XTIVIA MuleSoft Managed Services

XTIVIA leads the new generation of IT service providers by offering high-performance technology solutions that prioritize value and agility—seamlessly blending people, business processes, and advanced technology to deliver a comprehensive suite of IT services. As the preferred choice for MuleSoft Support and Maintenance Services, we cater to customers ranging from small businesses to enterprise-level corporations. Our offerings include 24/7 support services, ensuring your integration ecosystem is continuously monitored and API issues are resolved before they impact your business.

Our Expertise

Our certified professionals excel in:

- **MuleSoft On-Premises**
- **MuleSoft CloudHub**
- **MuleSoft on AWS/Azure/IBM Bluemix**
- **API/Microservice Design & Development**
- **24x7 Managed Support of Enterprise Services**

We serve various industries, including Retail, Healthcare, Media, Banking, Hospitality, Transportation, Finance, and Insurance.

Flexible Support Packages

Choose the support package that best suits your needs:

- **Gold:** 24/7 or 24/5 coverage
- **Silver:** 16/5 coverage
- **Bronze:** 10/5 coverage
- **Custom:** XTIVIA will customize as per client needs/timezone coverage

Proactive Monitoring:

We provide 360-degree monitoring of services, applications, and environments to ensure proactive issue management. Our approach includes:

- **Event Filtering:** Identify and prioritize critical events to address issues promptly.
- **Multi-Channel Notifications:** Receive alerts via email or messaging tools to stay informed.
- **Continuous Monitoring:** Maintain constant vigilance to detect and resolve problems before they impact your business.

Application Administration:

Our highly qualified support staff uses industry best practices to efficiently administer your environments, ensuring:

- **Stability:** Maintain consistent performance and minimize downtime.
- **Performance:** Optimize application speed and efficiency.
- **Integrity:** Protect the integrity of applications and crucial components.

Customizations /New Implementations:

Our certified experts assist with every step, from solution design to implementation and ongoing support, ensuring alignment with best-in-class standards. We offer:

- **Solution Design:** Tailor solutions to meet your unique business needs.
- **Implementation Support:** Ensure smooth and efficient deployment of new systems.
- **Streamlined Analytics:** Discover efficiencies within your business through enhanced analytics.

Development and Management tools:

We leverage state-of-the-art tools to enhance productivity, efficiency, and visibility:

- **JIRA:** Manage projects and track issues effectively.
- **ITIL-based Service Management Tools:** Ensure best practices in IT service management.
- **Confluence:** Collaborate and share knowledge seamlessly.
- **Dedicated Contact Number:** Improve reachability for support.
- **Client-Accessible Dashboards:** Access key metrics and performance indicators.

Patches & Upgrades:

To keep your system up-to-date with new features, our team handles MuleSoft upgrades and fix packs. Our services include:

- **System Health Checks:** Ensure your system operates at peak performance post-upgrade.
- **Performance Optimization:** Maintain optimal system performance.
- **Focus on Strategic Initiatives:** Enable your IT teams to prioritize strategic goals.

Client Reporting:

We ensure the highest visibility and communication on key events that impact your business and IT systems, including:

