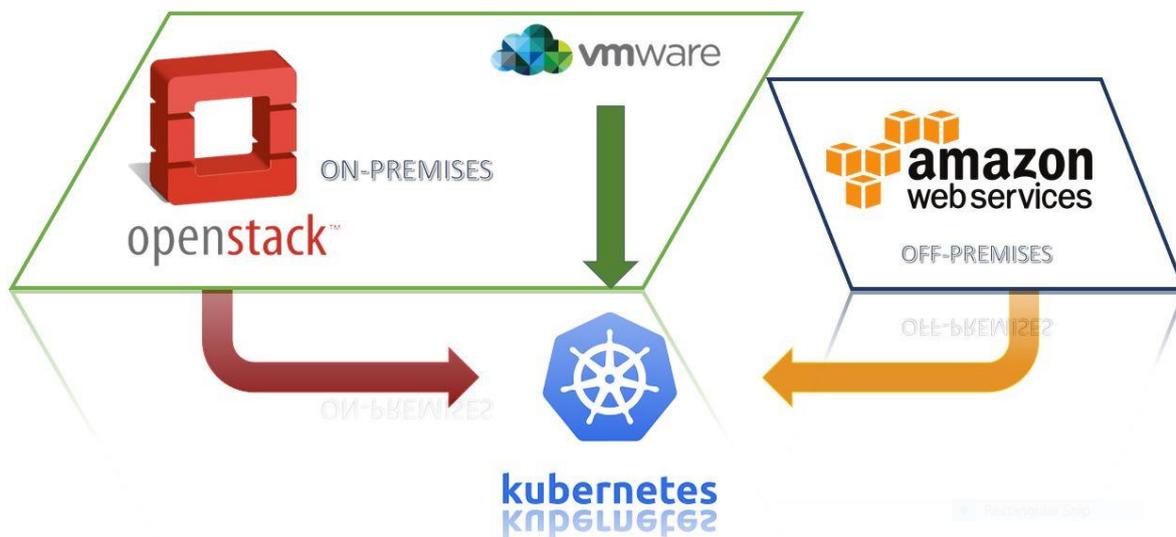# KUBERNETES & DOCKER

DEVOPS SERVICE OFFERING

From startups to enterprises all across the board companies are looking into an optimal digital transformation process and efficiency in resource usage. Microservices give the advantage to break down a problem into several small solutions that work together to bring the whole needed functionality. Microservices can scale individually bringing power to the most heavily used pieces of the puzzle, hence optimizing overall hardware usage.

The increasing amount of microservices and containers however require a way to efficiently control them. **Kubernetes** comes to play here, deriving from Borg - the system that Google uses to control their containers according their best practices build over the years, that they shared to the world as **Kubernetes**.

Kubernetes is a fast-evolving, portable, extensible open-source platform for hosting and orchestrating container workloads at scale; it provides mechanisms for cloud-native, container-native and microservice-based applications automating deployment, scheduling, updating, maintenance, and scaling.

ITGix DevOps Offering gives you the chance to transfer all of your worries of this complexity and edge cases that can occur during adoption of the software to us. We will focus on all key parts of Kubernetes deployment, monitoring and support and will take it over so you can focus on your business. Our specialists have proven expertise in both Kubernetes and Docker backed up by solid experience. The experience that we have in-house will help you adopt the change and be successful. Monitoring is a key part of making sure your customers or employees get

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the ultimate service with high performance and no downtime. Our proven monitoring solutions for Kubernetes based on Prometheus and Icinga ensure services are running within their optimal parameters.

Zero downtime deployments. Using Kubernetes power and with our **Continuous Integration** (CI) and **Continuous Deployment** (CD) tools based on Jenkins we take advantage of the rolling deployment functions, that allows your application to stay up even while it's being updated. We offer various options for storing your Docker images with private registries or AWS registry service, keeping your images safe.

