

OVERVIEW

COFORGE ONECLOUD SERVICE FOR APPIAN

appian

Coforge

According to Gartner, accelerated by the Covid crisis, the worldwide end-user spending on public cloud services is forecast to grow 18.4% in 2021 to total \$304.9 billion. Gartner predicts the cloud will become the dominant deployment model across all areas of financial management applications by 2025.

Over the last few years, organizations have been moving operations to the cloud at a steady pace to increase collaboration and productivity. Uncertainty and the likely realities of the 'new normal' mean a dramatic rise in businesses charting the course for their journeys toward cloud computing and digital transformation. Companies of all sizes and compositions are now moving towards software and cloud-based solutions to keep productivity levels high.

The Coforge OneCloud service for Appian helps business assess their readiness to migrate to their preferred Appian Cloud offering.

Coforge enable enterprise cloud transformation through our Appian one stop shop for all related Appian service offerings.

Our specialized services will be augmented by proprietary tools and accelerators, designed for accelerating your Appian cloud journey.

SUPPORTED CLOUD JOURNEYS WITH APPIAN



Coforge Managed Cloud

- Private Cloud with both On-premise and Cloud integration
- Completely managed by Coforge
- Highly secure

Appian Managed Cloud

- Provides customer virtual private Cloud
- Primarily supports Amazon Web Services Cloud
- Also supports Microsoft Azure and Google Cloud

Customer Managed Cloud

- Private Cloud with both on-premise and Cloud integration
- Completely or partially managed by the customer
- Highly secure

ONECLOUD SERVICE OFFERINGS

| Strategy & Planning | Architecture & Solution | Implementation, Migration and Support | Change Management |
|---|--|--|---|
| <ul style="list-style-type: none"> • Cloud Readiness • Strategy & Planning • Roadmap • Cloud Governance | <ul style="list-style-type: none"> • Architecture Development • Cloud Technology and Implementation Approach | <ul style="list-style-type: none"> • Remediation Advisory • Implementation /Development • QA, Testing & Automation • Migration to Cloud • Server Administration • Production Support | <ul style="list-style-type: none"> • Cloud Resource and Personal Alignment • Training • Admin & Cloud CoE Advisory |
| ~2 weeks | ~3-4 weeks | To Be Estimated | ~2-3 weeks |

WHY COFORGE ONECLOUD FOR APPIAN

| Cloud Consulting | Cloud Acceleration Tools/Frameworks | Managed Cloud | Predictable Cost |
|--|---|---|---|
| <ul style="list-style-type: none"> • Assess your cloud readiness and secure cloud journey blueprint with Coforge Appian Cloud team comprising of Appian solution architects ,Cloud SME, Cloud platform and Database architects. | <ul style="list-style-type: none"> • Onboard Coforge proprietary tools and accelerators throughout cloud journey. • These tools are designed to accelerate cloud journey starting assessing on – premise application readiness till ensuring application stability with automate monitoring • Best in class DevOps framework adopted by leading customers. | <ul style="list-style-type: none"> • All cloud related services including Infrastructure hosting and support in a single service model • Availability of related skills like Cloud platform SME, Appian, Database, Testing, Support Specialist in a single execution squad. | <ul style="list-style-type: none"> • Leverage Coforge Cloud Assessment framework and cost calculator to predict Journey timeline and Cost. |
| <ul style="list-style-type: none"> • 50% investment from Coforge on cloud consulting • Guided assessment through proprietary cloud assessment framework • Assessment of right cloud with 3 years Cost benefit analysis. | <ul style="list-style-type: none"> • 20% faster cloud adoption • Easy server maintenance by enabling zero downtime • Faster to market by enabling reduced deployment cycles. | <ul style="list-style-type: none"> • Smoother execution of services due to availability of all required skills in single team • Hassle free execution from Cloud consulting through production services with pre-defined SLA • Competitive cost models. | <ul style="list-style-type: none"> • Upfront availability of cloud journey timeline with predictable cloud migration and maintenance cost. |

