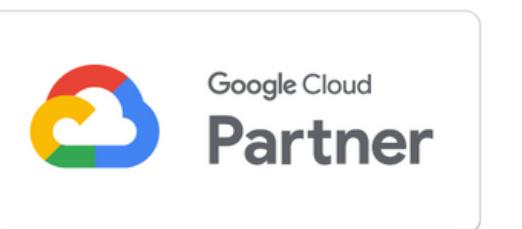


# Managed Cloud Services

DevOps | Cloud Security | 24/7 Site Reliability

Keep your cloud running seamlessly with managed services, including monitoring, automation, and proactive incident management for 24/7 security and uptime.



# Empowering Businesses

At SquareOps, we deliver cloud transformation and DevOps solutions, helping businesses scale efficiently. With 100+ projects, we've modernized cloud infrastructure for global enterprises, FinTech, and SaaS leaders.

## Trusted by Leading Brands

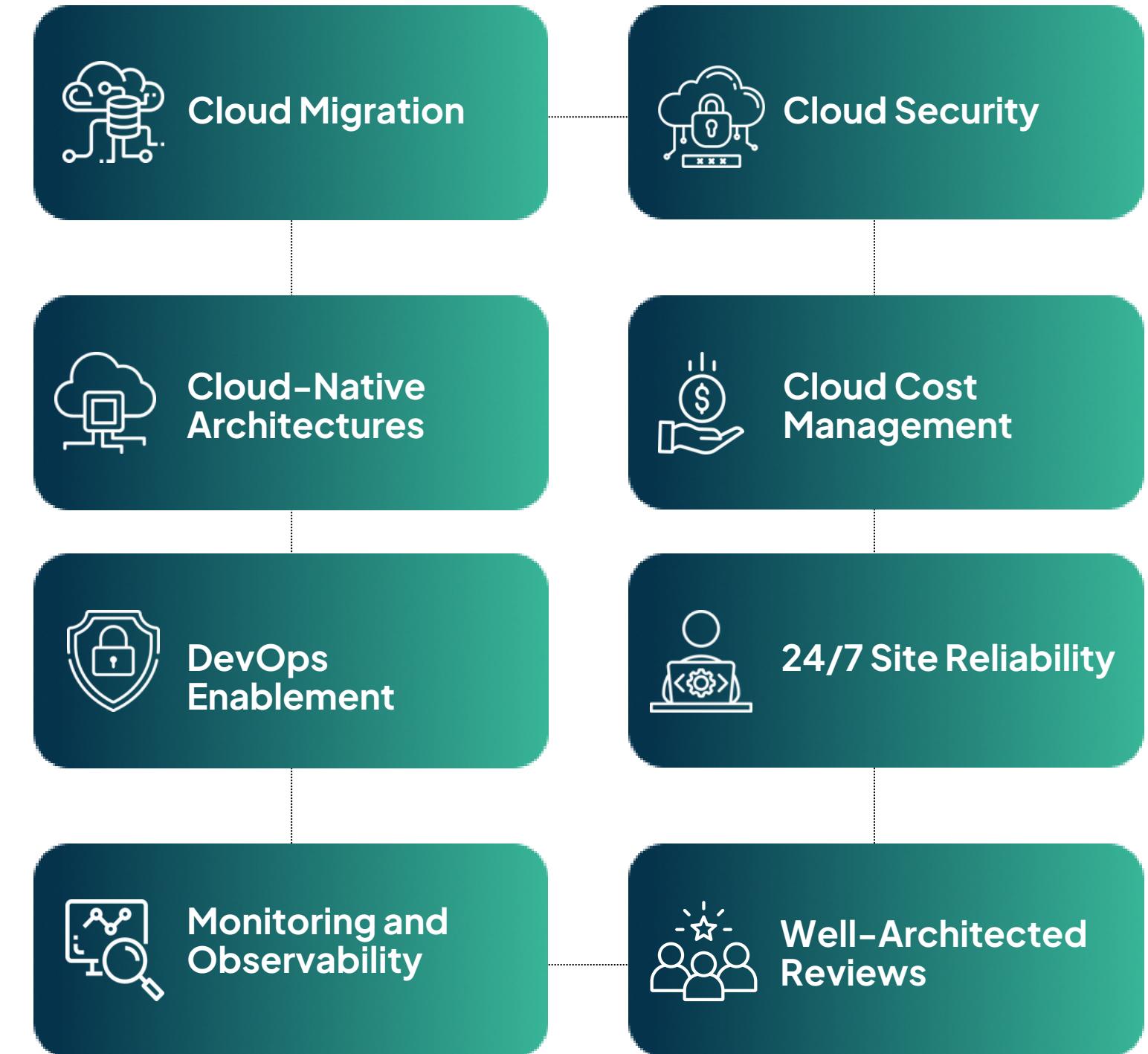
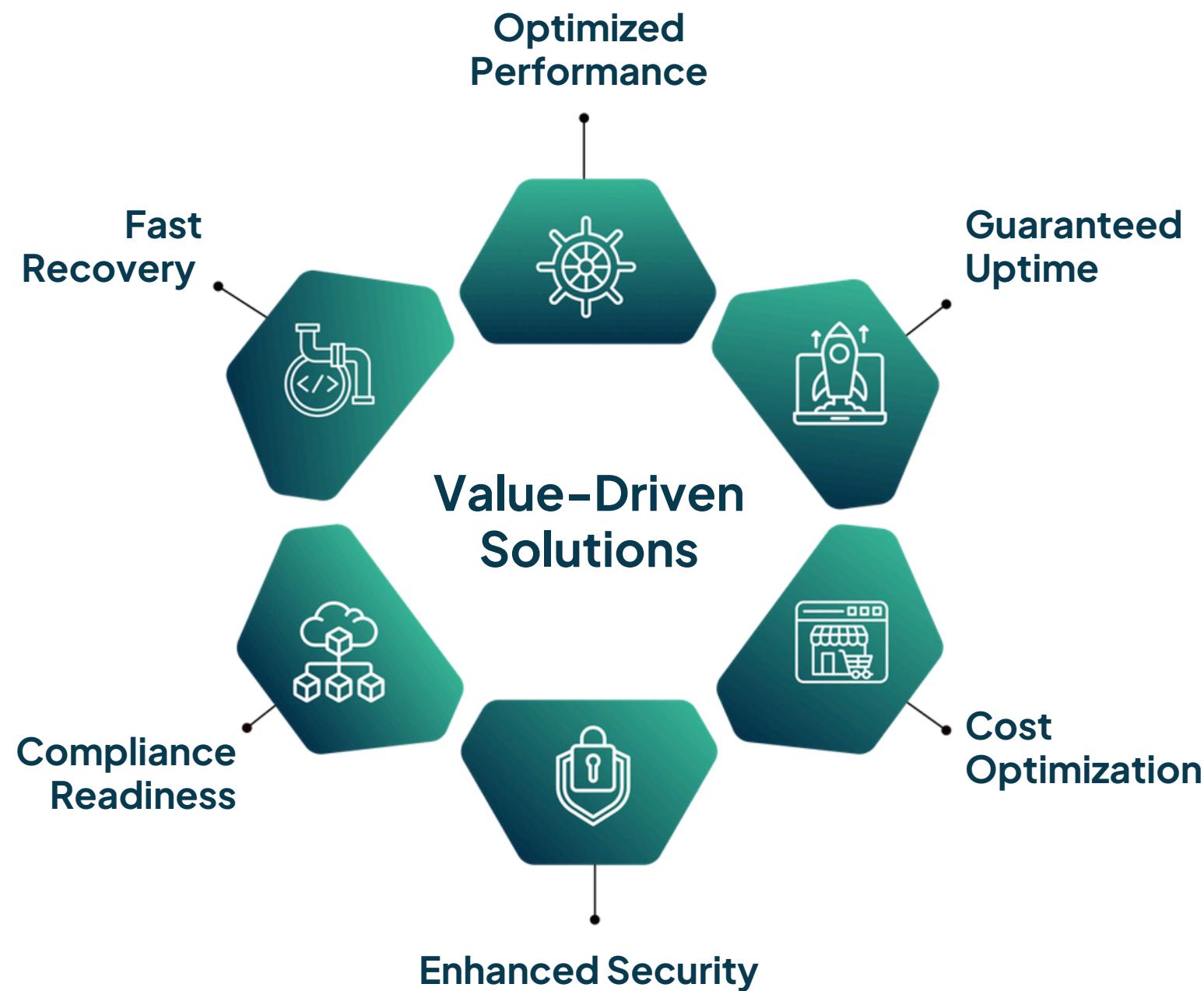


