

A graphic showing a large, stylized cloud with a white line graph and an upward-pointing arrow, symbolizing growth and cloud excellence.

# Cloud Excellence Through Dedicated Teams



The  
Strategic  
Partner's  
Advantage

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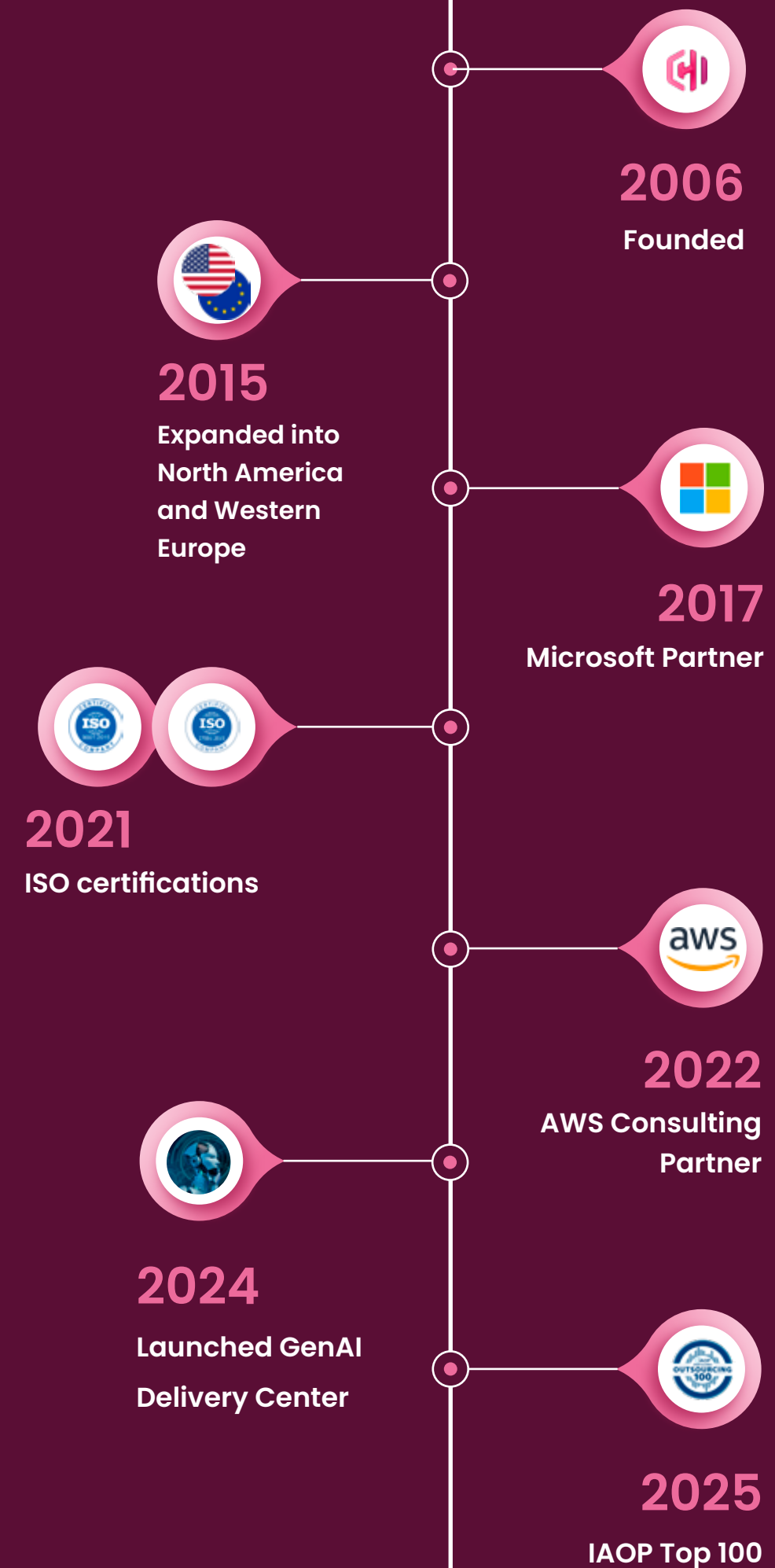
# Introduction: Amplifying Your Client Success

In today's rapidly evolving digital landscape, service providers face increasing pressure to deliver comprehensive cloud transformation for clients across industries. According to Precedence Research, the **global cloud computing market is projected to reach \$912.77 billion in 2025 and grow to \$5,150.92 billion by 2034, at a CAGR of 21.20%**. This explosive growth creates both an opportunity and challenge for consulting firms and software development providers navigating the complexities of client delivery.

