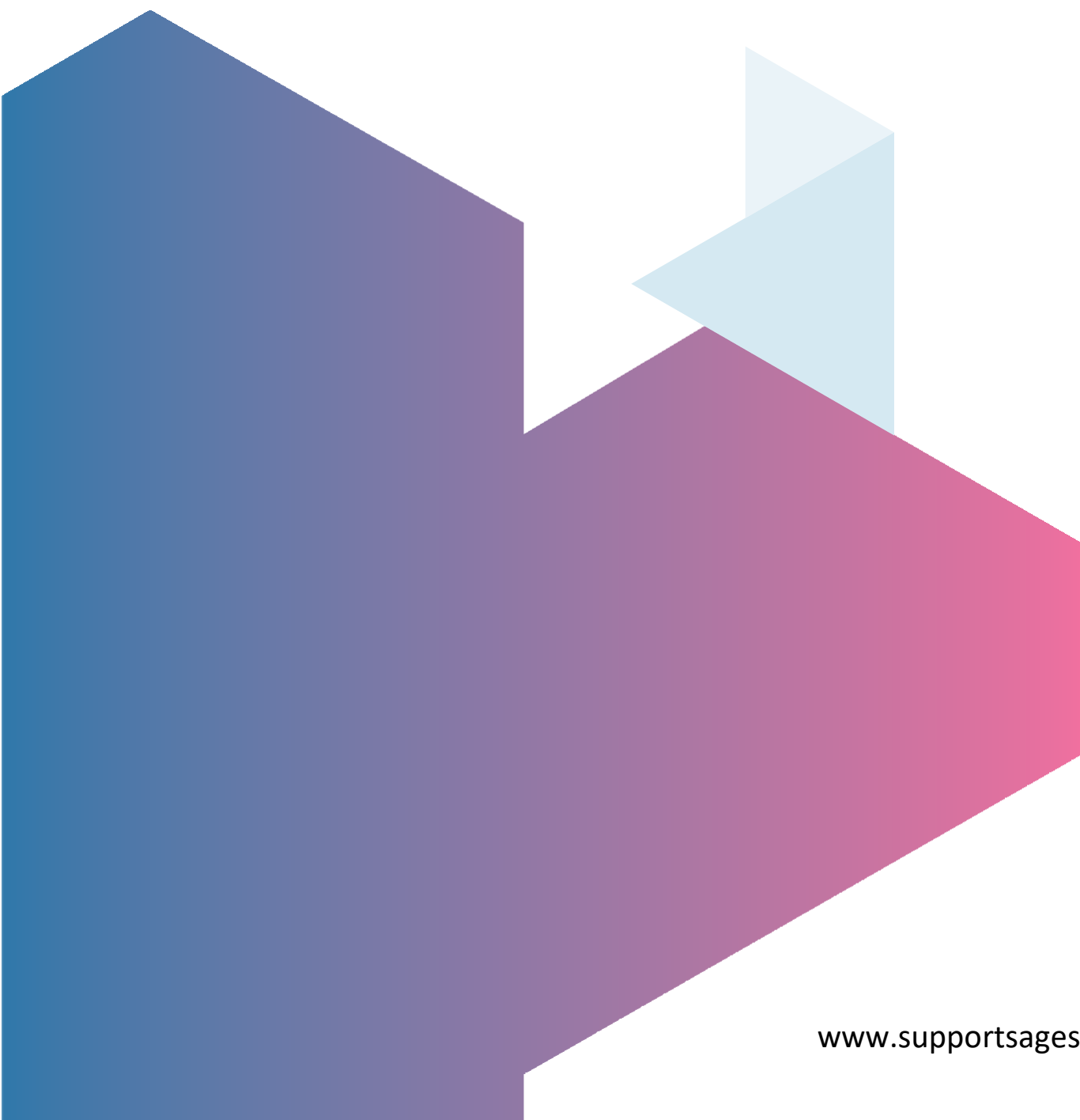




A Cloud Engineering Company Profile



Who are we? Sages!



Most enterprises having the strategy to be 'asset-light' consider managing their IT infrastructure as a big pain point. While others who have resources to manage IT may consider to maintain focus on their core business, SupportSages offers solutions and is the answer for such challenges. We are a managed cloud services company, helping business across the globe, experience the power of cloud without the complexity and cost of managing IT on their own.

As an AWS Select Partner, authorized google and Microsoft Azure partner with our 24/7/365 infrastructure management services backed by certified engineers and architects, we offer cloud technology support in various public & private cloud platforms like AWS, GCP, Azure, VMWare, Openstack etc. Since 2009, we provide 24/7 support and infra management solutions for Datacenters and Software Development Companies across the globe. With over 10 years of experience in working with Data centers, SupportSages manages over 3000 servers with 100+ active customers.