## Global Footprint



# What We Do

We deliver comprehensive solutions to optimize your cloud journey, ensuring scalability, security, and cost efficiency.



# Managed Service Offering

Optimize, Automate, and Scale with Confidence

SquareOps provides fully managed cloud and DevOps operations tailored to your business needs.

Our proactive approach ensures continuous availability, security, and cost efficiency, allowing you to focus on innovation while we manage your cloud infrastructure.



**24/7 Monitoring & Support**



**Cost Optimization Strategies**



**Security & Compliance Assurance**



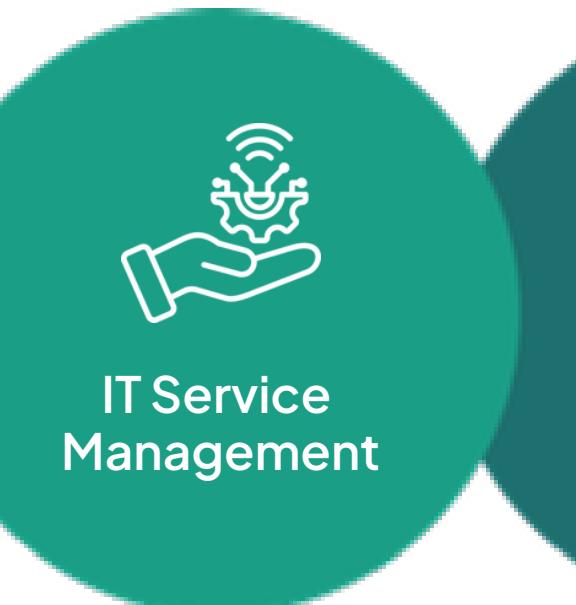
**Expert Advisory Services**



**24/7 Service Desk Support**



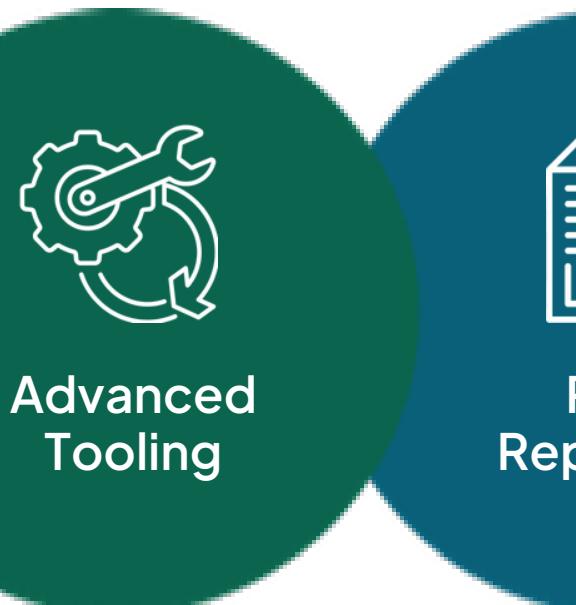
**Proactive Monitoring**



**IT Service Management**



**Data-Driven Insights**



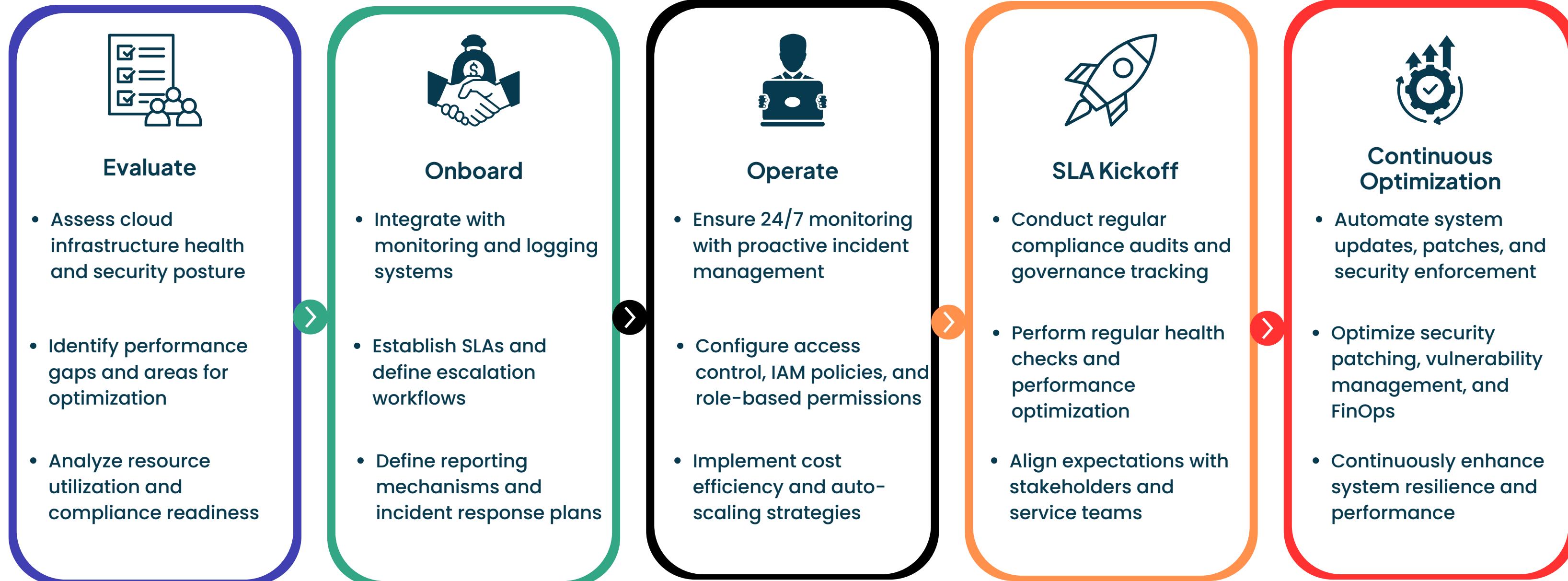
**Advanced Tooling**



**Rich Reporting**

# Our Service Delivery Workflow

Effortless onboarding to continuous optimization.



# Plans and Pricing

Optimize, Automate, and Scale with Confidence

		<b>Starter</b>	<b>Growth</b>	<b>Enterprise</b>
		999\$/month		
Support Availability		12x7 support	12x7 support	24x7 support with Dedicated Team
Incident SLA		<b>Standard SLA</b> Resolution within 48 hours	<b>Priority SLA</b> Resolution within <b>4 hours</b> ,	<b>Guaranteed SLA</b> Resolution within <b>1 hour</b>
Proactive Monitoring		✗	✓	✓
Security Patching & Compliance		✗	✓	✓
Cost Optimization & FinOps		✓	✓	✓
CI/CD & Release Management		✗	✓	✓

\* Includes fair-use policy. Pricing assumes ~2 engineering hours per ticket on average, scoped by effort and complexity. Full terms in contract.

# Cloud Operations Management

Manages cloud resources, including provisioning, access control, service requests, and ongoing support.