Founded in 2006, CHI Software brings nearly **two decades of technical excellence** as your ideal delivery partner, with a comprehensive approach that seamlessly integrates cloud computing, data engineering, and artificial intelligence capabilities. As an **official Microsoft Partner since 2017 and AWS Consulting Partner** since January 2022, we amplify your service offerings with implementation expertise that maintains your client relationships while ensuring flawless execution.

Our expertise extends beyond cloud infrastructure to create a powerful technological synergy that enhances your client engagements. We seamlessly integrate with your teams to deliver robust cloud-based data solutions enhanced with intelligent features, allowing your organization to maintain client leadership while accessing specialized implementation capabilities. With our **IAOP Top 100 recognition and Fortune 500** delivery experience, we provide the implementation muscle your business needs to deliver at scale.

CHI Software's dedicated teams for cloud services function as invisible extensions of your organization, giving you the specialized cloud expertise your clients demand while preserving your strategic relationship. Our cloud staff augmentation approach provides the perfect balance for modern service providers seeking to expand capabilities without diluting focus





# The Cloud Talent Challenge

## Critical Skills Gap

According to IDC's May 2024 report, by 2026, over 90% of organizations worldwide will feel the pain of the IT skills crisis, potentially resulting in \$5.5 trillion in losses. This shortage places immense pressure on service providers that must maintain implementation bandwidth across a diverse portfolio of cloud technologies.

This challenge is further confirmed by SoftwareOne's June 2024 study, which reports that 53% of US companies lack the skills needed to leverage rapid innovation in AI and cloud technologies.

The most critical cloud expertise shortages exist in: **Cloud Architecture, Multi-Cloud Management, DevOps/CloudOps, Cloud Security, Cloud-Native Development, AI/ML Integration.**

For service providers, this represents both challenge and opportunity:

78%

of firms report delivery capacity as their primary growth constraint

65%

of client engagements require specialized technical expertise beyond core staff

91%

of organizations cite implementation talent as a significant barrier to scaling operations



- » **Rate Pressure on Implementation Work** creates margin challenges for maintaining deep technical talent
- » **Client-Specific Requirements** demand specialized knowledge that may not transfer to future engagements
- » **Rapid Technology Evolution** creates ongoing training challenges that distract from client delivery

## Why Traditional Staffing Models Fall Short

Traditional approaches to building implementation teams for client delivery face several significant challenges:

- » **Limited Bench Strength** constrains the number of concurrent client engagements
- » **Variable Expertise Needs** across client projects make maintaining consistent staffing difficult



These limitations are particularly problematic for organizations balancing client relationships with implementation services in competitive markets where technical execution directly impacts client satisfaction and retention.

# Understanding Cloud Service Models

When developing a strategy for your clients, it's essential to understand the different cloud service models and how CHI Software's expertise applies to each:



## Infrastructure as a Service (IaaS)

**Definition:** IaaS provides virtualized computing resources over the internet, including servers, storage, networks, and operating systems as a service.

**Examples:** AWS EC2, S3, Azure Virtual Machines, Google Compute Engine, Cloud Databases

### When to Recommend to Clients:

- When they need maximum control over their infrastructure
- For infrastructure modernization initiatives
- When specialized security or compliance requirements exist
- For lift-and-shift migration of existing workloads
- When building custom cloud environments

### CHI Software's Approach:

We provide specialized infrastructure engineers, cloud architects, security experts, and DevOps specialists who design, implement, and manage cloud infrastructure across all major providers. Our IaaS specialists excel in infrastructure automation, cost optimization, and high-performance architecture design.



## Platform as a Service (PaaS)

**Definition:** PaaS provides a platform for developing, running, and managing applications without dealing with the underlying infrastructure.

