ScienceSoft

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.

36
years in IT business

17
years in ITSM

750+
employees

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Our Clients

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

Industry Expertise

Healthcare

Retail,
Wholesale

Financial
services
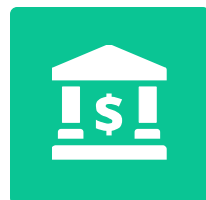
Oil & Gas

Marketing,
Advertising

Insurance

Manufacturing

Logistics

Professional
services

IT
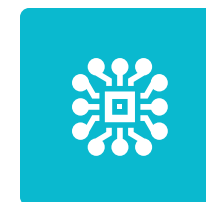
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End-to-End Managed IT Services

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

| IT infrastructure design & optimization | IT infrastructure monitoring & administration | IT help desk | Cloud management | Managed application services | Managed security services |
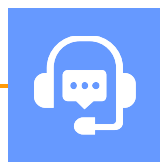
Cooperation models

Complete managed IT services	Co-managed IT services
We take the whole responsibility for your IT environment	We efficiently align our efforts with other MSPs or your in-house team

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Wide Coverage

Infrastructure components we cover

On-premises data centers

Managed security

Applications

Devices

Data storages

Cloud services (IaaS, PaaS, SaaS)

Operating systems

Development infrastructures

Networks

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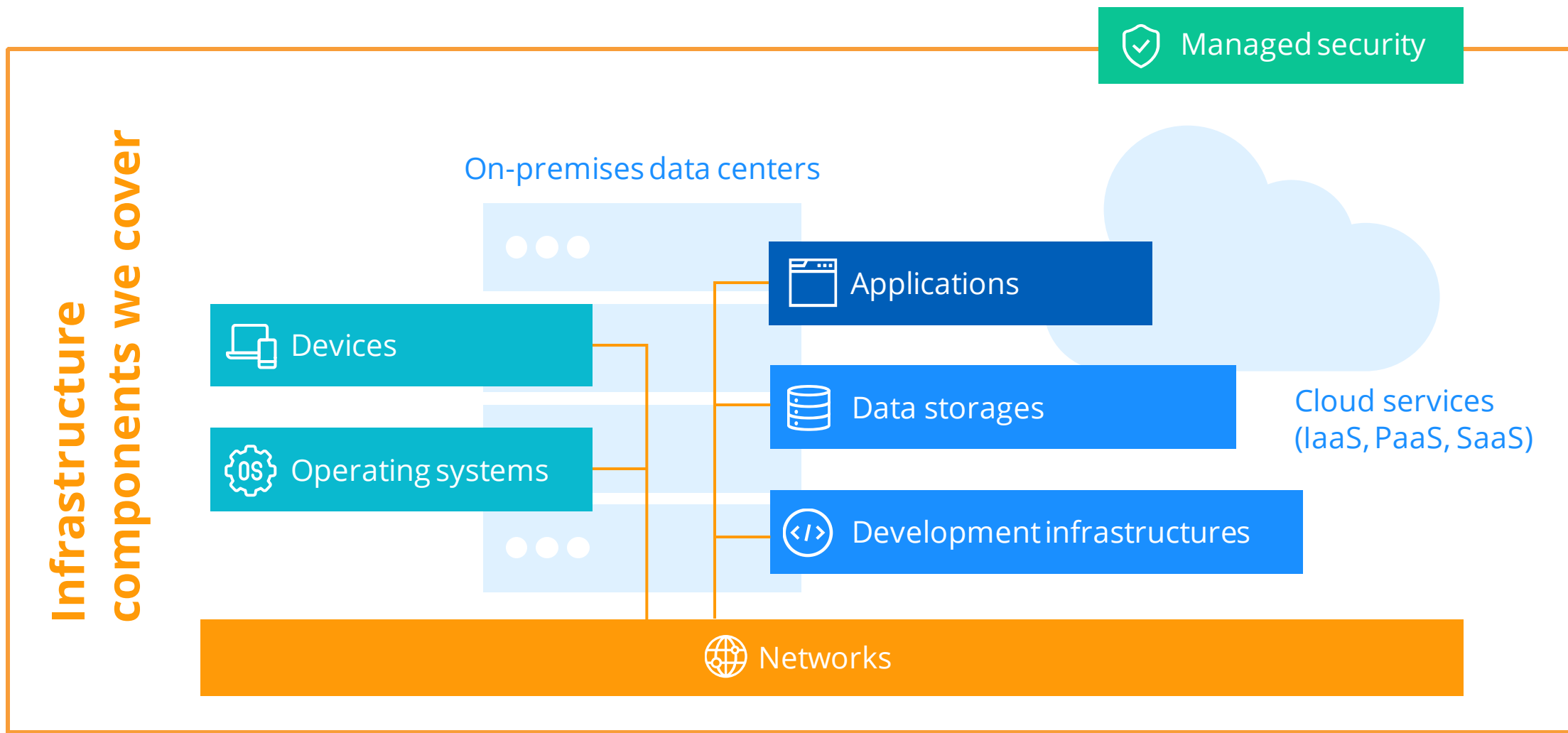
IT Infrastructure Design & Optimization

