VALUEADD SOFTTECH & SYSTEMS PVT. LTD.
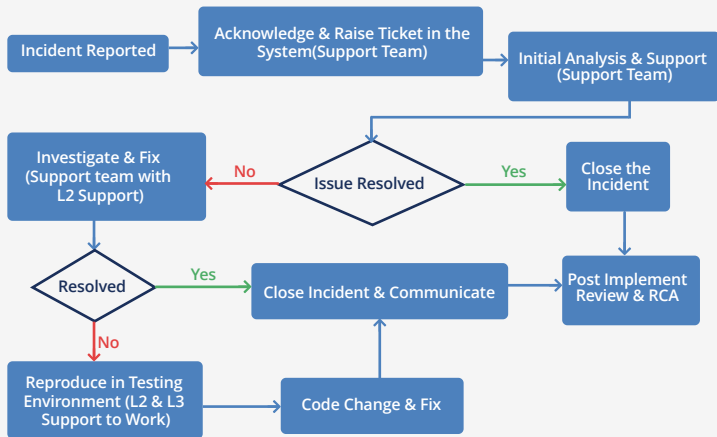### Adding Value, Valuing Addition

Support, Maintenance & Integration Services

At Valueadd Softtech & Systems (VAST), we prioritize the uninterrupted operation of your IT systems and infrastructure. Our comprehensive support and maintenance services guarantee proactive actions, expert assistance, and minimal downtime to your customers. **Further we find automation opportunities and optimize efforts where possible.**

VAST Structured Response Protocols

Team Development and Sustainability

Team Development & Sustainability

- **Managing Teams**
  - Document Processes and Best Practices
  - Regular Training Sessions
  - Cross-Training
- **Attrition Management**
  - Cultivating a Supportive Workplace Culture
  - Regular Check-ins
  - Competitive Compensation and Benefits
  - Career Development Opportunities
- **Succession Planning**
  - Strategic Role Identification
  - We Develop Talent Pool
  - Create a Succession Plan
  - Cross-Functional Exposure
- **Cloud Support**
  - Customer Support
  - Technical Support
  - Security and Compliance
  - Service Level Agreements (SLAs)
  - Monitoring and Optimization
  - Billing and Cost Management

Implementation in Cloud Environments

Cloud providers offer services for monitoring and observability.

Amazon CloudWatch

Azure Monitor

Google Cloud

e.g AWS CloudWatch, Azure Monitor and Google Cloud's Operations, suite provide tools for monitoring and analyzing data in cloud environments.

" **Building trust and confidence in your customers' mind through VAST's top notch tech support team.**

By Partnering with VAST, you gain-

- **Data migration services:**
- **Customer Onboarding and Day0 activities:**
- **System Integration (SI) services:** Inbound & outbound integrations to connect to customer environments securely
- **Defining SLA's & Escalation matrix:**
- **Cost optimization:** Lower TCO via automation and streamlined processes.
- **Peak performance:** Faster turnaround times with preemptive maintenance.
- **Flexible support:** Choose dedicated teams, partnerships, or pay-as-you-go models covering L1, L2 & L3 support.
- **Enhanced security:** Proactive threat detection and disaster recovery planning.
- **Scalability and agility:** Seamless environment support for hybrid and cloud infrastructures.
- **Expert guidance:** Leverage certified IT specialists and emerging technology integration.
- **Cloud expertise:** Customer and technical support, security, SLAs, monitoring, and optimization.
- **Observability best practices:** Tools, use cases, and key metric/event/trace differences.
- **Cloud monitoring implementation:** Practical strategies for cloud environments.

Protocol for IT Operations and Maintenance

- ◎ Server Maintenance
  - General Server Maintenance
  - Sql Server Maintenance
  - Linux Server Maintenance
  - Hana Server Maintenance
- ◎ Security Services
- ◎ Dr Services
- ◎ Infrastructure Support
- ◎ 24X7 Support

Support Team Setup and Onboarding Procedures

- ◎ Team Development & Sustainability
  - Managing Teams
  - Attrition Management
  - Succession Planning
- ◎ Cloud Support
- ◎ Monitoring And Observability
  - Monitoring
  - Observability
  - Key Differences
  - Implementation In Cloud Environments

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