Service Inclusions	Starter	Growth	Enterprise
Manage existing cloud resources	Y	Y	Y
Provisioning new resources and environments	N	Y	Y
User & Access Management ( IAM )	Y	Y	Y
Backups Management ( Server, Files and Database)	Y	Y	Y
Auto-Scaling & Resource Optimization	N	Y	Y
Database Administration ( Replication, DR )	N	Y	Y
Disaster Recovery Support	N	Y	Y
Coverage for Service Requests and Planned Activities	Business Hrs	Business Hrs	Business Hrs

# Incident Management

Handles incidents involving application downtime, server/database issues, and certificate expiry, with SLAs based on severity and priority.

Service Inclusions	Starter	Growth	Enterprise
<b>On-call support and alerts responses</b>	Y	Y	Y
<b>Incident response SLA</b>	P1: 2 Hrs P2: 8 Hrs P3: 24 Hrs	P1: 30 Min P2: 2 Hrs P3: 4 Hrs	P1: 15 Min P2: 1 Hrs P3: 4 Hrs
<b>Incident resolution SLA</b>	P1: 8 Hrs P2: 24 Hrs P3: 48 Hrs	P1: 90 Min P2: 4 Hrs P3: 8 Hrs	P1: 1 Hr P2: 4 Hrs P3: 24 Hrs
<b>Incident reviews</b>	N	Monthly	Monthly
<b>Root cause analysis &amp; reporting</b>	N	Y	Y
<b>SLA Breach Penalties</b>	N	N	Y

# Site Reliability Operations

An add-on service for proactive infrastructure monitoring, incident reporting, performance reviews, bottleneck detection, and cost optimization.

Service Inclusions	Starter	Growth	Enterprise
<b>Proactive Availability &amp; latency monitoring</b>	N	12 x 5	24 x 7
<b>Cloud cost reviews</b>	N	Monthly	Monthly
<b>Well-Architected Review</b>	N	Yearly	Half-Yearly
<b>Documentation and Runbooks</b>	N	Y	Y
<b>Trend analysis &amp; capacity planning</b>	N	Y	Y
<b>Performance Management</b>	N	Y	Y
<b>Change and Risk management</b>	N	Y	Y
<b>Reliability Testing ( Load &amp; Chaos Testing )</b>	N	N	Y

# Security & Compliance

Available as an add-on service, it includes server patching, compliance reporting, security audits, and recommendations.

Service Inclusions	Starter	Growth	Enterprise
Compliance reporting (SOC-2, HIPAA, PCI DSS, ISO-27001)	N	Once/Year	Twice/Year
OS & DB Patching	N	Y	Y
Cloud Firewall Management	N	Y	Y
VAPT – Cloud Infrastructure and Web servers	N	N	Twice/Year
Manage Anti-virus and Anti-Malware	N	N	Y
Security Incident and Event Management	N	N	O
Manage IDS/IPS for Threat detection & proactive mitigation	N	N	O

# Application Release & Deployment Automation

An add-on service for CI/CD pipeline management, release issue resolution, and standby support for major deployments.

Service Inclusions	Starter	Growth	Enterprise
Manage Infrastructure as Code (IaC)	N	Y	Y
CI/CD pipeline management	N	Y	Y
Pipeline issue resolution and Deployment Rollbacks	N	Y	Y
DevSecOps Integration	N	Y	Y
Canary & blue-green deployments	N	N	Y
Database Change Management and Automation	N	N	Y
Release management and coordination	N	N	Y

# Advisory Services

Move from maintenance to modernization with expert-led advisory

Service Inclusions	Starter	Growth	Enterprise
<b>Application Modernization Roadmap</b>	Y	Y	Y
<b>Vendor Selection &amp; Tooling Recommendations</b>	Y	Y	Y
<b>Disaster Recovery &amp; Business Continuity Planning</b>	Y	Y	Y
<b>New Architecture Design &amp; Recommendations</b>	Y	Y	Y
<b>Proof of Concept (PoC) Development for New Initiatives</b>	Y	Y	Y
<b>Strategic Planning for Future Cloud Expansions and Migrations</b>	Y	Y	Y
<b>Container &amp; Kubernetes Workload Optimization</b>	Y	Y	Y
<b>Advisory on Emerging trends and innovation opportunities</b>	Y	Y	Y

