

Flexible Support for the Cloud Era

Our Story

We are a collective of Cloud Consultants and Software Engineers specialising in Cloud Management, FinOps, Security, DevOps, Cloud Migration, Automation and Lean Practices. We automate, nurture best-practice culture and reduce tech-debt.

Our Mission

Our mission is to solve human challenges through innovative technology solutions and help build a more socially and economically just world. We believe today's lean practices can influence social change in every level.

Our highest priority is to satisfy the customer through continuous delivery of valuable services.

AG Tech Solutions delivers a complete cloud native Azure experience that includes the ability to purchase Azure services through AG Tech Solutions as a Microsoft Cloud Solution Provider (CSP), and innovative cloud support for Azure through our Cloud Agility support package.

Cloud Agility is a Pay As You Go, monthly billable, rolling support contract that charges an hourly fee for the use of our Subject Matter Experts.

The service was designed specifically for businesses that need a higher degree of flexibility, while assessing their required support needs, without the burden of binding to a typical 3-year contract.

AG Tech Solutions follows the principles of Site Reliability Engineering; the SMEs that deliver our Cloud Services projects are delivering Cloud Support too.

AG Tech Solutions can provide a 24/7 cloud support through our UK & Greece based operations centre.

Our Cloud Agility support package provides several service areas and gives the flexibility to businesses to opt-in to any of the following services :

- **Incident Support:** Incident support is our core managed service. Incident support includes problem resolution to restore normal operations to the state before the incident occurred.
- **Advisory and Support Assistance:** AG Technology Solutions will provide access to subject matter experts (SMEs) for non-critical requests. These can range from security assessments to any advisory, administrative or operational assistance.
- **Configuration Requests** – Configuration requests can range from new IT initiatives planning to deployments, small modifications, and a broad range of tasks needed to optimise your cloud investment.
- **Knowledge Transfer Workshops:** This service is focusing on upskilling your internal engineering teams as well as providing road map and strategy sessions.

Our Approach

Our core values align with the lean movements of the past 2 decades, from the Agile manifesto to the Scrum values and DevOps principles .

We've built **AG Tech**

Solutions autonomous teams around motivated individuals. We give them the environment and support they need and trust them to do the job.

Our Engineers do not just write software, manage projects, or build infrastructure. They have a broad skillset, allowing them to work across all areas.

We measure the autonomy of a team by the degree of self-governance and independence. Our teams are self-directed with clear goals and boundaries they can work within.

Customers may also purchase Azure services from AG Tech Solutions as a Microsoft Cloud Solution Provider (CSP).

CSP stands for Cloud Solution Provider and the CSP programme enables partners, like AG Tech Solutions, to sell Microsoft's cloud services to its customers.

The CSP model is designed for the partner to add value to its customers' cloud experience via support, billing flexibility and advice. With this programme, a customer effectively has a consumption arrangement via the partner, rather than directly with Microsoft.

Benefits of using AG Tech Solutions as your Cloud Solution Provider:

- **Access to Microsofts Premier Support.** Local support with escalation of incidents to Microsoft Premier Support with your direction and permission when this is required, with limited cost.
- **Billing Flexibility.** You only pay for what you need and what you use, with no upfront costs. You will receive monthly billing with a detailed invoice and unlimited non-technical support; including quarterly analysis of Azure usage.
- **Licensing Flexibility.** You will be assigned an AG Tech partner who will be looking after all your Microsoft cloud licenses and enabling you to maximise the benefits of your investment.
- **Azure Consumption Discounts.** We offer competitive pricing compared to PAYG. Depending on your Azure consumption, we can provide discounts on your monthly billing.

A one-day Workshop will be delivered (by AG Technology Solutions) to key stakeholders, including an introduction to our ticket-flow process and demonstrations of the end-to-end lifecycle for different requests. You will have the opportunity to provide feedback to AG Technology Solutions on any required amendments and how AG Technology Solutions can tailor the process to improve your experience as our valued customer.



Gold Cloud Platform



Crown
Commercial
Service
Supplier