



Managed Services and Support

Cloud Operation Support | Service Desk Operations |
Application and Database Support

Agenda

- Overview
- Cloud Operations
- Production Support
- Our Capabilities
- Technologies we are providing support to our end customers
- Ideal state of production support



Overview

Cloud, SD and App Support

Monitoring
Services

Cloud
Support

Devops
Support

Specialization

Infrastructure
Support

Application
Support

Database
Support and
Administration

Value addition Support

API
Support

Configuring and
Monitoring
Production Alerts

Jira
Administration

ITIL Framework

Incident /
Problem
Management

Release /Change
Management

Knowledgebase/
Documentation
Management

Cloud Operations

Cloud Operations refers to the management and administration of cloud computing services and infrastructure. It involves the ongoing tasks and activities required to ensure the smooth operation, performance, and availability of cloud-based systems, applications, and data.



Our Services in Cloud Operations



Deployment and Provisioning

- Deploying new cloud resources, instances, and services as needed.
- Scaling resources up or down based on demand.
- Automating provisioning processes to ensure consistency and efficiency.



Monitoring and Observability

- Monitoring the health, performance, and availability of cloud services and resources.
- Setting up monitoring tool and dashboards to track key metrics and performance indicators.
- Responding to alerts and resolving issues promptly.



Incident Management and Troubleshooting:

- Detecting and diagnosing issues affecting cloud services or applications.
- Performing root cause analysis to understand the underlying causes of incidents.
- Implementing solutions and fixes to address and prevent recurring problems.



Security and Compliance

- Implementing and maintaining security measures to protect cloud infrastructure and data.
- Ensuring compliance with industry regulations and best practices.
- Conducting security audits and vulnerability assessments.



Backup and Disaster Recovery

- Establishing and managing backup and disaster recovery processes.
- Testing and verifying data recovery procedures to ensure data integrity



Patch and Update Management

- Applying patches, updates, and security fixes to cloud systems and services.
- Ensuring that the cloud environment is running on the latest and most secure software versions.



Capacity Planning and Optimization

- Analyzing resource utilization trends to optimize performance and cost-effectiveness.
- Planning for capacity expansion to accommodate future growth



Automation and Infrastructure as Code (IaC)

- Creating and maintaining infrastructure using code (IaC) and automation tools.
- Managing configuration drift and ensuring consistent environments.



Collaboration with Development Teams

- Collaborating with development teams to ensure smooth integration and deployment of applications.
- Assisting in designing scalable and reliable architectures.



Continuous Improvement

- Continuously evaluating and refining cloud operations processes and practices.
- Implementing best practices and adopting new technologies to enhance efficiency.



Documentation and Knowledge Sharing

- Documenting procedures, configurations, and incident resolutions.
- Sharing knowledge with team members and stakeholders to promote learning and cross-functional understanding.



Performance Optimization

- Monitoring and optimizing cloud resources to improve performance and reduce costs.
- Identifying opportunities for efficiency gains and implementing improvements.



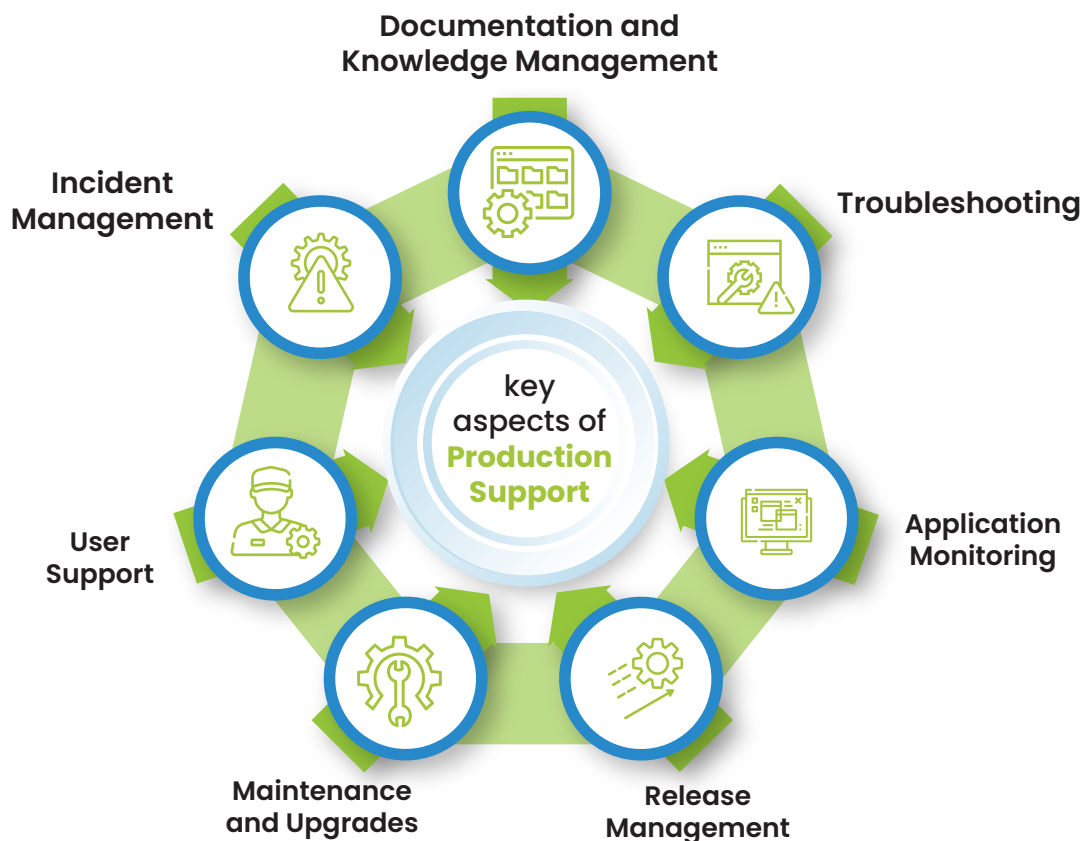
Why Magic FinServ ?