**Examples:** Azure App Service, Google App Engine, AWS Elastic Beanstalk, Heroku

### When to Recommend to Clients:

- When they want to focus on application development without managing infrastructure
- For rapid development and deployment of web applications and APIs
- When implementing microservices architectures
- For projects requiring standardized development environments

**CHI Software's Approach:** We provide developers experienced with specific PaaS environments, solution architects who can design optimal PaaS implementations, and integration specialists who can connect PaaS solutions with existing systems. Our PaaS experts help accelerate application development while ensuring best practices in security, scalability, and performance.



## Software as a Service (SaaS)

**Definition:** SaaS delivers fully functional software applications over the internet on a subscription basis, with no need for local installation or management.

**Examples:** Microsoft 365, Salesforce, Dropbox, Zoo

### When to Recommend to Clients:

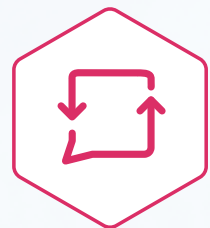
- When they need standardized business applications without customization
- For collaborative tools and office productivity
- When rapid deployment is more important than customization
- For non-core business functions that don't require unique competitive advantage

**CHI Software's Approach:** While we don't develop SaaS products, we provide integration specialists, data engineers, and customization experts who can help your clients maximize the value of their SaaS investments. Our specialists can build custom extensions, implement API integrations between SaaS and other systems, and ensure data flows smoothly across application ecosystems.



# CHI's Partnership Approach

When partnering with consulting firms and software development providers, we adapt to your service model and client engagement approach:



## Strategic Advisory Support

**Where It Fits:** Consultancies providing strategic cloud roadmaps and transformation plans

**How We Complement:** Specialized discovery, assessment, and architecture teams that validate strategy with technical expertise

**Client Impact:** Enhanced credibility through proven technical validation of strategic recommendations



## Implementation Delivery

**Where It Fits:** Service providers needing specialized execution teams for client deliverables

**How We Complement:** Providing turnkey technical teams for seamless execution of client initiatives

**Client Impact:** Accelerated transformation timelines and enhanced delivery quality



## Ongoing Client Success

**Where It Fits:** Organizations seeking to maintain client relationships beyond initial projects

**How We Complement:** Offering white-labeled technical support that extends your client relationship

**Client Impact:** Continuous value realization that strengthens your client relationships

# The Partnership Advantage

## A Better Model for Client Delivery Excellence

When comparing delivery models, our dedicated team for cloud services offers distinct advantages specifically tailored to service provider needs:

Aspect	Traditional Contractor Model	CHI Augmented Team for Cloud
Client Relationship	Dilutes your strategic role	Reinforces your position as the primary relationship owner
Team Cohesion	Individual contractors with varying standard	Pre-built teams with established processes
Quality Control	Fragmented oversight creates inconsistency	Unified delivery approach with proven methodology
Knowledge Integration	Limited transfer between contractors	Comprehensive knowledge sharing across teams
Scalability	Linear growth constrained by management capacity	Modular teams that scale with minimal overhead
Client Experience	Multiple coordination points create friction	Seamless extension of your team
Delivery Risk	Individual dependencies create critical vulnerabilities	Team redundancy provides risk mitigation
Margin Protection	Rate pressure on individual resources	Value-based pricing for outcome delivery

Our model provides your organization with ready-to-deploy technical teams that function as true extensions of your business while preserving your client relationships. This creates an ideal approach that combines specialized implementation expertise with the cohesive client experience of internal teams.

## Measuring the Impact: Tangible Results

Organizations partnering with CHI Software for cloud implementation expertise realize significant business benefits:



**30–40%** increase in concurrent client engagements by eliminating implementation bottlenecks

**25–30%** faster project completion through immediate access to pre-built technical teams

**15–20%** improvement in client satisfaction scores through enhanced delivery quality

**20–25%** increase in key staff utilization by offloading technical implementation work



These advantages are particularly valuable for service providers focused on maximizing client relationships while maintaining delivery excellence and client satisfaction.

# CHI Software's Technical Excellence Ecosystem

## Full-Spectrum Implementation Mastery

Our 800+ professionals include certified experts across AWS, Azure, and Google Cloud platforms, ensuring seamless integration with your methodologies and client technology environments.



