



Brochure

SITE RELIABILITY ENGINEERING (SRE) ENTERPRISES

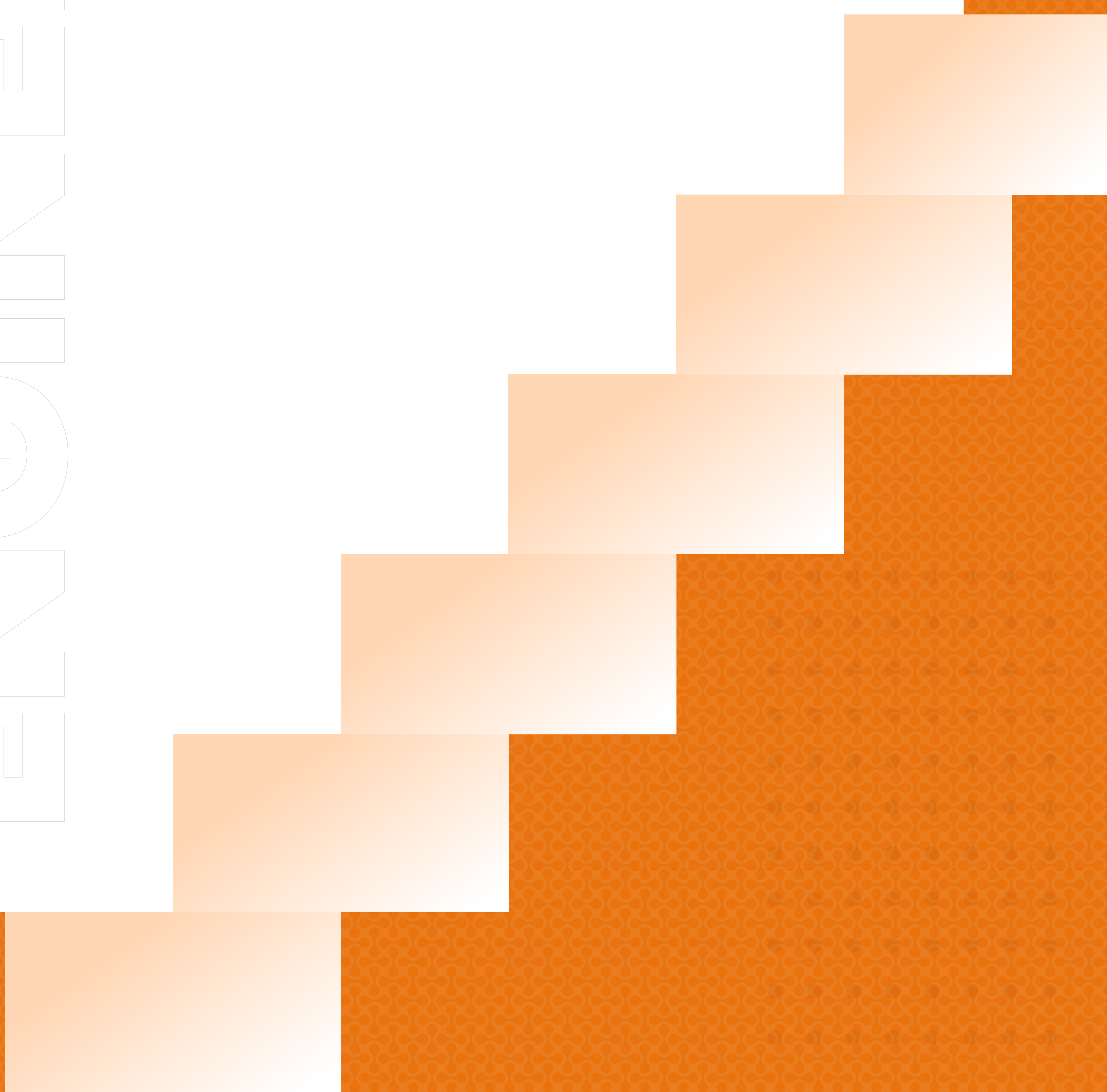
Leverage our SRE expertise to optimize system stability, streamline operations, and strengthen your digital infrastructure's resilience.





SRE FOR ENTERPRISES

For enterprises to focus on core business activities and continuous growth, they must have a secure, scalable, and reliable digital infrastructure. They stand to lose a significant amount of revenue if their site or application falters for even a few minutes. Site reliability engineering or SRE can bridge this gap by taking over their IT infrastructure and cloud workload, thereby saving enterprises from the hassle of website monitoring, query resolution, and server issues.



WHAT IS SRE?

