

xOps helps organizations run their technology more effectively and more efficiently.

## CONSULTING SERVICES

- DevOps Leadership
- DevOps Engineers
- Management Consulting
- Operations Process Improvement (ITIL)
- ServiceNow Administration

## OPEN SOURCE TOOLS

- xView
- xSUM
- Logx

## OUTSOURCED SERVICES

- DevOps Managed Services
- Automation Development
- ServiceNow Administration

## xOps Overview: DevOps Managed Services

As a global company, xOps can bring you the best in operations support at a low cost. We are a premier managed service provider (MSP) for DevOps operations support. If your production systems require 24 x 7 x 365 support we can help!

### Tools for Managed Services

The right tools and automation help your engineers work more efficiently by driving down the cost of operations. xOps uses our own open source data correlation and presentation tools plus we have experience with all industry leading tools. We are able to ingest data from all the new industry tools and put the info into a single pane of glass to make the millions of data points more easily accessible to the engineers managing services. We want to give teams all the dashboards and automation they need. Coupled with an understanding of what's important, and what's noise, they can effectively bring high reliability to the product.

DevOps as a culture ties it all nicely together allowing the organization to scale using the self-service tools. The individual functions come together and provide a more holistic solution. Our cornerstone product, xView, takes data from any source, from system level information to business metrics, to provide a holistic picture of how your systems are working

Our tools provide:

- All operational metrics, logs, alerts and business data in one place, in real time
- Tools to identify issues before they impact the customers
- Self-healing systems through automated issue resolution
- Elastic systems with automated capacity adjustment
- Visibility across business metrics with predictive analytics to determine trends before the competition

### Managed Services and Consulting

We have a team of the best operations talent in the world. Our team can help deploy the latest tools or implement practices across your organization. Call xOps if you want to drive improvement in your operation and put xOps consultants to work for you. This includes leadership and management experts, engineers and architects.

xOps DevOps ops support teams, no matter where they are located, collaborate with the rest of the client and xOps DevOps and the application development teams.

The biggest key to our collaboration methodology is bringing all the data together and sharing it across the organization. By visually sharing data across teams and customers, xOps can break silos down, not by using any one tool, but by bringing the data from all of those tools together.

xOps helps client organizations use the latest tools and embed a collaborative process for how they are used together.

## XOPS OFFERS UNIQUE VALUE

DevOps and cloud thought leadership

Open Source tools backed by a strong open source community

Global footprint to bring cost effective solutions to market at high velocity

## Managing Services by Priority

xOps prioritizes managed services by system metrics including CPUs, memories, IO, network IO, and disk IO. On top of that layer, xOps looks at the service health. We determine how best to measure the functions of services including the response time of its actual purpose. For example, we look at uptime and response times for the actual user experience. We also analyze how long it takes for an application to ingest a request, change or update and how long it takes for users to experience the new functionality.

We then take another one step further out and look at the application holistically. We measure how changes are translating to the application health, and how are each new transaction is reacting with the application. We look at how calls to the database are reacting as well. We are always trying to measure what application changes actually mean to people actually trying to use this application.

## Automation

A key part of xOps managed services is building an automation pipeline and procedure. We figure out who decides what gets automated, and who builds the automation. It's based on a loop we build within the DevOps team and with the ops team. We can also resource incident managers.

We build a priority list each week in a scrum on what we are going to automate in the following week. We realign our teams to have dedicated resources for the different programs and make sure that they're involved in the complete process from the inception all the way to when things are released. They can provide that input back to the team on automation priorities.

## Engineers on the Front Line.

xOps unique practice of putting engineers on the front lines of managed services allows us to embed automation, root cause analysis, and predictive analysis into making managed services more efficient. Our engineers find the balance between making sure everything is captured and also make sure to not overload staffers responding to these alerts and problems. This is a key DevOps transformational issue.

We provide onsite and offshore managed services. Our DevOps managed services are the best because we put senior engineers on the front line. Our front line engineers help automate fixes and develop self-healing systems. We apply machine learning to help anticipate and prevent downtime and outages.

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