- **Status of Issues and Changes:** Stay updated on current and resolved issues.
- **SLA Violations and Mitigation:** Understand and address service-level agreement violations.
- **Planned Outages or Changes:** Receive advance notice of scheduled maintenance and system updates.
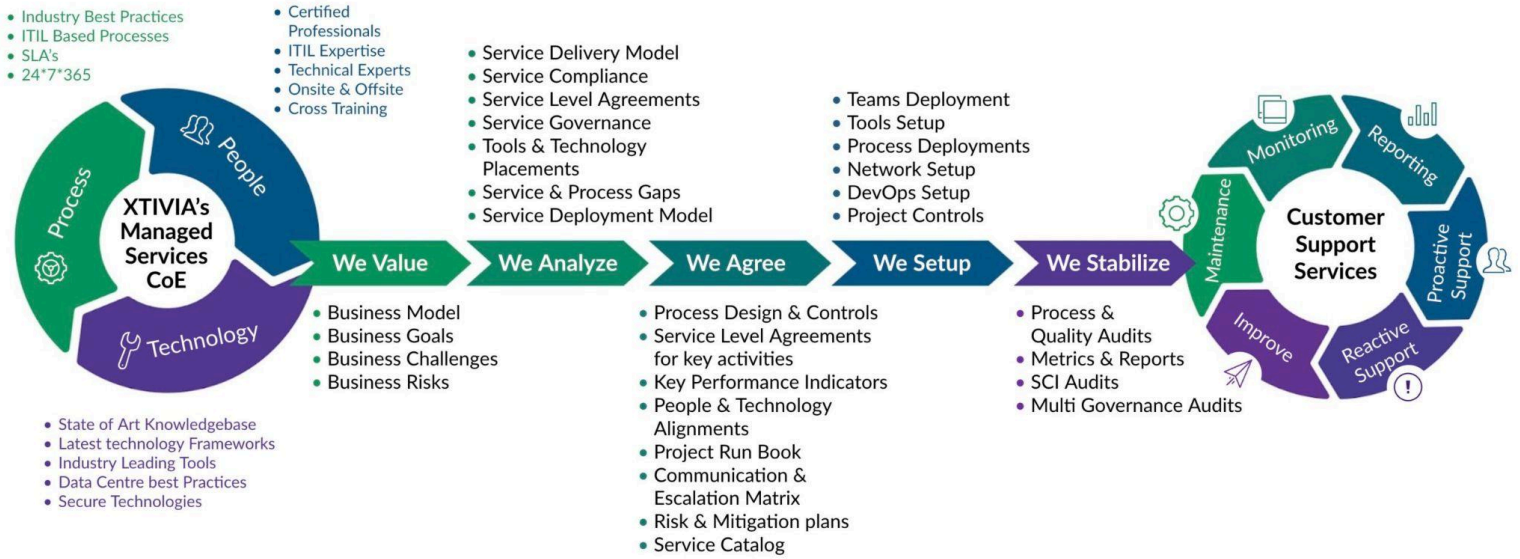
XTIVIA MuleSoft Service Catalog

Designed to meet the diverse needs of businesses - our services ensure optimal performance, seamless integration, and continuous improvement of your IT infrastructure.

API Platform Services	API Problem Management Services	API Enhancement Services	Assessment Services
• API Platform Health Check • API Deployment • APIM Platform Monitoring • Runtime patch, upgrade • Platform sizing and provisioning • Platform performance tuning, scaling • Standard Service Requests • Outage Support & Mediator service • API Platform-As-A-Service	• API Monitoring • Batch Monitoring • Known Errors resolution • Standard Service Requests • Outage Support & Mediator service	• New / Modify interfaces • Compliance & Regulatory Update • Application Strengthening • Functional Enhancement	• API/Microservices Health Assessment and Roadmap • APIM Product/Platform Selection • Proof of Technology/Concept • Business Value Assessment
API Strategy and Methodology Services	**API Architecture Service**	**Migration/Transformation Services**	**API Governance & Security Services**

• API Strategy, Organization and Roadmap
• API self-service workflows, templates, standards, validation
• Mapping docs, Technical design docs, API inventory templates
• API Governance
• Testing and DevOps playbooks
	• Reference architecture
	  • Security architecture and patterns
	  • Non-functional architecture – e.g. fault tolerance, capacity planning, performance
	• Domain mapping and Interface diagrams
	• Logging , Exception management and Reprocessing/Replay Utilities
		• Legacy services to Modern APIs
		• Legacy platform to Modern API Platform
		• Service to API Rationalization
		• API Performance Tuning
		• Legacy Service Decommissioning
		• Testing and Delivery
			• Resource & revenue reporting
			• Service Level Management
			• Service Management Integration
			• Demand Management Support
			• Change Control Board Support
			• Release Control Board Support
			• API Security Assessment
			• API Security Implementation
			• Policy Enforcement

XTIVIA Managed Services Framework

Our systematic approach involves integrating people, processes, and technology to understand your business and support needs. This enables us to design and deploy efficient service delivery models with a focus on continuous service improvement.

XTIVIA Overview

XTIVIA is a proven technology integration and innovation company known for delivering leading-edge technology solutions to our client's specific requirements, regardless of project complexity. Since 1992, our success stems from a demonstrated ability to deliver deep expertise via professional services, empowering clients to successfully, competitively, and profitably leverage their chosen technology. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. www.xtivia.com