# Success Stories

# 99.90% Uptime & Zero-Disruption Deployments



Nimbbl is a leading fintech platform in India that integrates with banks, NBFCs, and payment gateways to offer seamless Pay Later and digital payment solutions. Operating under strict **PCI-DSS and RBI compliance**, Nimbbl requires a highly available infrastructure to maintain its 99.99% uptime SLA for businesses, payment gateway aggregators, financial institutions among others, to offer Pay Later and Payments services to their customers at the point of online purchase.



## Challenges

- Ensuring 99.99% uptime SLA for uninterrupted payment transactions
- Complex integrations with banks, NBFCs, and payment gateways.
- Frequent downtime issues during deployments due to CI/CD inefficiencies.
- Latency issues affecting real-time transaction processing.
- Compliance with PCI-DSS & RBI security requirements.



## Solution

- SRE services with 24/7 real-time monitoring for proactive incident detection.
- Release assistance to improve CI/CD pipeline reliability and zero-downtime deployments.
- Incident management processes to swiftly mitigate service disruptions.
- Audit support to meet regulatory and compliance requirements.
- Performance tuning & latency reduction to enhance transaction processing.



## Outcomes

- 99.99% uptime achieved, ensuring uninterrupted payments**
- 99.99% uptime achieved, ensuring uninterrupted payments**
- 70% reduction in deployment failures with optimized CI/CD**
- 40% improvement in response times, accelerating transaction processing**
- 100% compliance adherence, with successful audit readiness**
- Faster issue resolution through proactive incident management**

# Optimizing Robotic Warehousing with 4x Faster Expansion



**Tompkins Robotics** is a US-based warehouse automation company with a global presence, operating across multiple continents. Their platform ingests **terabytes of data per minute** from thousands of autonomous robots while performing compute-intensive analytics to optimize robotic workflows and ensure seamless warehouse operations.



## Challenges

- 24/7 Global warehouse operations requiring continuous system availability.
- Ultra-low latency infrastructure needed for real-time robotic data processing.
- Manual onboarding for new warehouses took approximately 1 week to setup platform, delaying expansion
- geographically distributed deployments, making centralized monitoring and management complex
- Lack of a centralized release management strategy, causing inconsistencies and delays in feature rollouts



## Solution

- Automated new warehouse onboarding, reducing setup time from 1 week to 1 day
- Centralized monitoring and proactive 24/7 incident management
- Streamlined release management for synchronized deployments across all regions
- Daily system sanity checks to proactively identify and mitigate performance bottlenecks.
- Optimized Kubernetes clusters to support low-latency robotic operations.



## Outcomes

- **99.9% uptime across all global warehouse operations.**
- **4x faster expansion into new markets through automation-driven onboarding.**
- **Significant Reduction in robotic latency, improving response times.**
- **15% cloud cost savings, through optimized resource allocation.**
- **60% reduction in system anomalies via real-time monitoring.**

# Scaling Petabyte-Scale Data Processing



**BatchService**, a leading US-based real estate technology provider, offers data-driven solutions for property investors, real estate agents, and mortgage professionals. Their platform processes petabytes of data across distributed databases to deliver actionable insights in real-time.



## Challenges

- Multi-product ecosystem requiring 24/7 operational support to internal teams.
- Petabyte-scale data processing across distributed databases demanding high availability and efficiency.
- Mission-critical uptime requirements for uninterrupted platform access for customers.
- Cost optimization challenges, requiring a balance between performance and cloud efficiency.



