Raman
TECHNOLOGIES, INC.

Jira Cloud Hosting & Services

Raman
TECHNOLOGIES, INC.

About Us

We help organizations become Agile, develop their system and products leveraging Agile methods, and leverage Blockchain technology to innovate their business. We bring together solutions to help companies adopt, transform and scale their businesses with strong agile development methodologies; staffing and consulting services; coaching and training; and most importantly, a full transformation support. Our focus is always on your business delivered through agility, flexibility and uncompromising quality.

Corporate Agile Partners

Scrum Alliance®   ICAgile

Cloud Offerings

✔ Cloud Service Integrator and Managed Service Provider, leveraging best in breed, FedRAMP-compliant end-to-end cloud solutions for Atlassian Products, meeting stringent SLA requirements 24x7x365, at the lowest total cost of ownership and highest possible return on investment.

✔ Deliver an optimized, secure, cost effective cloud app solution and simplify your Cloud and Internet experience.

Platforms

✔ We host Atlassian Products & Plug-ins in the Cloud.
✔ Options to choose from :
  › Microsoft Azure
  › AWS
  › Private Data Center
✔ Our Cloud Offerings:
  › Private
  › Public
  › Hybrid

Enterprise Services

✔ Best of Breed Solution
  › Customizable, Scalable
  › Leverages COTS, FedRAMP compliant infrastructure
✔ Global Security
  › Always on, always current
  › Protect against DDoS attack
  › Application Layer 7 attack protection
  › Protection without hurting performance
✔ Global Scalability
  › Global Capacity on-demand
  › No need to overprovision
✔ Global Reliability/Availability
  › 100% Internet Service Availability SLA

Our Cloud Services

✔ 24x7 Proactive Support
✔ 24x7 Monitoring in-Network
✔ 24x7 Monitoring by 3rd Party
✔ Disk Usage and Backup Monitoring
✔ Virtual Hardware Support
✔ OS and Web Stack Support
✔ Automated & Manual Patching and Testing
✔ Pay-per-use Development and Staging Servers
✔ Application Support
✔ Daily Imaging
✔ Application & Database Back-up
✔ Disaster Recovery: Planning, Execution & Periodic Test
✔ Multiple Geographic Region Back-up

Compliance Standards

✔ Global
  › CSA STAR Registry
  › ISO 27001
  › SOC1
  › SOC2
✔ Regional
  › GDPR (EU)
  › EU-Model-Clauses
  › EU-U.S. Privacy Shield
  › Cyber Essentials Plus (UK)
  › IDW PS 951 (Germany) etc.,
✔ Government specific Standards
  › FedRAMP
  › FDA CFR Title 21 Part 11
  › MeitY (India) etc.,
✔ Country Specific Standards
  › Australia IRAP
  › UK G-Cloud
  › Singapore MTCS etc.,
✔ Industry Specific Standards
  › HIPAA
  › HITECH
  › PCI DSS

- ❯ 23 NYCRR Part 500
- ❯ FACT (UK)
- ❯ RBI + IRDAI (India) etc.,
- ✔ General Cloud Compliance
  - ❯ COBIT
  - ❯ ITIL
  - ❯ ISO/IEC 20000-9
  - ❯ SSAE 16

MSP Compliance

- ✔ Applicable Government & Industry Standards
  - ❯ ITIL/ISO 20000-1, IT Service Management
  - ❯ ISO 27001/27002, Information Security Management
  - ❯ ISO 9001:2015, Quality Management
  - ❯ FISMA/FedRAMP: FIPS 199/200, NIST SP 800-53
- ✔ FedRAMP Compliant PaaS Platform (vNOC)
  - ❯ 24x7x365 monitoring and system failure incident response
  - ❯ Premium patching
  - ❯ Backup and disaster recovery testing
  - ❯ Automatic failover, DR & COOP Sites

Benefits

- ✔ **Complete infrastructure on AWS/Azure**
- ✔ **Machines with Server-class hardware** & Operating System licenses, starting at just INR 6 per hour.
- ✔ **Free 24x7 Expert Infrastructure Support** and zero administrative effort by client
- ✔ **Free Training to in-house technical teams**
- ✔ **Cloud Migration services** at no extra cost
- ✔ **End-to-End Free Support** with defined SLA

Backup & Recovery

- ✔ System backups can be recovered with turn around time consistent with the 'Service Request Timing Table'
- ✔ The backup recovery process consists of starting a new server instance using the most recent system image, and mounting to it any volumes that are included in the daily backup.
- ✔ Databases are recovered to a consistent state.
- ✔ The resulting server will therefore be running the last known good configuration with files and databases up to the point of the backup

