technology management

- Configuration and maintenance of network security, email security, endpoint protection, and other tools.
- Continuous optimization of security technology to enhance their performance.

Vulnerability management

- Regular security testing.
- Continuous security policy review.
- Implementation of the required remediation measures and code fixes.

Compliance management

- Review against HIPAA, PCI DSS, GDPR, NIST SP 800-53, SOC 2, NYDFS, and other standards and regulations.
- Keeping compliance-related policies and technical controls up-to-date.
- Raising the security awareness of the staff.
- Maintaining proper compliance documentation.

Tools & Technologies We Manage

Ticketing systems



Monitoring tools



DevOps



Clouds



Databases



Big data



Information security



Remote collaboration



Service Plans We Offer

Basic plan

Operation & optimization

We proactively monitor and manage your entire IT infrastructure (or the required segment). Our engineers provide L1-L2 support, covering user, administrative, and infrastructure issues.

Extended plan

Basic plan + planning & design

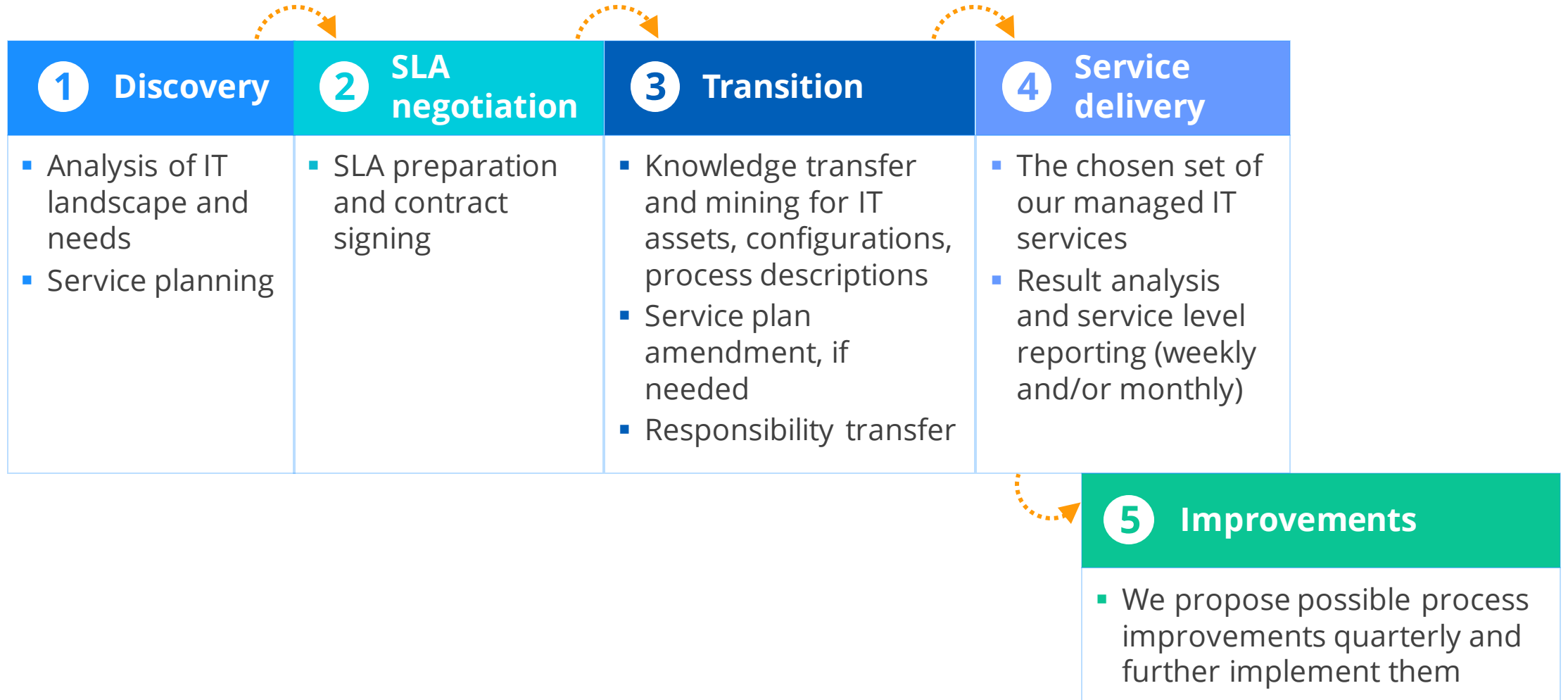
We also plan application changes, design new infrastructures, review and adjust policies and processes, and advise on application and infrastructure security within the SecOps approach.