**AWS Certified Solutions Architect – Professional**



**AWS Certified DevOps Engineer – Professional**



**AWS Security Specialty**



**AWS Certified Solutions Architect – Associate Certification**



**AWS Machine Learning Engineer**



**AWS Certified Developer – Associate Certification**



**Microsoft Certification: Azure Developer Associate**



**Microsoft Certified: Azure Solutions Architect Expert**



**Microsoft Certified: DevOps Engineer Expert**



**Microsoft Certified Technology Specialist MCTS**



**Google Cloud Certified – Professional Cloud Architect**



**Certified Kubernetes Administrator**



**HashiCorp Terraform Associate Certification**

According to G2's 2024 research, the major cloud providers currently hold the following market shares:

<b>31%</b>	<b>AWS</b>
<b>20%</b>	<b>Microsoft Azure</b>
<b>13%</b>	<b>Google Cloud</b>





## Our Client-Ready Delivery Portfolio



### 03

#### Cloud Migration Excellence

- **Multiple implementation approaches aligned with your client strategy:**
  - » Rehost («Lift and Shift») for minimal application changes
  - » Replatform for improved performance while preserving core functionality
  - » Refactor to leverage cloud-native capabilities
  - » Hybrid implementations that balance on-premise and cloud resources
- Proven methodologies that minimize client disruption during transition
- Comprehensive security and compliance integration throughout the process

### 01

#### Discovery & Assessment

- Technical environment analysis that validates your recommendations
- Detailed cloud readiness evaluations that identify implementation requirements
- Architecture validation to ensure your strategic direction is technically sound
- Technology selection guidance to complement your solution approach

### 02

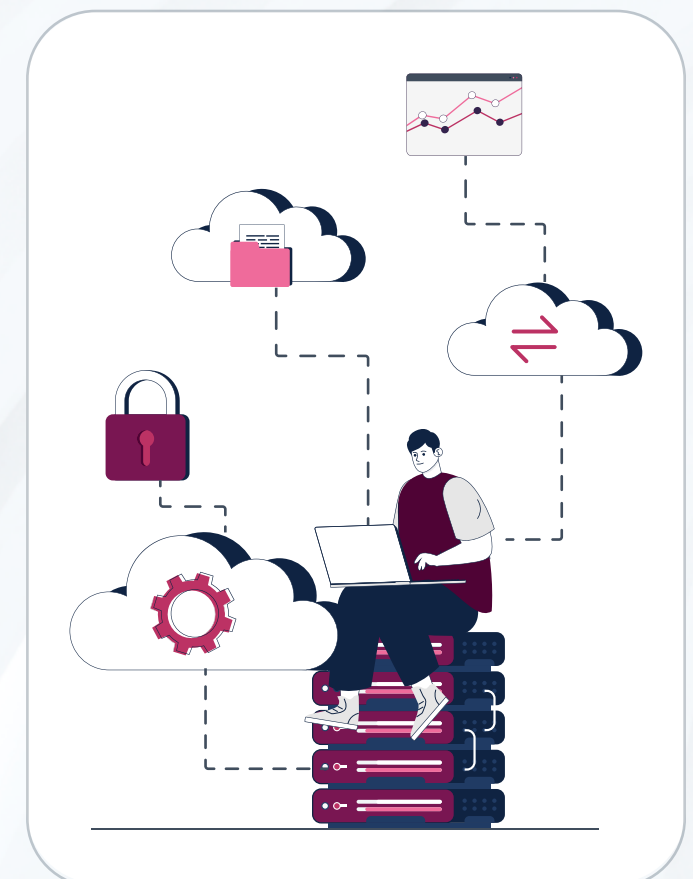
#### Cloud-Native Application Development

- Modern architectural implementation (microservices, serverless, event-driven)
- AI-enhanced cloud applications that deliver intelligent user experiences
- Multi-cloud and hybrid solutions that optimize across platforms
- Resilient, scalable implementations that grow with client business needs

### 04

#### DevOps Transformation

- Automated CI/CD pipeline implementation that accelerates deployment cycles
- Infrastructure as Code deployment for consistent, repeatable environments
- Containerization and orchestration for application portability and scalability
- Monitoring and observability solutions for proactive management



## AI-Enhanced Cloud Solutions

Our AI R&D Centre and dedicated Generative AI Delivery Center in Krakow form the cornerstone of our partnership value proposition. We've built sophisticated technical capabilities that extend your client offerings:



### Intelligent Resource Optimization

We implement predictive analytics systems that optimize cloud resource allocation and spending through real-time monitoring and machine learning algorithms