We design and modernize scalable, high-performing IT environments using:

Modular architecture principles

Security-first approach

Infrastructure automation
(e.g., Infrastructure as Code (IaC), CI/CD pipelines, containerization, auto-scaling, and more)

Proactive cloud resource management and cost optimization strategies

Observability tools,
like Grafana or Datadog, with custom dashboards and intelligent alerts

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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

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IT Help Desk

Resolving incidents on L1, L2, and L3 levels of support
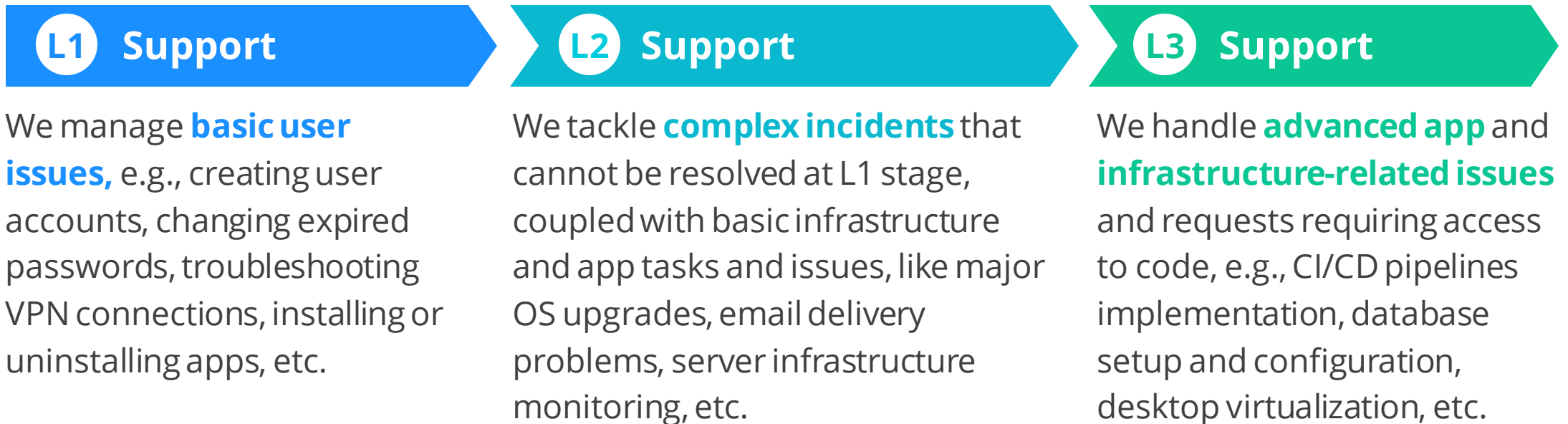
Detecting and analyzing the root causes of the problems

Preparing and maintaining knowledge base articles and user guides

Elaborating new measures and including them in contingency and maintenance plan

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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

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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.
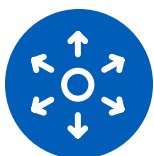
Swift deployment of cloud infrastructures.

Proactive cloud monitoring and cloud resources optimization.

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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.