Advanced plan

Extended plan + app modernization

We help you migrate apps, databases, or servers, implement code changes to your software (L3 support), and set up highly automated CI/CD pipelines.

Cooperation Stages



Benefits: IT Cost Reduction

We will reduce your IT costs due to:



- Reasonable prices
- Optimal cloud consumption
- Optimal utilization of competencies
- Remote service provisioning where applicable
- Mature ITSM processes, IaC approach, new IT technologies and ITIL principles

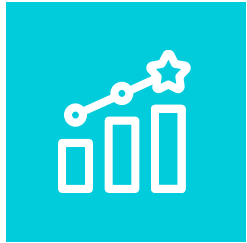
Benefits: Improved IT Quality and Reliability



- Improved IT infrastructure reliability and performance
- Improved solution adoption
- Reduced change delivery time
- Released internal IT resources
- Quality measurable with KPIs and SLOs

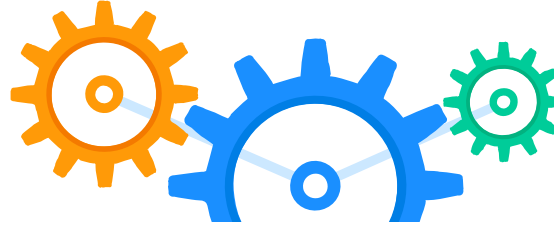
Benefits: Evolution and Reliability

We ensure IT stability and its steady evolution while fitting to budget limitations, due to:



- Structured change management
- A thoroughly designed CI/CD approach
- High level of IT automation
- Full service coverage
- with minimum administrative efforts on the client's side

Our Approach to Cooperation



Problem-solving

- Minimized client involvement combined with process transparency: client controls only a few high-level KPIs
- Direct communication with business managers on strategic objectives

Proactivity

- Bringing value instead of simply executing tasks, which has earned us a recognition in the prestigious Global Outsourcing 100 list by IAOP
- Technology-related problems solved in advance



ISO 9001
LL-C (Certification)

Certified quality management system

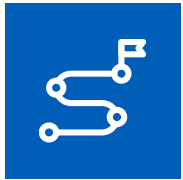


ISO 27001
LL-C (Certification)

Security of client data

CI/CD and DevOps Expertise

We incorporate DevOps practices into your IT infrastructure or adapt to the existing ones



DevOps implementation roadmap

- Preparing the detailed DevOps implementation plan
- Defining DevOps-related risks and providing a mitigation plan



DevOps setup

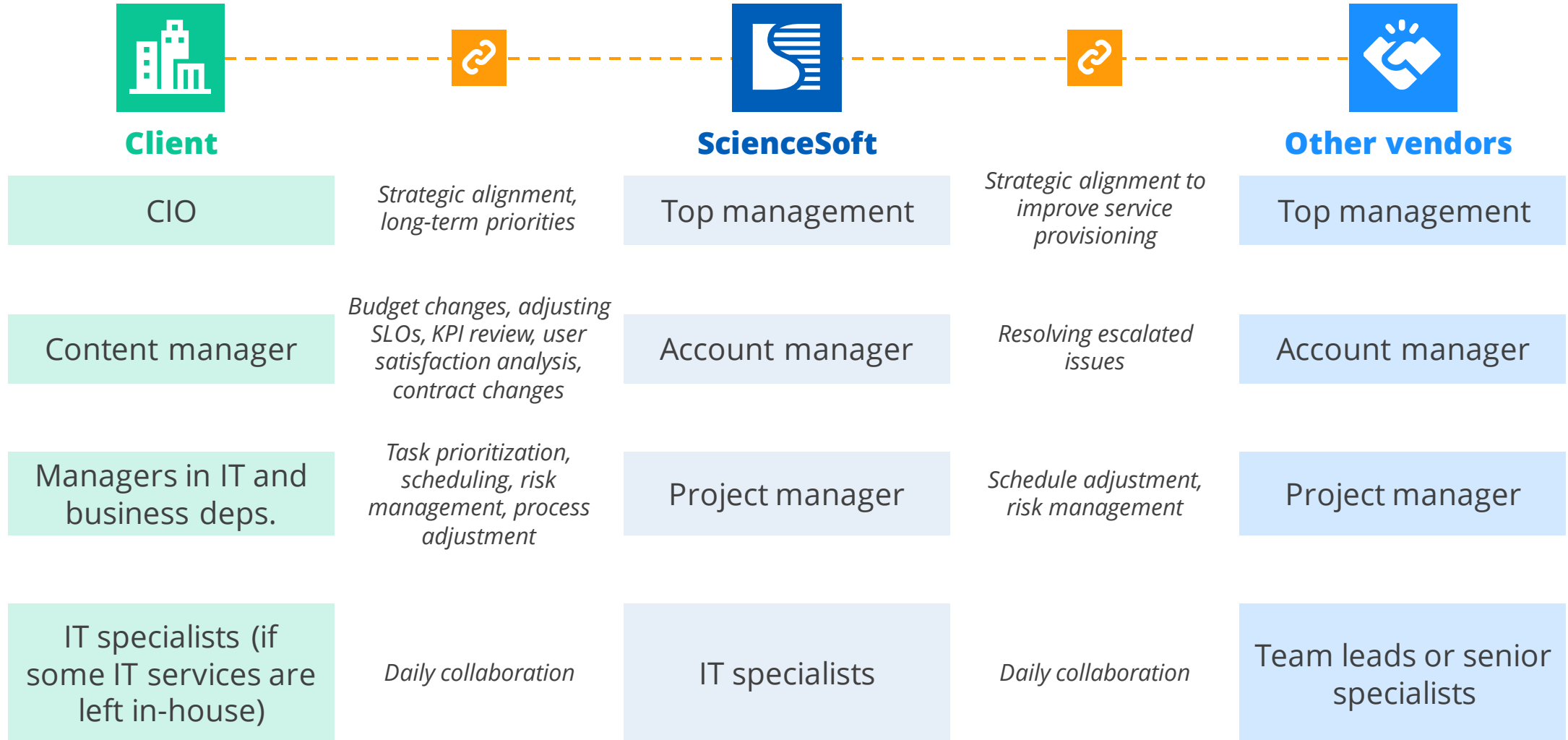
- CI/CD pipeline construction
- Release management workflow setup
- Implementation of test automation
- Containerization & orchestration tools
- IaC (Infrastructure as Code)