Site reliability engineering (SRE) streamlines, monitors, and optimizes IT operations to minimize server issues and ensure a smooth production environment. SRE services can take over operational and IT infrastructure tasks so that organizations can focus on their core business. Netsmartz top-tier SRE consulting services are helping businesses elevate their IT infrastructure with a wide variety of expertly crafted solutions, including:



24x7 Monitoring

Our highly skilled SRE team provides continuous monitoring to ensure real-time visibility and proactive identification of potential issues, allowing for uninterrupted operations.



SLA Management

Trust in our robust SLA management process, where we diligently track and adhere to your service level agreements, ensuring consistent and reliable service delivery.



Incident Management

With a focus on efficiency, our expert incident management team promptly addresses challenges, minimizing downtime and restoring normalcy swiftly and effectively.



System Patching

Strengthen your infrastructure's security and performance through our proactive system patching services, safeguarding against vulnerabilities and potential threats.



Weekly Performance/ Utilization Reports

Gain valuable insights into your system's performance and resource utilization with our concise and data-driven weekly reports, empowering informed decision-making.



Live Dashboard

Empower your team with real-time data through our interactive live dashboards, enabling agile monitoring, prompt responses to critical events, and efficient system management.



KEY HIGHLIGHTS OF SRE

Application
Performance
and
Availability

Automated
and Zero
Downtime
Deployments

Cost
Management

Scalability

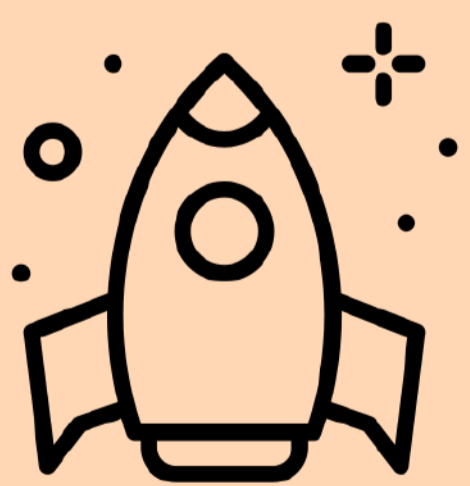
Security
Management

Advanced
Monitoring



Application Performance and Availability

Netsmartz SRE experts conduct regular audits to use the correct datacenter locations and configure CDNs for seamless content delivery across the globe. Our expert Incident Management Team (IMT) is available 24x7 to help minimize downtime and swiftly fix issues in case of any outages. Furthermore, we provide a business continuity plan (BCP) and disaster recovery (DR) strategies to help organizations set and achieve the RPO/RTO targets.



Automated and Zero Downtime Deployments

Our team assesses the existing pipelines in an organization and revamps them into automated CI/CD pipelines. Automated CI/CD pipelines offer several advantages to software delivery processes, including faster time to market, bug free software with automated testing, zero downtime, and rollback support.



Cost Management

For enterprises, the cost of scaling infrastructure can become significant. With Netsmartz SRE, you can efficiently manage resources and optimize usage by properly planning the application stack and identifying its services beforehand. If the application is containerized, it is much easier to scale and save costs rather than setting up a new server for each instance. Additionally, our team of experts sets up proper budgeting alerts and notifications to avoid unplanned expenses that may arise due to misconfigurations or orphan resources.



Scalability

While the cloud offers scalability, organizations need to plan their architecture to scale seamlessly. Poorly designed applications may face challenges when trying to scale efficiently. Our team of solution architects will review the application structure and provide inputs that can help create a scalable and performant application in place.



Security Management

Netsmartz SRE empowers organizations with robust security measures to protect against data breaches by plugging potential leaks, restricting access, and planning for data storage and security. Our engineers can help organizations comply with SOC, HIPAA, or any other similar industry regulations or standards. Additionally, we provide both automated and manual pen testing at affordable pricing that organizations can use to assess the security posture.