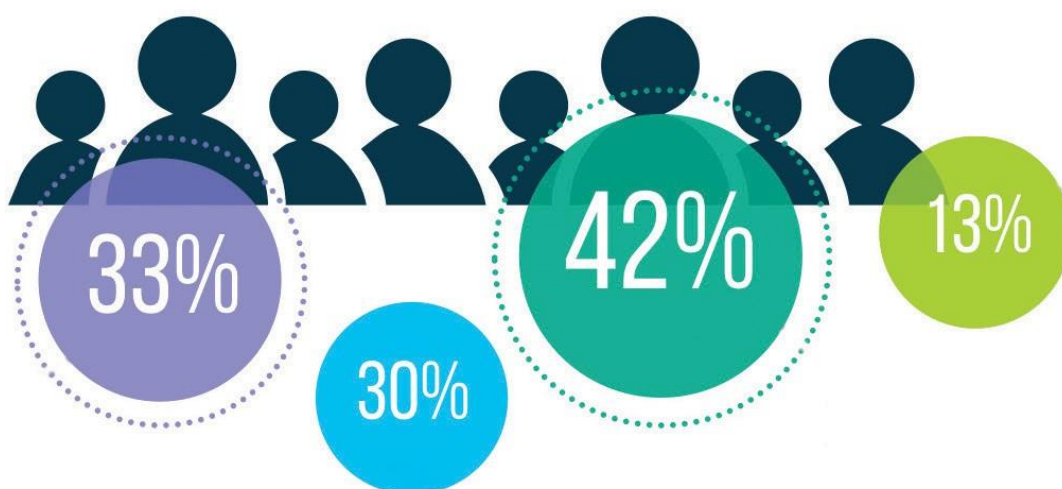
SupportSages blends technology enabled automation and human expertise to provide tailor made solutions and IT consulting services to organizations. The company focuses in providing the right technology for the goal, budget and timeline. This in turn converts our customers to become long term partners and ambassadors and it is our pride that 90% of our business are referral driven, by our existing customers.

We help software development companies and various other organizations to achieve business goals faster. This in turn will accelerate the quality and speed of project development and avoiding the cost and time required for internal training and skill development.

Competencies

EMPLOYEE CERTIFICATIONS

- 25+ Redhat Certifications like RHCE, RHCT etc
- 5+ Microsoft Certifications like MCSE
- 10+ AWS technical & business certifications
- 4 AWS Solutions Architect Certifications
- Azure certified Solution Architects, Devops engineers and Azure Administrators
- Google certified Cloud architects, Cloud Devops Engineer



Why SupportSages?

Responsiveness

Phone / Ticket / Chat, we are available on multiple support channels 24/7/365. We do give special care for customer's urgent requests. We care and go above and beyond in the services we offer. We consider uptime, a very serious business.

24/7 Service Operations

Each Account manager is backed by a team of AWS certified engineers working 24/7 and will be responsible for the day to day support of your AWS environments and maintaining the runbooks. They will also be responsible for incident and change management of the systems.

Industry leading SLA

We only make SLA backed promises with emergency situations having a response time of 15 minutes or lesser. We have been consistent in delivering the SLA.

Constantly Learn New Trends

We believe you can only stay the best by constantly improving and updating your knowledge base. Our trainees undergo constant training that helps them get the edge amongst others.

Trained and Certified Team

Almost all our techs are Linux certified. We are an AWS select tier partner and thus it gives us the edge and increases your dependability.

Human Expertise

Sages have expertise in various verticals and are available 24/7 to monitor your infrastructure and offer you solutions. It is not just the helpdesk, but you will also have a Technical Account Manager who will act as your one-point contact for ongoing business and technical assistance. You will also have a Technical Onboarding Manager who will be the point of contact while you move or deploy your workloads in the AWS infrastructure.

Cloud Architects

We help plan, design and architect your cloud for your workload.

10+ Years of Experience

10+ years of extensive experience has resulted in the formation of a team that is well refined and knowledgeable in all work domains.

Rising to occasion

There is unity in diversity. As the saying goes we are the one stop shop for all your IT infrastructure requirements.

ISO Certified Processes

We work on internationally approved process. All our development happens in agile methodology.

Use Case 1: High traffic websites – SSLC Results – Use of serverless DB

Kerala Board Of Public Examinations conducts SSLC examination every year and publish and share the results across many organisations including Kerala PRD. Often half a million unique visitors will be visiting the website to view their results, creating a peak of traffic in under 30 minutes. SupportSages have worked with the software developers of the website / app to ensure that all the visitors can see the results without any downtime.