Support of DevOps-related process

- Maintaining the new processes, implementing changes, if needed
- Training to ensure a client's employees adopt DevOps tools and practices

Effective Collaboration Approach



Self-Management and Transparency

We are self-managed and, at the same time, transparent in our work. Here is a sample set of KPIs to control the efficiency of our services

COSTS

Budget

- Budget spent
- Over-budget approved and spent (if any)
- Over-budget not approved and spent (if any)

Time your employees spend on ScienceSoft's requests (to answer questions, provide support, etc.)

OUTCOMES

Services reliability

- Service availability
- Response time
- IT incidents

Information security

- Number of vulnerabilities
- Number of security incidents

Changes

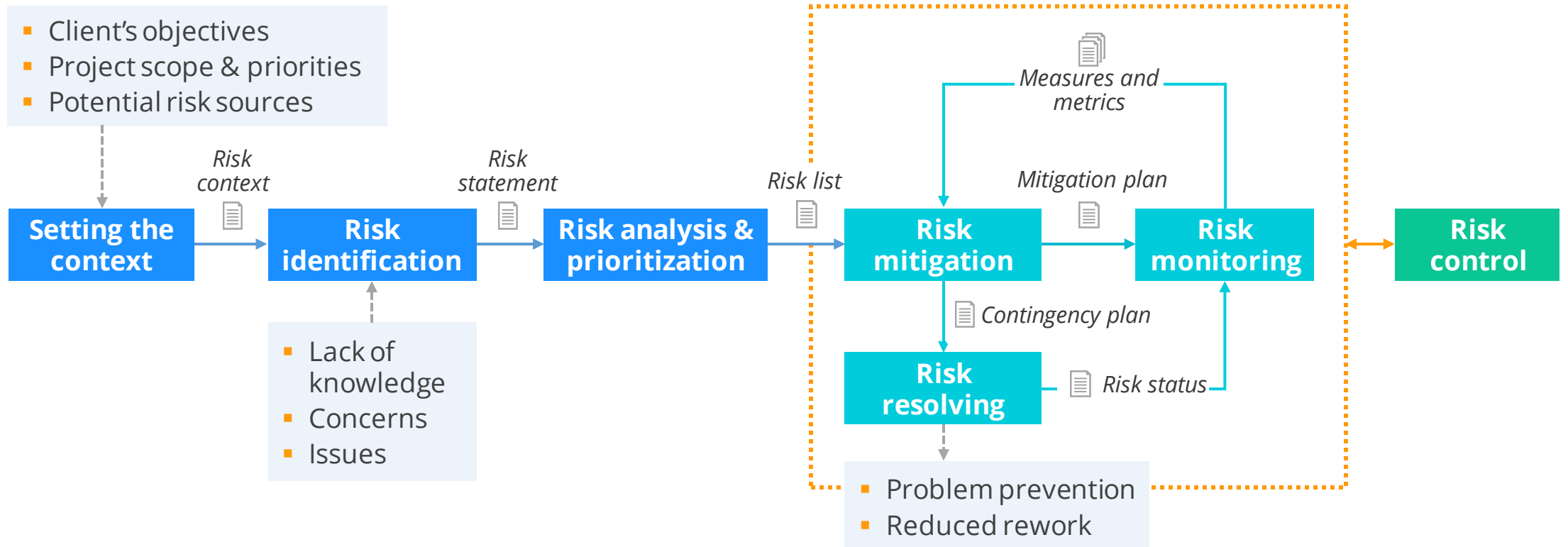
- Delivered
- Waiting in a backlog
- Backlog waiting time expired