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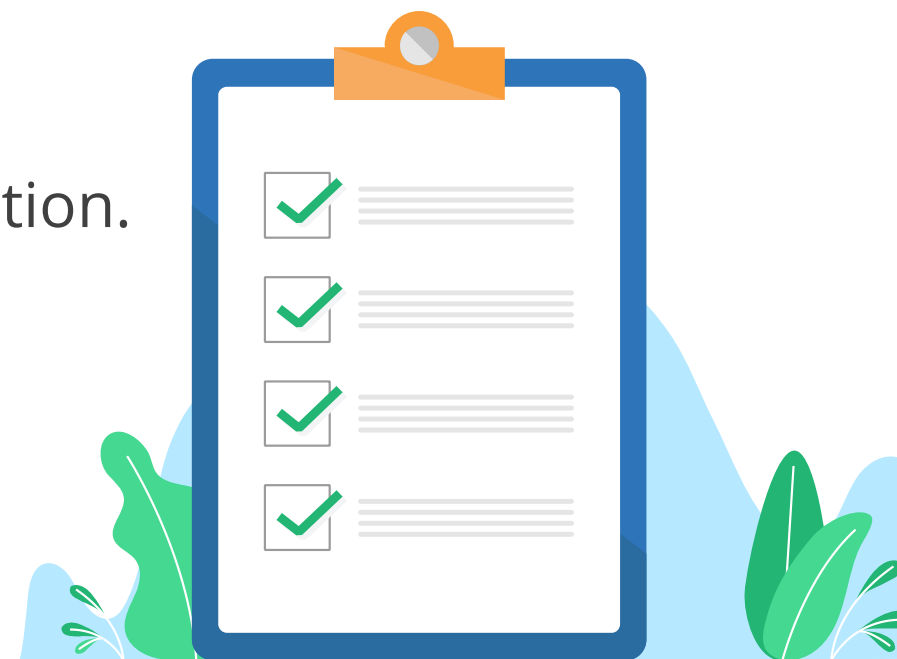
Managed Security Services

✅ 22 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.

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Tools & Technologies We Manage

Ticketing systems
servicenow · Jira · REDMINE flexible project management · OTRS

Monitoring tools
Grafana · DATADOG · elasticsearch · Kibana · AWS X-Ray · AWS CloudWatch · Azure Monitor · Logstash · splunk> · graphite · collectd · Azure App Insights · ZABBIX

DevOps
docker · kubernetes · ANSIBLE · CHEF · puppet · Jenkins · CI/CD

Clouds
aws · Azure · Google Cloud · DigitalOcean · rackspace

Databases
Microsoft SQL Server · MySQL · ORACLE · Azure SQL Data Warehouse · PostgreSQL

Big data
APACHE hadoop · APACHE Spark · Apache CASSANDRA · kafka · Apache ZooKeeper™ · amazon REDSHIFT · amazon DynamoDB · Azure Cosmos DB · mongoDB

Information security
Radar · CLOUDFLARE · Siege · BurpSuite · nessus Professional · AIR · acunetix · metasploit · NMAP · DIRB · WIRESHARK · zmap · Masscan

Remote collaboration
VPN · RPD · TeamViewer · Microsoft Teams · ZOOM · GoToMeeting

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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