AWS Technologies Used:

AWS Lambda – For the compute

AWS MySQL RDS Serverless – For the scalable database

AWS CloudWatch

AWS Autoscaling groups

AWS Classic Load Balancer

Use Case 2: High traffic eCommerce application – Scale based on the traffic

Lemuda operates an e-commerce service that enables fashion labels in Dubai and sell fashion clothes and accessories to their customers in UAE. They chose to migrate their magento based ecommerce portal to AWS and SupportSages helped them migrate from the existing infrastructure to AWS. We have setup autoscaling support growth and the elasticity to manage demand peaks without compromising the performance and with a near zero downtime. It also eliminated several bottlenecks which the customer faced with their previous colocation facility.



AWS Technologies Used:

- AWS ElastiCache
- AWS CloudFront CDN
- AWS EC2 Instance type
- AWS RDS
- AWS S3
- AWS Cloudformation

Use Case 3: Application Migration – On-premise to Cloud migrations

An automobile sales franchisee, who hosted their SAP application in an on-premise environment want to migrate to a public cloud. Our recommendation was AWS platform and after the discovery of the existing architecture, assessing cloud readiness and designing of the AWS environment, the SAP application was migrated to AWS. This also included working with their SAP implementation partner to ensure that the migration went smooth. A team of architects from AWS ecosystem helped during the process to ensure the migration was smooth.

AWS Technologies Used:

- AWS RDS MSSQL Server
- AWS EC2 Instance type
- AWS CloudWatch
- AWS Database Migration Service

Use Case 3: DevOps Automation

A Cochin based software development company, who specializes in Hospital management software, wanted to implement AWS best practices especially DevOps automation which will allow them to seamlessly deploy the code across development and production environments on AWS. SupportSages was able to completely automate the DevOps cycle and as a result helped the company to decrease the SDLC from 6 months to less than a week.

AWS Technologies Used:

AWS RDS Aurora Serverless – Helped to reduce the cost from \$700 monthly bill on RDS to \$250, because their software was having lesser usage during the evening hours and migration to serverless helped in cost reduction.

AWS CodeDeploy

AWS Lambda – to automate the backups

AWS CloudFormation – auto provisioning of the environments.

Mission Vision & Value

SupportSages is a globally recognized Managed Service Provider with over 10 years of cloud and infrastructure management experience.

Our Mission

Enable organizations across the globe with cloud enabled transformation helping them achieve the best business outcomes using technology.

Our Vision

We look forward to building long lasting relationships with our clients that in turn will make them ambassadors of our services.

Our Values

We believe that customer is the King and the commitment, integrity, professionalism that we uphold are our true values.

Who We Are

SupportSages is an IT Infrastructure Management company which provides consulting and service outsourcing. We work 24x7x365 days to ensure you do not have the hassle of taking care of your IT infrastructure. We provide top notch server monitoring and server management.

What We Offer

We offer IT consultancy and implementation services. We are an IT Infra management firm and focus on providing cloud enablement for the businesses. Our aim is to bring cloud benefits to organizations thereby helping them achieve significant business advantage over their peers in the industry.

Why Us?

We only grew through word of mouth for the first few years and we still have those clients signed up with us. That's speak a lot about our customer centric approach for the solutions and the value we continuously delivery to them. We are small team of 45+ engineers, who is passionate, and technology obsessed.

Few of the SupportSages Success Stories

A leading Ghana based company operating 200+ Servers with 1000+ Customers from 50+ Countries relied on SupportSages for their complete infrastructure management and we could reduce 40 % of operating cost. SupportSages is currently their strategic partner responsible for defining, building and executing their infrastructure models by our expert team of sysadmins and server engineers.

A US Based CDN company partners with SupportSages to handle their L1 and L2 helpdesk support. On escalation we also provide them with L3 Server Management, Node Management and Per Ticket Support. SupportSages helps them by providing 24x7x365 days frontline support thereby reducing their cost of employing and training an inhouse team.

An Australian Software company chose SupportSages to handle their Infrastructure Management. We integrate all services under one company. This helped them to achieve coordination, well balanced work load, minimum server downtime and to deal with hackers effectively.

We have multiple local hosting companies who have chosen Infrastructure Management service. They have data centers on every continent with multiple data centers all around the world. We completed a total of 4 years of services for this client. We are providing them a consistent service without causing any policy failure. We continue to provide excellent data center support ensuring customer satisfaction.

A Singapore based Cloud hosting company which provides services to companies all across Asia worked with us. They provide Cloud Hosting through 100% self-owned infrastructure. We were able to provide them with a custom-tailored solution along with the support and security of the infrastructure. After working with us they were able to provide their clients with the best service.



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