MANAGED CLOUD SERVICE DEFINITIONS AND SLA

| Priority | Platinum Service Hours | | | Gold Service Hours | | | Silver Service Hours | | | Bronze Service Hours | | |
|--------------------|---|---------------|-----------------|--|---------------|-----------------|--|---------------|-----------------|--|---------------|-----------------|
| | Service Hours | Response Time | Resolution Time | Service Hours | Response Time | Resolution Time | Service Hours | Response Time | Resolution Time | Service Hours | Response Time | Resolution Time |
| P1 | 24x7 | 15 Minutes** | 4 Hours | 24x7 | 30 Minutes** | 6 Hours | NA | NA | NA | NA | NA | NA |
| P2 | 24x7 | 30 Minutes** | 6 Hours | 24x7 | 1 Hour | 8 Hours | 8:00 X 18:00 M-F | 1 Hour | 8 Hours | 9:00 X 17:00 M-F | 2 Hours | 8 Hours |
| P3 | 8:00 X 18:00 M-F | 4 Hours | 8 Hours | 8:00 X 18:00 M-F | 4 Hours | 12 Hours | 8:00 X 18:00 M-F | 4 Hours | 2 Business Day | 9:00 X 17:00 M-F | 4 Hour | 3 Business Day |
| P4 | 8:00 X 18:00 M-F | 4 Hours | 2 Business Day | 8:00 X 18:00 M-F | 8 Hours | 3 Business Day | 8:00 X 18:00 M-F | 8 Hours | 3 Business Day | 9:00 X 17:00 M-F | 8 Hours | 4 Business Day |
| Monitoring Service | 24 x 7 | | | 24 x 7 | | | 24 x 7 | | | 24 x 7 | | |
| Appian Services | <ul style="list-style-type: none"> Weekly Health check reviews Server Monitoring Appian Server upgrade and patches Appian Architect assigned for 4 hours a month to understand the roadmap and provide necessary guidance | | | <ul style="list-style-type: none"> Monthly Health Check Reviews Server Monitoring Appian Server upgrade and patches Appian Architect assigned for 2 hours a month to understand the roadmap and provide necessary guidance | | | <ul style="list-style-type: none"> Monthly Health Check Reviews Server Monitoring Appian Server upgrade and patches | | | <ul style="list-style-type: none"> Server Monitoring Appian Server upgrade and patches | | |

Auto IT alerting tool enabled

TOOLS & FRAMEWORKS TO ACCELERATE YOUR JOURNEY

| Assets | |
|----------------|---|
| | Assets |
| | <div style="display: flex; justify-content: space-between;"> <div style="width: 22%;"> <p>Plugin-Certify Tool</p> </div> <div style="width: 22%;"> <p>Cloud-Plan Framework</p> </div> <div style="width: 22%;"> <p>Cloud Log Analyzer</p> </div> <div style="width: 22%;"> <p>Appian Continuous Deployment Framework (iACD)</p> </div> </div> |
| Description | <ul style="list-style-type: none"> Advanced tool to automatically assess custom made plugins and source code (Java with current version) The tool analyses source code of the plugin for any incompetence and generates detailed report automatically with roadblocks for migration |
| Value/Benefits | <ul style="list-style-type: none"> Accelerated assessment on cloud migration compatibility Eliminates laborious manual efforts to assess source code and find incompatibilities Provides customization features to add/ modify compatibility guidelines. Eliminates rework due to manual errors |

WHY COFORGE?

Build a future-ready enterprise with Coforge's Cloud and Infrastructure Management Services

Coforge combine domain and technology with engineering practices to help you understand, measure, rethink, redefine, evolve, and future-proof your multi-cloud environment. Coforge leverages its in-house accelerators, analytics, automation, hybrid cloud, and AIOps services to realize current trends, optimize, transform avenues while improving performance, availability, and resilience. Leveraging our AIOps platform, we empower the 'anywhere enterprise' of the future with:

- Service catalog-led policy-based provisioning
- Multi-speed operating model
- Cloud innovation and migration factory
- Organization upskill and engineering culture transformation

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Coforge brings thought leadership especially around Data, Cloud, Digital. Coforge helped us implement cloud within 8 months which is very significant. We tend to go with people (Coforge) who acrually understand our business.

- Jim Flink
Chief Administrative Officer
Voya Investment Management

- Coforge ranked amongst the top 3 IT service providers in customer satisfaction in Whitelane's 2020 UK IT Sourcing Study
- Coforge recognized as a Leader in NelsonHall NEAT Report for Cloud Infrastructure Brokerage, Orchestration and Management Services

For more information, contact information@coforgetech.com

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Coforge is a leading global IT solutions organization, enabling its clients to transform at the intersect of unparalleled domain expertise and emerging technologies to achieve real-world business impact. We leverage AI, Cloud and Insight driven technologies, allied with our industry expertise, to transform client businesses into intelligent, high growth enterprises. Today our proprietary platforms power critical business industries. Our 21,000 technology and process consultants engineer, design, consult, operate and modernize systems across the world.

Learn more about Coforge at: www.coforgetech.com

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