## Solution

- 24/7 managed services for platform reliability, ensuring proactive monitoring and incident management
- Automated infrastructure management, reducing manual operational overhead and improving system efficiency.
- Performance tuning and system optimization to enhance data ingestion, transformation, and real-time analytics.
- Proactive Incident response and resolution, improving fault tolerance and minimizing downtime.
- Dedicated DevOps and SRE services to streamline deployments, optimize CI/CD pipelines, and enhance infrastructure security.



## Outcomes

- **Improved service availability for internal teams through a dedicated service desk, ensuring uninterrupted support.**
- **Higher platform uptime and fewer incidents due to proactive incident management and 24/7 monitoring.**
- **Better reliability and faster resolution with infrastructure automation, reducing manual intervention.**
- **Cloud cost savings achieved through automation and resource optimization based on SRE principles.**
- **Enhanced scalability, enabling faster data processing and seamless handling of growing workloads.**

# Ensuring 99.5% Uptime & 70% Faster System Recovery: How SquareOps Enhanced Datacultr's Fintech Operations



**Datacultr** is a leading risk management and digital debt collection platform serving banks, NBFCs, and fintech companies worldwide. The platform processes high-frequency transactions, receiving data from millions of edge devices globally to facilitate real-time financial operations. Given the nature of its business, Datacultr operates under strict regulatory compliance frameworks, requiring a highly available, secure, and scalable infrastructure.



## Challenges

- High-transaction workload requiring rapid data processing from millions of distributed devices.
- Log ingestion bottlenecks, as auxiliary systems struggled to handle high event volumes, leading to delays and increased storage costs.
- 24/7 system monitoring for operational stability.
- Cost inefficiencies in cloud resource utilization, with significant wastage due to over-provisioned infrastructure and lack of optimization.
- Compliance with financial regulations, avoiding penalties & service disruptions.



## Solution

- 24/7 proactive monitoring and incident management
- Intelligent cloud cost management, identifying underutilized resources and rightsizing infrastructure for efficiency.
- Optimized edge computing infrastructure for low-latency data processing.
- Cloud security posture Management (CSPM), ensuring compliance with fintech regulations.
- Intelligent cloud cost management, identifying underutilized resources and rightsizing infrastructure for efficiency.



## Outcomes

- **99.5% uptime achieved, ensuring seamless debt collection operations.**
- **Huge reduction in system downtime, enhancing customer experience.**
- **Automated anomaly detection, preventing unexpected failures.**
- **20% improvement in cloud resource efficiency, reducing wastage.**
- **Strengthened security compliance, ensuring regulatory adherence.**

# Ensuring Uptime & automated scaling during sales: How SquareOps rearchitected Ourshopee e-commerce platform and operations



**Ourshopee** is an online ecommerce shop for great deals on electronics, home appliances, perfumes, watches & more.

Unbeatable prices, Fast Delivery & Easy Returns!

ourshopee.com is one of the prominent e-commerce website in UAE and Middle East.



## Challenges

- one Big and Bulky Monolith e-commerce platform posing serious scaling challenges.
- Lack of observability system to identify performance bottlenecks and fix issues.
- No dedicated team to monitor and detect issues early.
- Cost inefficiencies with growing scale of cloud operations.
- Data Security and protection from external threats , including cyber attacks



## Solution

- 24/7/365 proactive monitoring and incident management
- Scaling microservices with Kubernetes and event driven architecture.
- Site Reliability engineering with continuous improvement in Key performance indicators
- Cloud security posture Management ( CSPM ), ensuring compliance with fintech regulations.
- Intelligent cloud cost management.
- creating and updating robust Runbooks and recovery procedures



## Outcomes

- **Peace of mind with surity of a dedicated cloud operations team attending to system and user surge on platform**
- **Uptime achieved, ensuring seamless ecommerce operations.**
- **Automated anomaly detection, preventing unexpected failures.**
- **Strengthened security compliance, ensuring regulatory adherence.**
- **zero downtime platform releases and updates , better end user experiecene with enhance performance**
- **Quick turn around time for issue resolutions with robust observability toolchain in place**

# Get Started Today

Let's ensure 100% reliability, scalability,  
and security for your cloud workloads.



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