### Advanced Data Implementation

Our data engineering specialists build cloud-native processing pipelines that extract actionable insights from client data, creating a seamless flow from raw information to business intelligence



### Operational Intelligence

Our technical teams enable intelligent automation across cloud environments, significantly increasing operational efficiency and reducing manual effort through AI-driven workflows



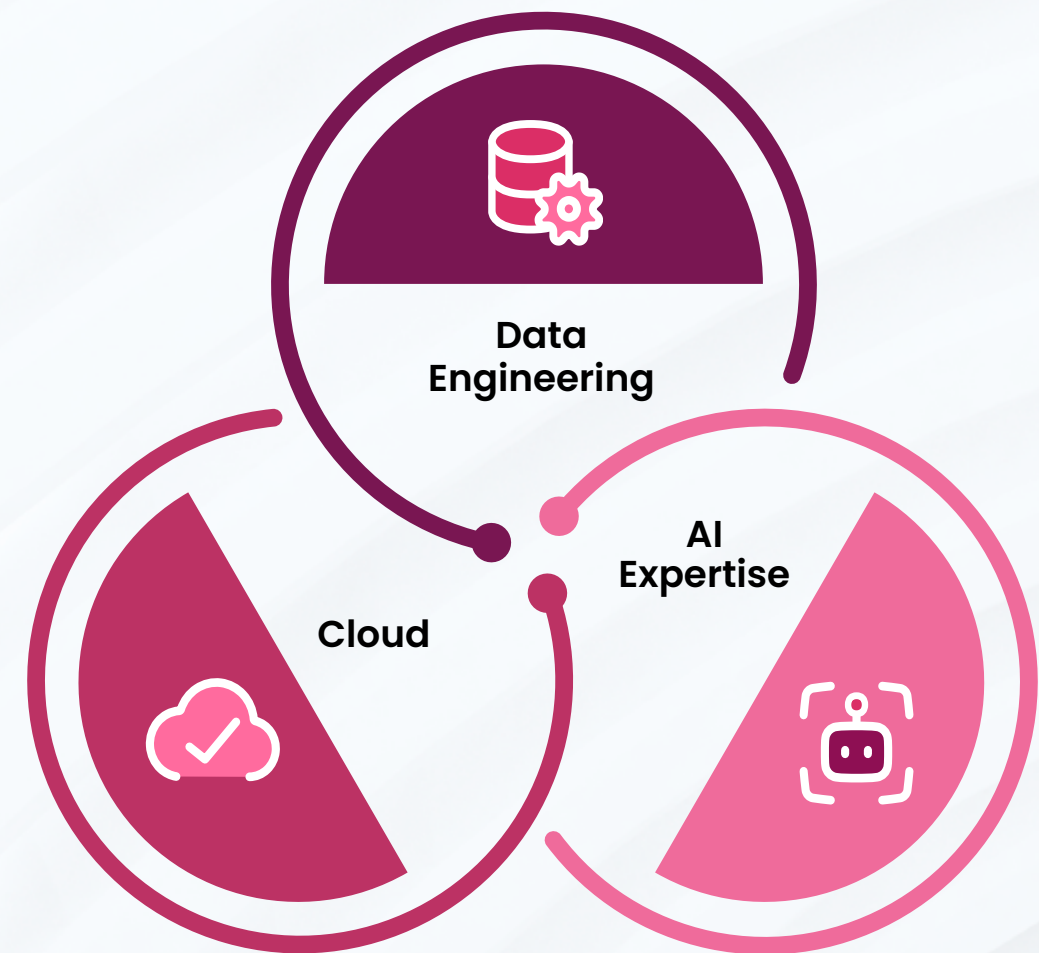
### Enhanced User Experiences

We specialize in implementing natural language processing, computer vision, and other AI technologies to create more intuitive and responsive client-facing applications



### Creative Problem-Solving

Our generative AI implementation capabilities bring innovative approaches to complex client challenges by leveraging cutting-edge large language models and other generative technologies



This powerful combination of **cloud, data engineering, and AI expertise** allows your organization to deliver next-generation solutions that extend beyond traditional offerings.

Our ability to implement these complementary disciplines enables your clients to adapt quickly to market changes, optimize performance, and develop innovative capabilities that drive lasting competitive advantage.