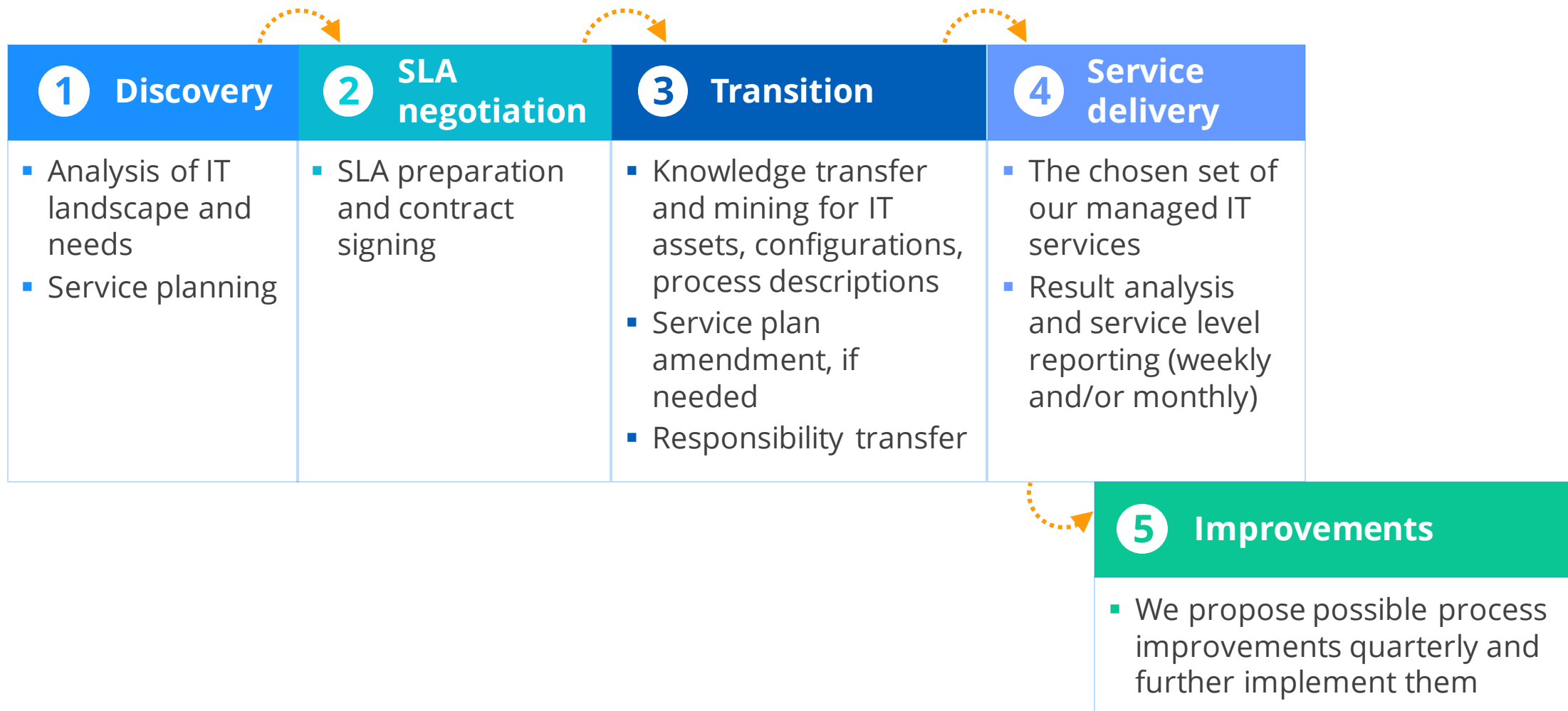We also plan application changes, design new infrastructures, review and adjust policies and processes, and advise on application and infrastructure security within the SecOps approach.

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.

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Cooperation Stages

1 **Discovery**	**2** **SLA negotiation**	**3** **Transition**	**4** **Service delivery**
▪ Analysis of IT landscape and needs ▪ Service planning	▪ SLA preparation and contract signing	▪ Knowledge transfer and mining for IT assets, configurations, process descriptions ▪ Service plan amendment, if needed ▪ Responsibility transfer	▪ The chosen set of our managed IT services ▪ Result analysis and service level reporting (weekly and/or monthly)

5 **Improvements**

▪ We propose possible process improvements quarterly and further implement them

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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

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Benefits You Get

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

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Benefits: Evolution and Reliability

We ensure IT stability and its steady evolution while fitting to budget limitations, due to:
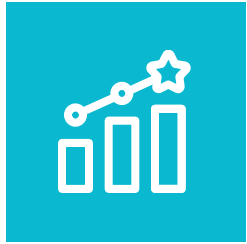
- Structured change management
- A thoroughly designed CI/CD approach
- High level of IT automation
- Full service coverage
- with minimum administrative efforts on the client's side

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Our Approach to Cooperation
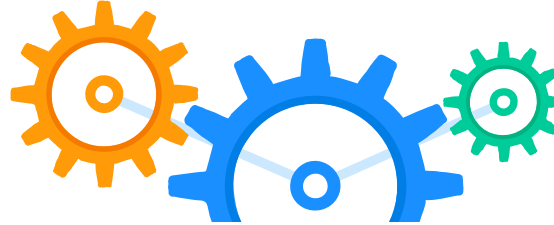
Problem-solving	Proactivity
▪ Minimized client involvement combined with process transparency: client controls only a few high-level KPIs ▪ Direct communication with business managers on strategic objectives	▪ Bringing value instead of simply executing tasks, which has earned us a recognition in the 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

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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

