

# DevOps

At Fourier IT we have been driving DevOps success within the financial sector for **more than two decades**. DevOps is more than just a software development model, it is a culture, a mindset that forms part of IT in its entirety. Adopting DevOps fundamentals as an infrastructure within your business will drive endless benefits for your customers and stakeholders.

## Benefits Include:

- Shorter development cycles and faster innovation.
- Reduce implementation failure, reflections and recovery time.
- Better communication and cooperation.
- Greater competencies.
- Reduce cost and IT staff.

## How do we add value to your business?



### System Availability

Always ensuring high levels of system availability on all LOB Systems, means mitigation of negative impact on revenue and productivity.



### Incident Management

Managing the quantum of incidents and ensuring the time to resolve is within reasonable levels limits the impact on business operations thus resulting in service quality.



### Risk Management

Effectively managing the environment and ensuring all software and patches are updated to the latest versions, the risk of non-supported systems and data security risk are reduced to a minimum.



### Deployment Management

Standardised and strict management of deployment ensures the integrity of the production environments.



### Problem Management

Our success is achieved by quickly detecting issues and providing solution and workarounds, resulting in minimal impact on business and recurrence.



### Live by the Mission

Standardised processes and professional leadership ensure we achieve our mission to provide world class service to your, our client, resulting in business enabled solutions to support revenue and profit objective.

## Contact Us:

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## OUR OFFERINGS



# About Us

Fourier has been innovative in the transformation of businesses for **more than two decades**.

As a proudly South African organisation we are proud to have a dynamic team that maintains a high standard of professionalism, experience, and technical knowledge. At Fourier, we value strategic partnership with our customers and therefore place high focus on delivering robust solutions that empower them to meet and exceed customer expectations. **This is the Fourier Way.**

## Professional Services



### Technology Advisory

Our team of professionals will guide and support you to optimise your digital platforms and systems to enhance your business performance.



### Implementation

Our implementation solutions include quality assurance, full transfer and enablement and business process outsourcing.



### Provisioning

Our team of professionals are highly skilled in setting up hosting and cloud (AWS & Azure) services.



### Payment & Card Services

We have profound skill and experience within the financial sector and can help your business by implementing a seamless card and payment process for your customers.



### Solution Development & Integration

We focus on your business and provide you with custom software solutions and system integrations that will solve your unique business challenges. These solutions include software development, IT maintenance & support and DevOps.

## Software Development Services

Our software development teams are **strategically selected** and made up of solution architects, developers, business and systems analysis and project managers.

At Fourier IT we look at all necessary aspects across all key departments.

**Our software development services include the following:**

- Customised Software Solutions
- System Integration
- Automation & Workflow
- Mobile and Web Development
- Customised Development Methodologies (Customised according to clients' needs).

## IT Maintenance & Support Services

**We'll construct a team of support professionals to care for your systems and networks so that you can focus on your core business.** Our operational support extend to above and below the surface which is built on our world class foundation of excellence.

**Our support services include:**

- Business and technical dashboards.
- Root cause and outage investigation.
- Server activity.
- Critical alert checks.
- Rectifying of escalated alerts.
- Warnings checked.
- Warnings escalated.
- Constantly improving and monitoring alerts.
- Continuously maintaining and developing front end screens.
- Infrastructure upgrades.
- Rewriting legacy components.
- Upgrading SQL servers.
- Moving databases to new clusters and cloud.
- Ensuring high availability.
- Upgrading of applications.
- Load balancing of front-end applications.