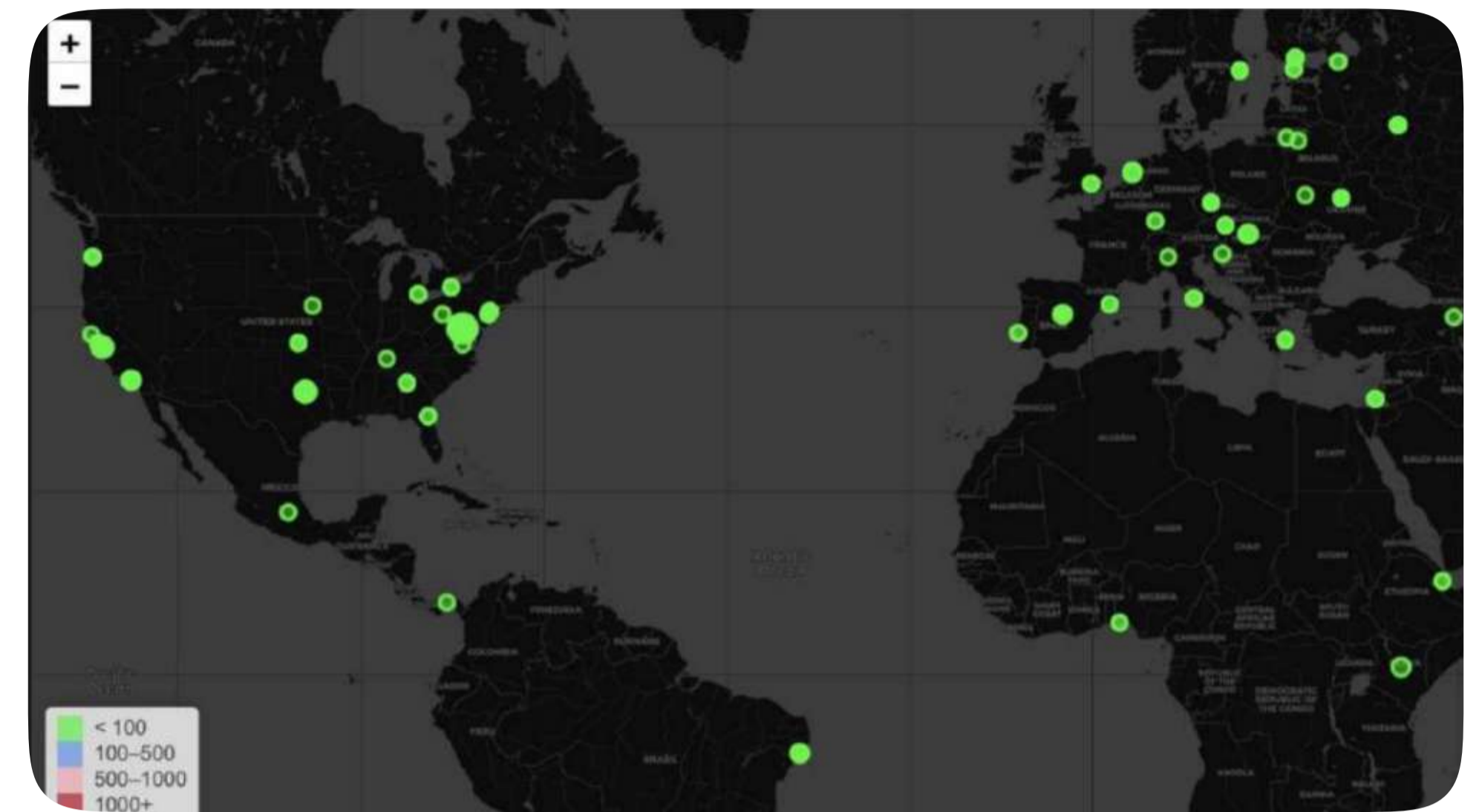


Advanced Monitoring

Our advanced monitoring systems can provide a holistic outlook of the system from a single view with executive dashboards that are empowered with enhanced logging and application performance monitoring (APM) capabilities.



Executive dashboards for C-level and V-level leadership



Geographical heat maps

SLA DEFINITIONS

Severity Code	Priority	Definition	First Response Time
Blocker	Server/service accessibility issue	An issue has made a critical application function unusable or unavailable and no workaround exists.	30 mins
High	Critical issue	An issue has made a critical application function unusable or unavailable, but a workaround exists.	1 hour
Medium	Medium	An issue has diminished functionality or performance of a critical application, but the functionality still performs as specified in the user documentation.	4 hour
Low	Low/changes	An issue has diminished supporting application functionality or performance.	8 hour

BENEFITS

High
scalability

Enhanced
data
security

Robust
and reliable
infrastructure

Operational
agility

Lower
total cost of
ownership

5 Mins

Time to first response

90%

Faster turnaround time

95%

Increase in CSAT

WHY NETSMARTZ



40+ tools and advanced tech stack to eliminate threats proactively



Comprehensive security with disaster recovery and threat management



Seamless collaboration with teamwork and smooth operations



Cloud-first approach with access to latest tech stacks

ABOUT NETSMARTZ

Netsmartz, a software company based in the USA, was established in 1999, focusing on offering a carefully selected group of elite software developers from over 10+ global tech campuses. With a proven track record of serving Fortune 500 clients, mid-sized enterprises, and start-ups in their digital transformation journey, Netsmartz expedites your software development process by allowing you to choose from nearshore, offshore, and remote team options.

25

Years in Excellence

1000+

Team Members

2000+

Projects

10+

Global Locations



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