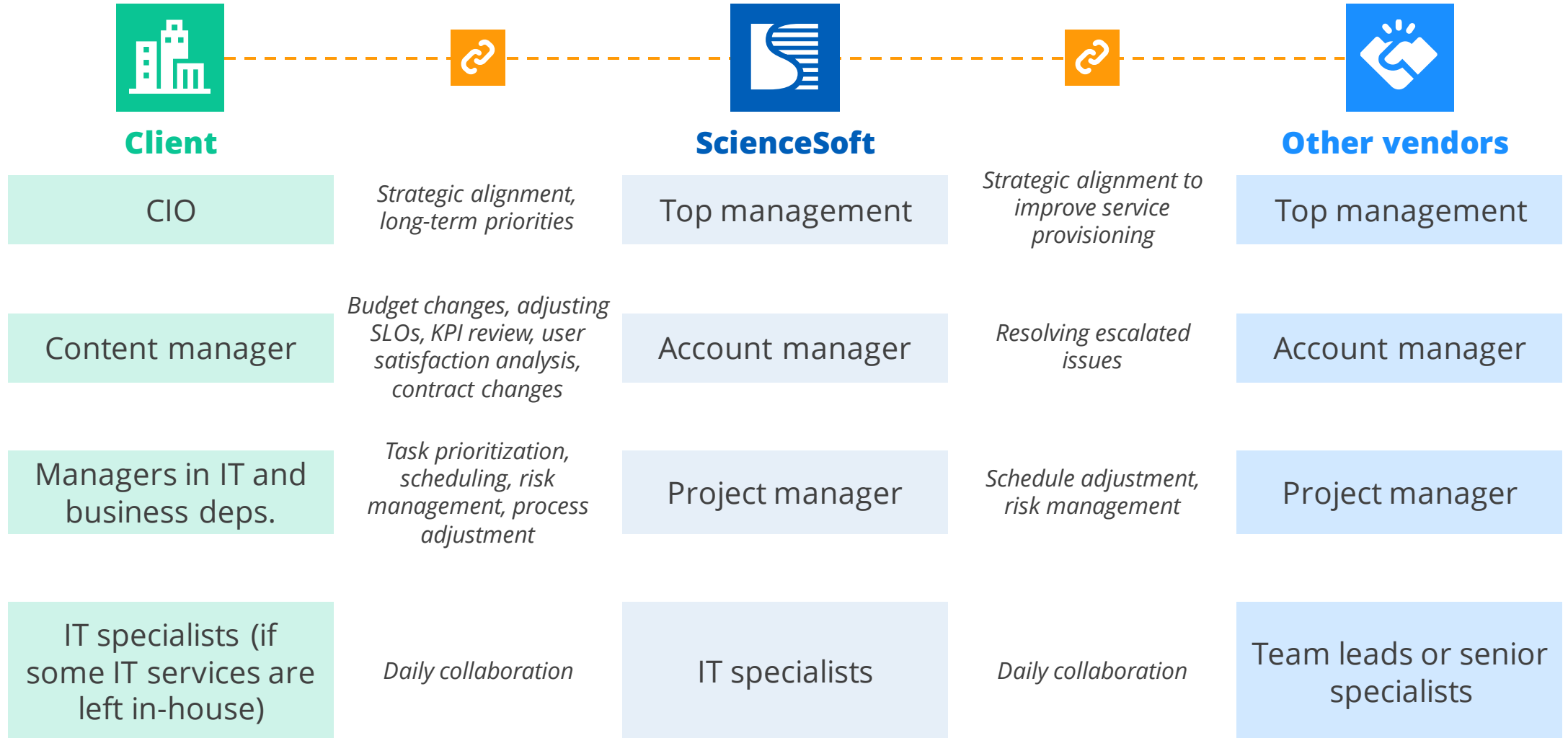- CI/CD pipeline construction
- Release management workflow setup
- Implementation of test automation

- 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

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Effective Collaboration Approach

Client		ScienceSoft		Other vendors
CIO	*Strategic alignment, long-term priorities*	Top management	*Strategic alignment to improve service provisioning*	Top management
Content manager	*Budget changes, adjusting SLOs, KPI review, user satisfaction analysis, contract changes*	Account manager	*Resolving escalated issues*	Account manager
Managers in IT and business deps.	*Task prioritization, scheduling, risk management, process adjustment*	Project manager	*Schedule adjustment, risk management*	Project manager
IT specialists (if some IT services are left in-house)	*Daily collaboration*	IT specialists	*Daily collaboration*	Team leads or senior specialists

