GROUP107

Grow Your Team. Scale Your Business

24/7 DevOps

24/7 DEVOPS AT GROUP 107.
INFINITE SUPPORT, UNMATCHED SERVICE

At **Group 107**, we provide top-tier **DevOps support 24/7, 365 days a year**.
Our skilled team works from a nearby center, guaranteeing continuous
availability and instant help via multiple communication channels.

SERVICE FEATURES:

24/7 AVAILABILITY

Our IT Service Desk operates around the clock, providing uninterrupted support for your critical systems.

TIERED SUPPORT MODEL

Our team operates on a multi-tiered support structure, ensuring swift issue resolution and escalation when needed.

MAXIMIZING FLEXIBILITY

Our DevOps experts work 24/7, aligning with your specified rates to deliver tailored task execution. This optimized approach maximizes productivity and meets your project's unique demands.

MULTI-CHANNEL ACCESS

Reach out to us effortlessly via Phone, Email, or any service desk tools portal such as Slack, Teams, or other preferred communication platforms.

RESPONSE TIME:

First Touch:
<30 minutes [Messenger]

Second Touch:
<60 minutes [Email]

Third Touch:
>60 minutes [SMS or Phone Call]

MONITORING SYSTEM:

Utilizing Zabbix, Grafana, Uptime Kuma, and more, our monitoring system ensures proactive management and accurate notifications for optimal system performance.
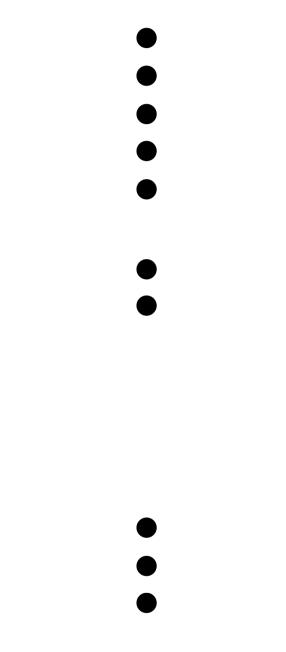
24/7 SUPPORT MODEL:

GROUP107

	BASIC	STANDART	ENHANCED	CUSTOM
24/7 First-Line Support	●	●	●	
Round-the-Clock Operations	●	●	●	
Basic Troubleshooting	●	●	●	
Incident Logging	●	●	●	
Advanced Technical Support		●	●	
System Optimization			●	
Collaboration		●	●	
Automation Initiatives		●	●	
Incident Response Retainer			●	
Cost Optimization Analysis			●	
Strategic DevOps Consulting			●	
Capacity Planning Assistance			●	
Security Compliance Audits			●	
Incident Analysis		●	●	
Performance Tuning		●	●	
Priority Escalation Paths		●	●	

BASIC	STANDART	ENHANCED	CUSTOM
$2 000/ month	$2 500/ month	$5 000/ month	*Custom your own package and contact us for a price quote*
$45/ working h[L1]	$45/working h[L1]	$45/ h working h[L1]	
$55/ non-working h[L1]	$55/ non-working h[L1]	$55/ non-working h[L1]	
	$70/ working h[L2]	$70/ working h[L2]	
	$90/ non-working h[L2]	$90/ non-working h[L2]	

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LEVELS:

L1

Handles basic user inquiries

Resolves common issues

Provides answers to general questions

Offers instructions

Offers solutions to the most common problems

Problem-solving at initial occurrence

L2

Handles more complex and technical issues

In-depth analysis

Advanced resolution

Expertise in specialized areas

Escalation management

Enhanced troubleshooting

L3

Solves extremely complex issues

Specialized response

Expert troubleshooting

In-depth knowledge

Architectural insight

Innovation and adaptation

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At **Group 107**, we guarantee seamless DevOps support, maintaining the health and stability of your systems with our expert team available at your service **24/7**, **365 days a year**.
For more details or tailored packages, reach out to us today!

CONTACT INFORMATION:

Solomiia Khoroz

SDR

Email – solomiia.khoroz@group107.com