REDUCE YOUR TIME FOR TECHNOLOGY ADOPTION

Support Coverage Options. ITGix will offer you the full range of support coverage. For all staging, dev and non-critical environments we always advise our partners to use the package containing the 8 x 5 support. Productive environments on the other hand should be always under close monitoring and fast reaction. Monitoring includes not only availability checks but also gathering performance data for the most important metrics, such as - response times, pods status, worker memory etc. Metrics that can be analyzed to capture trends, perform capacity management and analyze performance problems. We offer our in-house tailored monitoring suite based on Icinga and Prometheus with checks developed precisely for Docker and Kubernetes. We can also support custom monitoring solutions that are already adopted in Your organization. In this case we strongly suggest the 24x7 support option, unless applications are not used beyond the service windows. The **On Demand** option is for environments that do not have the requirement to be monitored proactively and the customer decides when to contact the Delivery team. This results in a lower cost and better flexibility for you and your company.

Coverage Subscription	Criticality	Environment **Segment**
On Demand	Non-Critical	Development
8 x 5	Non-Critical	Staging, Dev and Non-Productive
24 x 7	Critical	Production and Mission critical

Support Subscription for **ITGix DevOps Offering** is built to be customer friendly. We recognize that infrastructure support and delivery have to be adequate and cost efficient. ITGix has several options for the customer and environment requirements.

✓**Bronze** option is meant to cover all standard needs for support and maintenance of IT environment. The ITGix Team will be there to extinguish the fire and organize further proactive steps to prevent it from happening again. The Bronze offering will give you the minimum to be confident that your environment is running smoothly.

✓✓**Silver** option will add on top of the previous one, more in-depth support, like performance analysis, together with usage of CMDB that will describe all

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environment components and keep them in order. We offer together integration of our suite for containers that will handle monitoring and performance tuning of the environment.

✓✓✓**Platinum** option will give the whole activities part of our environment including having an on-site engineer in case of emergency. Usually, the Platinum Support subscription comes with a 24 x 7 support option and an enhanced SLA when it comes to incident resolution. This option will guarantee the high level strict support of the environment and its maintenance. It is recommended for highly critical and real time applications.

Support Subscription	Bronze	Silver	Platinum
Incident resolution from ITGix offices	✓	✓	✓
Change and Problem management	✓	✓	✓
Periodic security and health checks	✓	✓	✓
Regular Patching of the environment	✓	✓	✓
Migration between major versions	✓	✓	✓
Incident Management Tool	✓	✓	✓
Integration with third party providers		✓	✓
Tailored monitoring with ITGix Framework		✓	✓
Configuration Management Tool		✓	✓
Performance tuning and root cause analysis		✓	✓
Architecture improvements			✓
Proactively maintenance planning			✓
Monthly Service Reviews			✓
Enhanced SLA			✓
On-Site Engineer for critical issues			✓

SLA is highly dependent on the support subscription.

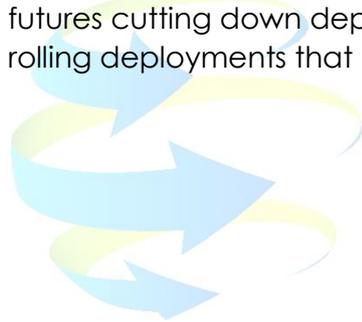This is the table of response times we guarantee based on the severity of the alert or reported issue.

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Severity	Bronze	Silver	Platinum
*FR	*not available	*not available	15 mins
1	4 hours	2 hours	1 hour
2	16 hours	8 hours	4 hours
3	24 hours	16 hours	8 hours
4	48 hours	24 hours	16 hours

* FR: Fast Reaction - incidents with top priority available only in the Platinum Offer.

Consulting Service. Deployments of a Kubernetes cluster. ITGix delivers Kubernetes as a commercial product to the enterprise, providing the necessary development agility that businesses need to create and deliver applications faster.

We offer both on-premises deployment where we use existing hardware or virtual machines, or cloud-based deployments where we integrate with Amazon Web Services to achieve full automation for load balancing microservices with Ingress and ELB (Elastic load-balancer).

Automation and DevOps. We have invested a lot of effort to compile automatic installations of Kubernetes clusters. We did it so we can save your company both time and money from moving to containers. Our proven continuous integration scripts for Jenkins or Bamboo will ensure fast go-to-market for your new application futures cutting down deployment times and ensuring stability with our zero-downtime rolling deployments that deploy a node at a time keeping the service up at all times.

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