User satisfaction

- User satisfaction score
- Change adoption metrics

Risk Management

Taking full responsibility for the product development, we predict, evaluate, and resolve all possible risks:



Why ScienceSoft

- ✓ **Ability to implement** ambitious IT initiatives
- ✓ **Reliability** ensured by certified IT experts and advanced monitoring systems
- ✓ **High availability and fault tolerance:** service times adjusted to your business hours
- ✓ **Flexibility and transparency** brought with SLA and KPIs
- ✓ **Established ITSM processes,** 11 years in applying DevOps practices
- ✓ **Flexible cooperation** options



Managed IT Support for a US Biotech Company Using Apache NiFi (Big Data)

Client

An American biotechnology corporation with 10,000+ employees.

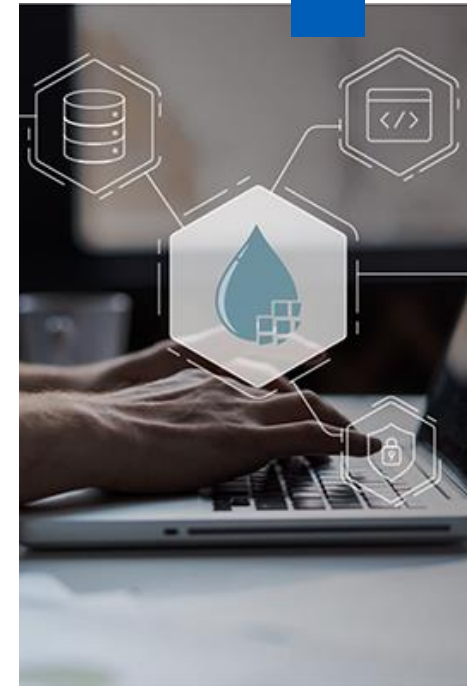
Solution

With the IT support that ScienceSoft delivered, the Client benefited from the overall improvement of their big data ecosystem: big data processing became 10 times faster, and the stability increased from 50% up to 99%.

Tools and Technologies

MySQL, Apache NiFi, Apache Kafka, Apache Zookeeper; Netdata, Prometheus, Grafana, Chef, Jira.

[Project details →](#)



DevOps Implementation and IT Infrastructure Management for a Retail and Hospitality Company

Client

A US multi-business enterprise operating in a range of industries, such as retail, hospitality, fashion, and catering.

Solution

ScienceSoft successfully implemented the DevOps approach and provided the Client with ongoing IT infrastructure management services to accelerate the improvements of their IT environment.

Tools and Technologies

Microsoft Azure, Jenkins, Ansible, Docker, DC/OS, Nginx, Varnish, HAProxy, Traefik, Supervisor, Prometheus, Blackbox Exporter.

[Project details →](#)



Managed IT Infrastructure Support for a Private Diversified Business

Client

A European company running a number of businesses including commercial & residential real estate development & a chain of gas stations.

Solution

ScienceSoft continuously provides configuration, ongoing monitoring, regular backups, recovery management & other managed services for 28 IT infrastructure elements (servers, databases, LANs & WANs, virtualization systems, etc.)

Tools and Technologies

Zabbix, ManageEngine ServiceDesk Plus, Jira.

[Project details →](#)



Let's Make Your Project a Success!

Atlanta, Georgia

+1 972 454 4730
contact@scnsoft.com

Headquarters McKinney, Texas

+1 214 306 6837
contact@scnsoft.com

Mexico City, Mexico

+52 55 6952 0374
contact@scnsoft.com

Riga, Latvia

+371 66 011 905
eu@scnsoft.com

Vilnius, Lithuania

+370 52 07 97 07
eu@scnsoft.com

Warsaw, Poland

+48 22 162 18 13
eu@scnsoft.com

Vantaa, Finland

+358 94 272 63 77
nordics@scnsoft.com

Fujairah, the UAE

+971 600 57 59 69
gulf@scnsoft.com

Riyadh, the KSA

+966 800 880 3035
ksa@scnsoft.com