IT and Cloud Security

- ✔ DFARS/NIST 800-171 Security
  - ❯ Full Turn-Key Implementation Plan
  - ❯ Security Control Gap Assessment
  - ❯ FIPS 200 and Agency Control Selection
  - ❯ Implementation of Applicable Security Controls
  - ❯ Assessment of Security Controls
  - ❯ Verification from a Certifying Body Verification Team

Partners Identity and Data Protection Solutions

- ✔ Leverage best-in-class encryption and key management to stop data from being exposed to cyber-criminals
- ✔ Ensure that your data is secure and that only you have control of that data
- ✔ Provide reports to attest to your data ownership and access
- ✔ Ensure all requests to access your encrypted data (including subpoena requests or other lawful orders) – directed to you, the sole encryption key owner.
- ✔ Enforce the right to be forgotten by destroying encryption keys to data if necessary

Agile Technology Advisory

- ✔ **Already Agile Customers**
  - ❯ "AS IS" assessment of current agile framework
  - ❯ Leverage DevOps etc. to achieve "TO BE" vision
  - ❯ Setup platform
  - ❯ Train users
  - ❯ Run sprints to test cycle
  - ❯ Scale to Enterprise

- ✔ **New Agile Customers**
  - ❯ Pick sample project for agile transformation
  - ❯ "AS IS" Assessment
  - ❯ "TO BE" Vision
  - ❯ Technology platform setup
  - ❯ Train users
  - ❯ Run sprints to test cycle
  - ❯ Scale to Enterprise

MANAGED SERVICE

Basic Package

✔ **Consulting**
- ❯ As Is Assessment
- ❯ To Be Vision
- ❯ Gap Analysis
- ❯ Strategy & Roadmap
- ❯ Supports xx users

✔ **Service**
- ❯ Hosting
- ❯ Server configuration
- ❯ JIRA Installation
- ❯ Licensing
- ❯ Plug-in installation
- ❯ Administration – Users, Security
- ❯ Platform training

✔ **Support**
- ❯ 8x5
- ❯ Tier l Helpdesk support
- ❯ Basic SLA's of Hosting provider

Standard Package

✔ **Consulting**
- ❯ All of Basic Package
- ❯ Plug-in portfolio Consulting
- ❯ Supports xx users

✔ **Service**
- ❯ All of Basic Package
- ❯ Plug-in installation and standard integrations (up to 3 add-ons)
- ❯ Licensing
- ❯ System and UAT
- ❯ Commissioning and Training

✔ **Support**
- ❯ 24x7x365
- ❯ Tier1 and Tier2 Helpdesk support
- ❯ Hosting provider SLAs

Premium Package

✔ **Consulting**
- ❯ All of Standard Package
- ❯ Plug-in customization and consulting
- ❯ Supports xxx users

✔ **Service**
- ❯ All of Standard Package
- ❯ DevOps Plug-in customization (up to 5 add-ons)
- ❯ System and User Acceptance Testing
- ❯ Commissioning and Training

✔ **Support**
- ❯ 24x7x365
- ❯ Helpdesk Tier1, Tier2 and Tier3 support
- ❯ Hosting provider SLAs

SLA

✔ Customizable SLAs (Ex 99.99% availability, incident response times, etc.)
✔ 100% Uptime of Web application infrastructure

Service Request Response Time & Escalation Matrix

Priority	Initial Response	Estimated Response	Subsequent Responses	Resolution Time
1	2 Hours	4 Hours	Every 30 Min	4-8 Hours
2	4 Hours	6 Hours	Every 2 Hours	8 Hours
3	4 Hours	24 Hours	Every 6 Hours	4 Working Days
4	4 Hours	Next Business Day	Weekly	20 Calendar Days

Popular Atlassian plug-ins

Functional Category	Plug-ins
Agile and Issue Tracking	Jira, Jira Agile, Jira Capture
Collaboration and Content Sharing	Confluence, Team Calendars, SharePoint Connector, HipChat
DVCS Solutions	Bitbucket
Code Quality Tools	FishEye, Crucible, Bamboo, Clover
Service Desk	Jira Service Desk
Test Management	Zephyr, Test Rail

Jira Cloud Hosting Cost Models

Cost Models	Package Components
Jira(Small) - Up to 100 users	**Component 1** Monthly AWS/Azure spend **Component 2** Standard Manage Services Advance Manage Services Premium Manage Services **Component 3** Professional Services
JIRA(Medium) - Up to 500 users	**Component 1** Monthly AWS/Azure spend **Component 2** Standard Manage Services Advance Manage Services Premium Manage Services **Component 3** Professional Services
JIRA (Large) - 500+ users	**Component 1** Monthly AWS/Azure spend **Component 2** Standard Manage Services Advance Manage Services Premium Manage Services **Component 3** Professional Services

Raman
TECHNOLOGIES, INC.

**Raman Technologies Inc
1 East Chase Street, Suite 218
Baltimore, MD, USA**