**GEO-IT**
let IT work 4U

cont. integration    cont. testing    cont. monitoring

CONTINIOUS DELIVERY

development environment    testing environment    staging environment    production environment

## TEAM of EXPERTS

More than 30 experts including:

- Automation Engineers familiar with full cycle of automation in CD process
- QA Engineers with the knowledge how to distinguish the most critical user flows
- Operational Engineers with the deep expertise in CD process, tools, infrastructure and environment
- Project Managers who know how to organize CD process from the scratch and to obtain high CSAT scores

## WORKING MODES

- Ability to work in **Agile mode**
- High collaboration with Product Owners to agree about pass/fail criteria
- Constant collecting requirements from R&D to build CD system
- Integration with other teams to optimize and increase testing coverage
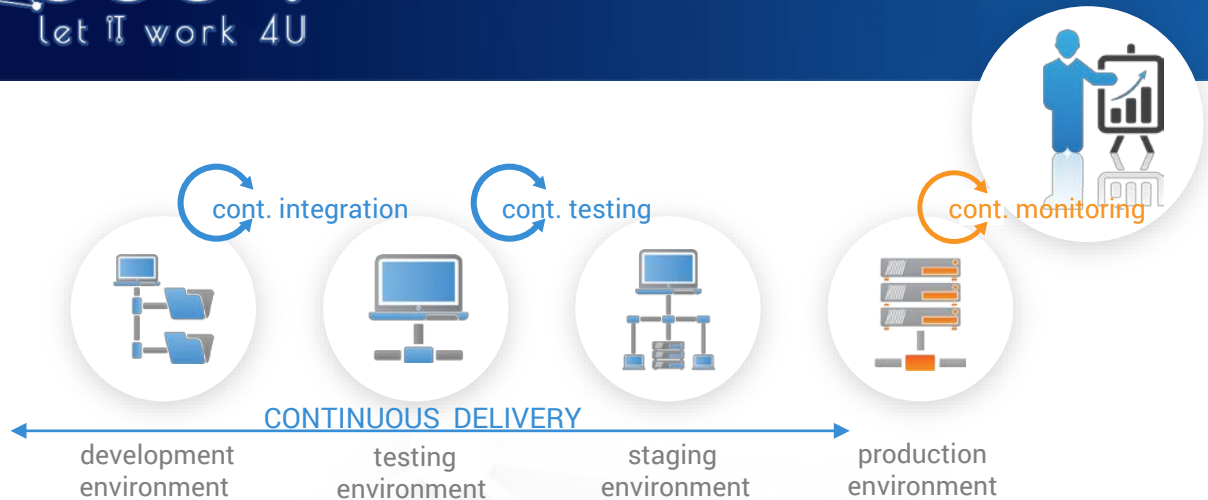- Knowledge transfer

## AREAS of EXPERTISE

- **Development various tools to support CD process**
- Design functional automation frameworks and their following integration to CD process
- Development UI-based automation framework in close collaboration with functional teams
- Adaptation and support of CD process in close collaboration with Automation team
- Migrating source control – in particular, from CM Synergy to MS TFS

- Designing CD system based on the **cloud solution**
- Doing different POCs for the new tools and approaches in term of DevOps, SCM and Automation
- Close collaboration between DevOps, PM, QA, AQA in order to get maximum testing coverage with minimal effort
- Migrating from Waterfall model to Agile in enterprise level environment

## TECHNOLOGIES and UTILITIES

- MS Windows
- MS SQL
- MS Hyper-V, VMware vCenter
- MS Coded UI, HP QTP

- MS Visual Studio, C# .NET, Java, Powershell
- MS TFS 2015, Git (Bitbucket), Jira
- Jenkins, FinalBuilder
- Maven

**GEO-IT** let IT work 4U

cont. integration  cont. testing  cont. monitoring

**CONTINUOUS DELIVERY**

| development environment | testing environment | staging environment | production environment |

## TEAM of EXPERTS

- Engineers:
  - 20+ Tier 2 · 15+ Tier 3 · 15+ Tier 4
- **150+ satisfied clients, internal & external**
- **Successful support of enterprise real-time systems with 100% reliability**
- Meeting SLA criteria with high CSAT
- Languages:
  - **English**, German, Polish, Russian, Spanish

## WORKING MODES

- **24 / 7 / 365 support**
- Organizing shifts for various regions
- On-Call activities
- Dedicated Focal Point for any client
- Knowledge transfer
- Managing multi-sites teams
- **Representing clients remotely & on-site**
- Special customer KPI reporting

## AREAS of SUPPORT

**T0**
- Establishing & supporting local "WiKi" with FAQ

**T1**
- Contact Center

**T2**
- Network Operation Center · Help Desk · Network Monitoring · Hardware Monitoring
- Load Balance Monitoring · Cloud Solution · System Updates & Patches · Troubleshooting
- Production Support Installations · Remote Installations · Multi-Data Center Support

**T3**
- Alarm & Monitoring Solutions · Case Solving · **Pro-Active Maintenance** · Upgrade & Migration
- Product-Related Customizations · Disaster Recovery · Backup Solutions

**T4**
- Working with R&D Teams · **Dedicated Engineering Customizations**
- Problem Solving · Installation & Verification of Patches / Hot Fixes

## TECHNOLOGIES and UTILITIES

- Windows, Unix, Linux, Oracle, MS SQL
- MS Hyper-V, VMware, AWS, Azure
- MS SCOM, SNOW, APM, Zabbix
- Networking troubleshooting, Active Directory
- Traffic control systems, Payment systems

- SSL Certificate management systems
- Special customer protocols
- Integration with 3rd party hardware & software
- Hybrid environment, clusters
- Perl, Python, scripting