



Consulting  
Services



aws Advanced  
Consulting  
Partner

veeam  
CSPPARTNER Gold | PROPARTNER Silver

vmware  
CLOUD  
VERIFIED



ISO 20000  
ISO 27001  
ISO 27017  
BUREAU VERITAS  
Certification





# Service Overview

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**Consulting Services is a range of expert services, guidance and support designed for customers seeking to leverage the power of AWS cloud and legacy IT infrastructure.**

This service is designed to cater to the needs of businesses that require continuous assistance with a range of technical activities, such as support for ongoing projects, infrastructure management, and process improvement. With Consulting Services, businesses gain access to expert advice and guidance, helping them make the most of their resources, optimize their infrastructure, and streamline their processes.

Our consultants work closely with customers to understand their unique needs and provide customized solutions that help them stay ahead of the competition. With Consulting Services, businesses can focus on their core operations while leaving the technical details to the experts, ensuring they can confidently achieve their goals.



# Service Features

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## Design and Planning

Our engineers work with you to design and plan a solution that fits your unique business needs, ensuring your infrastructure is optimized for performance, scalability, and security.



## Implementation

Our team handles technical details, manages the deployment and configuration of your solution, ensuring your solution is implemented following best practices.



## Education

Our experts provide training and guidance to help your team develop the skills and knowledge needed to manage and optimize your solution.



## Optimization

Our engineers help you optimize your existing solutions, identifying areas for improvement and implementing best practices to optimize performance, reduce costs, and enhance security.



## Project Support

Our team provides ongoing support for your projects, ensuring that you have the resources you need to complete your projects on time and within budget.



## Problem Solving

Our experts help you identify and resolve technical issues that may arise, providing timely and effective solutions to minimize downtime and ensure business continuity.

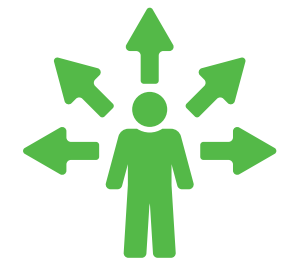




# Benefits

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We define four simple benefits of our service.



## Access to Certified Experts

Our Consulting Services provide access to certified experts and their extensive knowledge of cloud technology, ensuring you have the proper guidance and support.



## Optimal System Utilization

Our consultants work with you to optimize your solutions, ensuring you utilize resources efficiently and effectively, minimizing waste and maximizing performance.



## Staff Focus

With Consulting Services, your staff focuses on core business operations, leaving the technical details to our experts, enabling you to operate with greater productivity.



## System Stability

With our Consulting Services, you can count on a stable and reliable infrastructure, minimizing downtime and ensuring your systems are up and running when needed.







Simplify and optimize your technical operations and free up time to focus on your core business activities.



# Objectives

With Consulting Services, we achieve important objectives.



## Business Growth

Leverage the power of AWS cloud and legacy IT infrastructure to drive business growth.



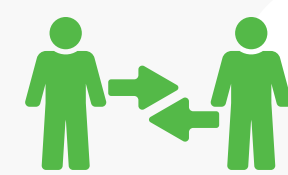
## Meet Business Needs

Obtain customized solutions that meet unique business needs and goals.



## Enhance Security

Enhance security and compliance measures to protect valuable data.



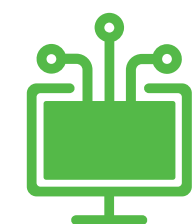
## Continuous Assistance

Receive continuous assistance with technical activities, such as ongoing projects, infrastructure management, and process improvement.



## Improve Reliability

Improve overall infrastructure performance and reliability.



## New Technologies

Implement and manage new technologies and software with ease.



## Knowledge

Gain access to expert advice and guidance to help optimize resources, streamline processes, and increase efficiency.



## Optimize Costs

Reduce IT costs and improve the cost-effectiveness of technical operations.



## Business Continuity

Ensure business continuity and scalability by utilizing a flexible and reliable IT infrastructure.

# Consulting Services Workflow

## 1. Analysis

Consulting Services onboarding starts with analysis. When assessing your solution, we examine the key components of your solutions, tech stack, data flow and the detailed system architecture.

If a client does not have an existing solution and we start the design from the beginning, the analysis is unnecessary.



## 2. Definition

The second step is the definition of all important service parameters such as scope, reporting, communication channels, responsibilities, escalation and RACI matrix.

This step is important to clearly define the scope of work, the responsibilities between involved parties, and the parameters that will be included in the report we deliver at the end of each month.



## 3. Handover & Sign-Off

The last step, before production, is the handover to the technical team and a customer sign-off. We need to hand over the project to our cloud unit and educate the people responsible about the critical components and other important system parameters.

After we confirm a successful handover, we deliver sign-off documentation to the customer. By signing the documents, the customer acknowledges that we can go into the production phase.



## 4. Production

When the service is in production, we do everything defined in the scope and help clients meet their business goals.

At the end of each month, we deliver a monthly report specifying all the work done and an overview of all discovered problems, optimization and improvement options.



# Why Should You Work With Us?

We are a team of IT experts focused on providing high-end IT services based on cloud technology. With the right amount of knowledge, experience and quality, we continually deliver successful IT projects.



## AWS Advanced Consulting Partner

Heptabit is one of the four largest AWS partners in the CEE region. As a client, you receive the service according to rigorous AWS quality standards.



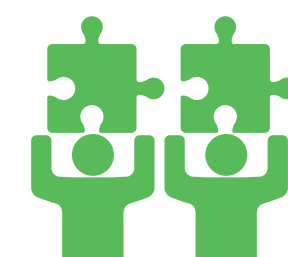
## Flexibility

Our infrastructure and operations teams are composed of people with vast experience across many different industries and technologies.



## Knowledge and Expertise

Our certified AWS and VMware experts are here to deliver IT solutions based on the industry's best practices.



## Technology Partner

We act as your technology partner, helping you solve real business problems and deliver concrete benefits.



## High Quality

Our services are compliant with industry-leading IT management and cloud/information security ISO standards.



# Contact Us

If you have any questions, do not hesitate to contact us.  
We shall be glad to help you!



## CALL US

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## E-MAIL US

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**heptabit**  
by Sedmi odjel