

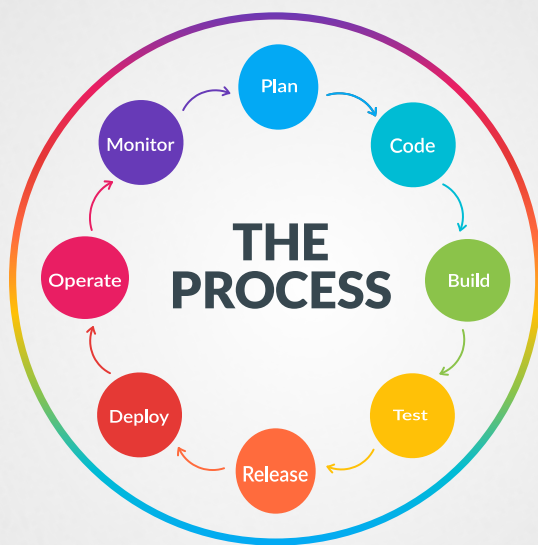


Veriday Managed Services



Veriday Managed Services

Veriday's Application Management Services (AMS) go beyond the traditional AMS model by focusing on business optimization and innovation, not just point-in-time metrics, support, and Service Level Agreements (SLAs). We offer complete lifecycle technology services, from strategy through build, operate, and innovate with deep industry-specific capabilities in managing, maintaining, and continuously innovating our clients' application platforms to achieve business results. Companies must continuously adapt and align applications to meet ever changing business needs.



Application management provides a wide variety of application services, processes and methodologies for maintaining, enhancing and managing custom applications and packaged software applications.

Application management is the lifecycle process for software applications, covering how an application operates, its maintenance, version control, and upgrades from cradle to grave all aligned to the business that it supports and enables..

Application management services are an enterprise-wide endeavor providing governance designed to ensure applications run at peak performance and as efficiently as possible, from the end-user experience to integration with enterprise back office functions.

- ✔ Manage all your applications whether they run on the cloud or on-prem.
- ✔ Increase operational efficiency.
- ✔ Enable quick responses to changing business needs.
- ✔ Provide Quality support & maintenance services (easy defect detection and remediation reducing risk).
- ✔ Deliver Seamless software testing, releases and deployments provide resiliency.
- ✔ Reduce operational costs and speed time to market.
- ✔ Enhance customer experience

Offerings

Our services are priced to compete with the most sought-after clients, with the best cost per outcome in the market. We are the only ones who can combine strategic advisory, program execution, near shore, and offshore delivery resources into a customized managed service solution.

Development(SDaaS)

Software Development as a Service is a partnership, not ad hoc outsourcing for a single project or service. It is more flexible and can scale faster and more efficiently than outsourced IT models. That means that new functions, new projects, or concepts can be launched and completed more quickly to the highest standards.

- Analyze code
- Coding (coding standards)
- Validate Code (sonarlint)
- Debug Code
- Unit testing(JUnit)
- Version Control (Git)
- Code Quality (sonarqube)
- Build

Testing (TaaS)

Testing as a Service is the outsourcing of activities and operations associated with software testing activities.

- SIT / UAT Testing (QA)
- Automated Regression Testing (ART)
- Performance / Load Testing
- Security Testing (Code Scan)
- Veracode Testing (Pentest, Static, Dynamic)
- Mobile Testing

Infrastructure Management (IMS)

Infrastructure Management Services support cloud-based or on-premise infrastructures.

Our focus is on Digital Experience Platforms:

Liferay, Salesforce, AEM and Sharepoint

- Support Desk
- Deploy (CI/CD)
- Apply patches / updates / configurations (OS / Container / DXP / DB etc.)
- Storage management (including backups)
- Security (policies and processes)
- Ensure adherence to standards

Management

- Reporting
- Release Management
- Change Request Management
- Issue Management
- Triage

Monitoring

Track and quantify proper key performance indicators.

- Application monitoring
- Infrastructure monitoring
- Database monitoring
- Network monitoring
- DDOS monitoring
- Analytics

Offering models

To Get Started with Veriday, we have a 5 Day Discovery Package to plot the best course of action for our clients:

5 Day Discovery and Analysis - \$5k

Choosing the most appropriate Application Management Package is an important first step in proceeding. Our recommended approach is to start with a lean Discovery engagement to understand and confirm key decisions prior to fully engaging with our application management team.



Stakeholder Interviews 4 hrs

Understand your business objectives, opportunities and impediments. What do you want to solve for?



Current State Understanding 1-1.5 days

Establish a baseline understanding of the current state platform and key business and technical processes. Understand efforts, costs and constraints.



Target State 1-1.5 days.

Discuss the desired target state for the operational platform as well as key business and technical processes to be enabled.



Recommend Approach and Final Presentation 1 day.

Written report/presentation to discuss and confirm the recommended package offering and implementation plan.

The Right Application Management Package

The right application management package is a natural byproduct of our discovery process. We offer a continuum of packages so that you can choose one that is most suitable for your needs:

Application management monthly costs range from \$2k to \$25k

PACKAGE	PLATINUM	GOLD	SLIVER	BRONZE
Monthly Price	\$25k	\$10k	\$5k	\$2k
SDaaS	Monthly Maintenance; Routine Bug fix; Large Enhancements	Monthly Maintenance; Routine Bug fix; Medium Enhancements	Monthly Maintenance; Routine Bug fix; Minor Enhancements	Monthly Maintenance; Routine Bug fix;
TaaS	Monthly Maintenance; Routine Bug fix; Large Enhancements Security / Load Automated Testing	Monthly Maintenance; Routine Bug fix; Medium Enhancements Security / Load / Automated Testing	Monthly Maintenance; Routine Bug fix; Minor Enhancements	Monthly Maintenance; Routine Bug fix;
IMS	Service Desk Deployment Support OS Patch Support Storage Mgmt Security Policies Standards Mgmt	Service Desk Deployment Support OS Patch Support Storage Mgmt Security Policies	Service Desk Deployment Support OS Patch Support Storage Mgmt	Service Desk Deployment Support OS Patch Support
Hosting & Monitoring	Ongoing Hosting & Monitoring Service Desk Operations Support Enhanced Monitoring 7x24	Ongoing Hosting & Monitoring Service Desk Operations Support Enhanced Monitoring 7x24	Ongoing Hosting & Monitoring Service Desk Operations Support Enhanced Monitoring 8x8 - 5 days/week	Ongoing Hosting & Monitoring Service Desk Operations Support 9x5



Follow us on:



US Office:

112 W 34th Street, 18th floor
New York City, New York, USA, 10120
United States

Canadian Office:

5580 Explorer Drive, Suite 504
Mississauga, Ontario, L4W 4Y1
Canada

tel: 888.706.2817

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