# The CHI Software Advantage: Cloud Center of Excellence

Our unique **Cloud Center of Excellence (CCOE)** prepares specialists specifically for client engagements through a structured approach to delivery excellence. This framework for setting up a CCOE for enterprises includes:



## Technical Certification

**Programs** develop advanced cloud expertise aligned with industry best practices



## Partnership Integration

**Training** ensures seamless collaboration with your client-facing teams



## Cross-Functional Team

**Formation** creates focused delivery units with complementary cloud technology skills



## White-Label Delivery

**Preparation** ensures transparent client integration that maintains your branding

**This systematic approach delivers measurable benefits for partners:**

- 01** 15% reduction in project timelines through efficient knowledge transfer and delivery processes
- 02** 20–25% increase in staff retention compared to industry averages, ensuring continuity for client projects
- 03** Accelerated onboarding for cloud engagements, with specialists ready to contribute from day one
- 04** Continuous professional development that keeps our team at the forefront of cloud innovation
- 05** Future-ready training programs on secure development and emerging IT market trends

## How CHI Squads Deliver from Day One

CHI Squads are fully trained, cross-functional teams built through our structured Staffing Lab to accelerate full-cycle cloud delivery from day one.

**What sets them apart:**



### Proven Team Setup

Each Squad includes a team of specialists guided by a certified PM to simulate real cloud projects from day one.



### Agile-Ready

Squads follow full Scrum cycles with daily syncs, sprint planning, grooming, demos, and retrospectives.



### Aligned & Scalable

Training is aligned with our engineering departments and delivery policy for seamless integration into any environment.



### Immediate Value

Squads adapt fast and deliver results—whether working independently or embedded in your team.



## Technical Team Configurations

Based on our experience supporting client initiatives, we've developed these team configurations to complement your service offerings. These configurations are optimized for mid-sized client engagements but can be scaled up or down based on project scope and complexity:

### For Infrastructure Migration Initiatives:



- » **Team Composition:** 1 Cloud Architect, 2 DevOps Engineers, 1 Security Specialist (part-time), 1 Solution Architect (part-time)
- » **Optimal for:** Cloud migration projects requiring technical execution
- » **Typical Timeline:** 3-6 months for initial migration, with ongoing optimization
- » **Client Profile:** Mid-sized companies with 5-20 servers and 10-50 applications

### For Cloud-Native Application Initiatives:



- » **Team Composition:** 1 Solution Architect, 2-3 Cloud Developers, 1 DevOps Engineer, 1 QA Automation Engineer, 1 Project Manager
- » **Optimal for:** Digital transformation requiring new application development
- » **Typical Timeline:** 4-8 months for MVP, with ongoing development
- » **Client Profile:** Organizations developing 1-3 applications simultaneously

### For AI/ML Cloud Integration Initiatives:



- » **Team Composition:** 1 Data Architect, 2 ML Engineers, 1 DevOps/MLOps Engineer, 1 Data Engineer, 1 Project Manager
- » **Optimal for:** Data & analytics initiatives requiring AI implementation
- » **Typical Timeline:** 3-6 months for initial implementation, with continuous improvement
- » **Client Profile:** Companies with existing cloud infrastructure needing AI enhancement



### For Multi-Cloud Strategy Implementation:



- » **Team Composition:** 1 Cloud Strategist (part-time), 1-2 Specialists per cloud platform, 1 Integration Engineer, 1 Security Engineer, 1 Project Manager
- » **Optimal for:** Enterprise architecture initiatives requiring multi-cloud expertise
- » **Typical Timeline:** 6-12 months for implementation, with ongoing management
- » **Client Profile:** Organizations utilizing multiple cloud providers with complex integration needs

# Cloud Cost Optimization Strategies for Your Client

According to Flexera's 2024 State of the Cloud Report, 82% of cloud decision-makers cite managing cloud spend as their main challenge. Position your firm as a strategic advisor by offering these cost optimization strategies through our cloud staff augmentation:



01

## Right-Sizing Resources



**Strategy:** Match instance types and sizes to workload requirements

### Implementation:

- Analyze utilization patterns over 2-4 weeks
- Downsize over-provisioned resources
- Use auto-scaling for variable workloads

