

Operational Technical Support

Challenge

technical support to manage their growing IT systems. AWES GmbH was tasked with organizing the support and optimizing internal IT resources.

Solution:

AWES GmbH offered software engineering, expertise and the required support based on the agreed SLA:

- Infrastructure operations/support
- System configuration management
- Build/Release management
- Service monitoring
- Environment preparation & support
- Automation of builds
- Support for Dev and QA teams

Result

- Optimized the client's IT resources workload
- Supported Services Management and production operations