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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
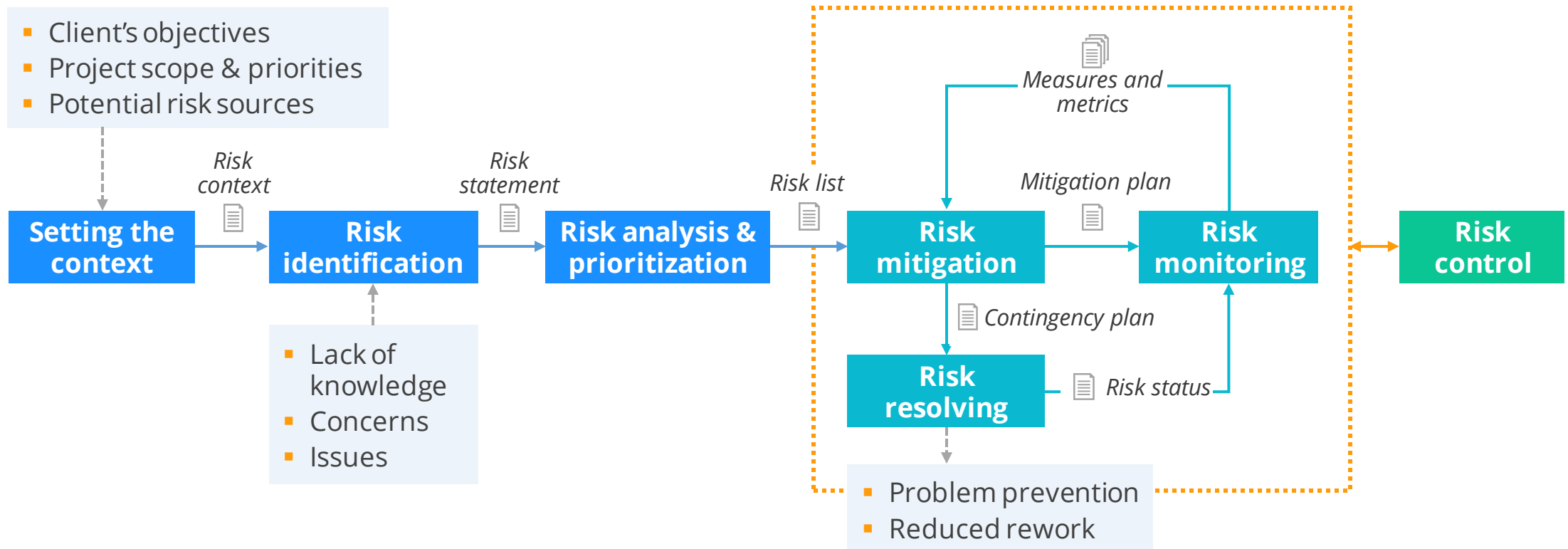- Number of vulnerabilities
- Number of security incidents

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

User satisfaction
- User satisfaction score
- Change adoption metrics

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Risk Management

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

- Client's objectives
- Project scope & priorities
- Potential risk sources

Risk context

Risk statement

Risk list

Measures and metrics

Mitigation plan

Setting the context → **Risk identification** → **Risk analysis & prioritization** → **Risk mitigation** → **Risk monitoring** ↔ **Risk control**

- Lack of knowledge
- Concerns
- Issues

Contingency plan

Risk resolving

Risk status

- Problem prevention
- Reduced rework

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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,**
12 years in applying DevOps practices

✔ **Flexible cooperation** options

✔ **Principal infrastructure architects**

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What Makes ScienceSoft Different

We build and run growth-ready, cost-effective IT infrastructures

We treat infrastructure management as a strategic task, not a routine operation. Based on your business priorities, we tailor and continuously improve your IT environment for better cost-efficiency, performance, and scalability.

See how we work →

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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 →

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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 →

ScienceSoft

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.
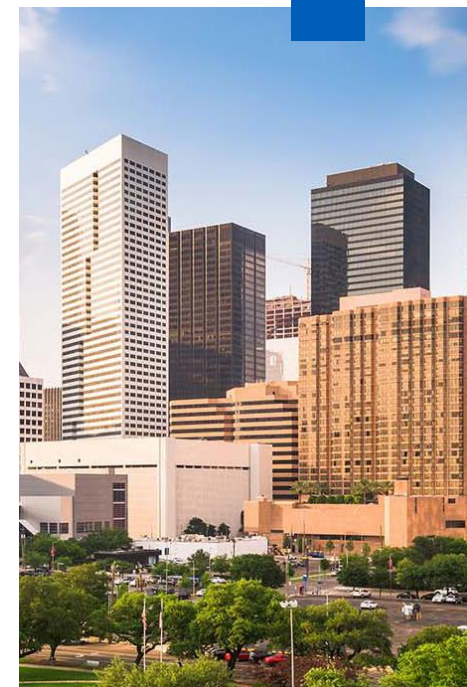
Solution

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 →

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Let's Make Your Project a Success!

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