Magic with its partner ecosystem, the experience of 20+ customers, and proven templates for design, implementation, and management is helping customers to traverse the complexity of their cloud journey.

Magic cloud services are aimed at providing an integrated, application, and infrastructure-enabled set of services, which help our customers in Quick time to market and unlock business revenue.

Production Support

Production support, also known as application support or operational support, refers to the activities and processes involved in managing and maintaining software applications or systems in a live production environment. It is a critical function that ensures the smooth operation and availability of applications to meet business needs. The primary objective of production support is to address issues and incidents that arise in a production environment and provide timely resolution to minimize disruptions to the business.



Success Mantras of Production Support

- 👉 Strong understanding of the application's architecture, dependencies, and underlying technologies.
- 👉 Operates under defined service level agreements (SLAs) to ensure timely response and resolution of incidents.
- 👉 Effective communication, collaboration, and coordination with various stakeholders, including development teams, operations teams, and end-users.

Our Capabilities

ITIL Framework

The ITIL framework, which stands for Information Technology Infrastructure Library, is a widely adopted set of best practices for IT service management (ITSM). ITIL provides a comprehensive framework of guidance and processes to help organizations align their IT services with business objectives, improve service quality, and optimize IT operations

Key components of the ITIL framework

Service Strategy

This component focuses on defining IT services based on business needs, setting strategic goals, and ensuring alignment between IT and the organization's overall objectives.

Service Transition

Service Transition deals with the transition of new or modified services into the live environment. It includes activities such as testing, training, change management, and ensuring a smooth transition with minimal disruption to operations.

Continual Service Improvement (CSI)

CSI is an ongoing process that aims to continually improve the quality and performance of IT services. It involves monitoring service metrics, identifying areas for improvement, and implementing changes to enhance service delivery and customer satisfaction.

Service Design

Service Design involves designing and developing IT services, processes, and supporting infrastructure. It includes considerations for service-level agreements (SLAs), availability, capacity, security, and other aspects necessary for delivering high-quality services.

Service Operation

Service Operation focuses on the day-to-day management of IT services. It includes incident management, problem management, service desk support, event management, and request fulfillment to ensure the uninterrupted delivery of services.

ITIL Processes

The ITIL framework defines a set of processes that span across the various components mentioned above. These processes include incident management, problem management, change management, service level management, and others. Each process has defined roles, responsibilities, and workflows to ensure effective and efficient service management.

Magic Finserv Follows ITIL Framework to execute their operations (Service Operations) which includes It includes incident management, problem management, service desk support, event management, and request fulfillment to ensure the uninterrupted delivery of services.

KnowledgeBase Management: Magic Finserv follows recommended standard Practices to Maintain Knowledge Bases of the customer applications for future reference.

Magic is having a highly Talented Pool of Resources with their Expertise in Various Domains.We are providing support to our end customers with applications designed in the latest technologies like Docker, Java & .Net.

Technologies we are providing support to our end customers are:

Databases

MS-SQL, Postgre SQL, MySQL and Mongo Database.

APIs

Postman Tool, Swagger UI.

Deployment Tools

Teamcity, Jenkins, Github actions

AI tools

Extraction and OCR API for Image Reading and Processing.

Ticketing Tools

Jira, Zendesk, BMC Remedy, Service Now

Documentation

Confluence and SharePoint.

Monitoring Tools

Datadog, Grafana,Site24*7, NewRelic, CloudWatch etc.

Devops Tools

CI/CD pipeline, Jenkins, Puppet, Docker, Git etc.

Automation

Using Chat-GPT for reducing Manual repetitive efforts.

No Code Platform

No code Tool for Configuring Insurance/E commerce Based applications.

Block-chain

Kubernetes, Node Installation.



IDEAL STATE OF PRODUCTION SUPPORT

1 Availability

- ☛ Availability refers to the ability of a system or service to be accessible and operational for its intended users. It is a measure of how reliably and consistently a system or service can fulfil its purpose without interruptions or downtime.
- ☛ When it comes to production support, ensuring high availability is crucial to meet the needs and expectations of users.

Best practices to minimize or eliminate service disruptions and maintain continuous operations:

- Redundancy and Failover.
- Monitoring and Alerting.
- Incident Management.
- Performance Optimization.
- Regular Maintenance and Updates.
- Capacity Planning.

2 Problem Solving Skills

- ☛ Problem-solving skills refer to the ability to identify, analyze, and resolve issues or challenges effectively and efficiently.

Some key components of problem-solving skills:

Analytical Thinking

Creative Thinking

Problem Identification

3 SLA Metrics

- ☛ SLA metrics, also known as Service Level Agreement metrics, are quantitative measurements used to assess and monitor the performance and quality of service provided by a service provider to a customer. SLAs are agreements that define the expectations, responsibilities, and performance targets between the parties involved.

4 Communication

- ☛ Communication is essential for effective collaboration, issue resolution, and ensuring smooth operations. effective communication in production support enhances teamwork, reduces downtime, improves issue resolution times, and ensures a smooth and efficient support process. It facilitates collaboration, knowledge sharing, and stakeholder engagement, ultimately contributing to the **overall success of production systems and services.**

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