**Potential Savings: 30-45% on compute costs**

02

## Storage Optimization



### Strategy:

Implement tiered storage and lifecycle policies

### Implementation:

- Move infrequently accessed data to lower-cost tiers
- Set up automated archiving policies
- Delete unnecessary snapshots and backups

**Potential Savings: 40-60% on storage costs**

03

## Reserved Instances & Savings Plans



### Strategy:

Commit to consistent usage for discounted rates

### Implementation:

- Identify stable, predictable workloads
- Purchase 1-3 year commitments for these workloads
- Maintain flexibility with a mix of reserved and on-demand

**Potential Savings: 20-72% compared to on-demand pricing**

04

## Cost Monitoring & Governance



**Strategy:** Implement tagging, budgeting, and continuous monitoring

### Implementation:

- Tag all resources (project, department, environment)
- Set up budget alerts and automated reporting
- Review spending anomalies weekly

**Potential Savings: 15-25% through improved visibility and accountability**

# Success Stories: Amplifying Client Impact

## 1. AI-Powered Banking Solution for a UK Commercial Bank



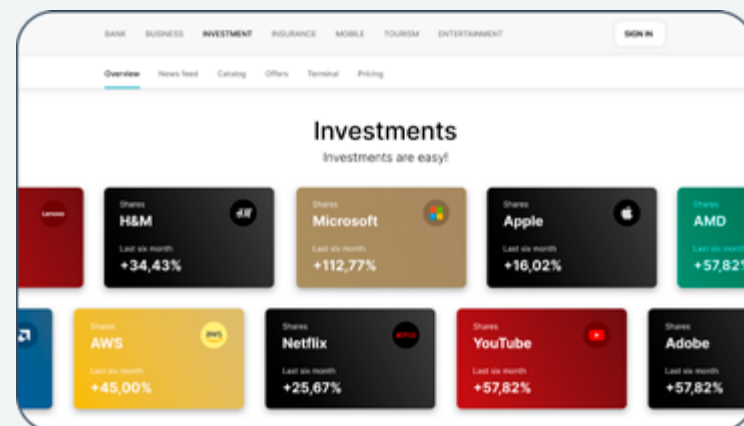
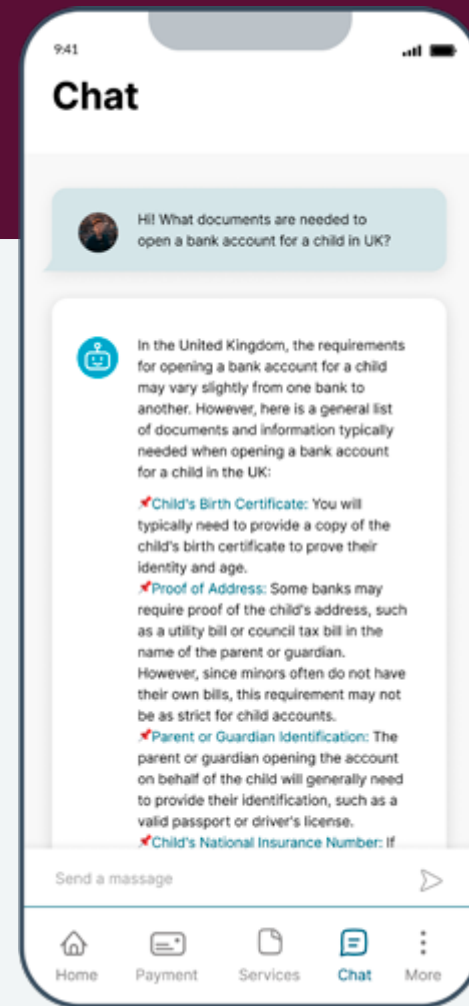
**Partnership:** Global financial services consulting firm and technology provider

### Client Challenge:

A UK-based commercial bank needed to enhance their application performance while implementing advanced AI capabilities for improved customer service and operational efficiency.

### Our Approach:

We provided our partner with a dedicated technical implementation team who executed the modernization strategy through a rebuilt technology stack, integrated AI assistant, and advanced data processing capabilities.



## Technical Implementation:

### 01

Migrated from legacy systems to a cloud-based microservices architecture on Azure

### 02

Implemented Azure OpenAI Service for the AI assistant functionality

### 03

Utilized Azure Form Recognizer for automated document processing

### 04

Deployed cloud-native monitoring with Azure Monitor and Application Insights

### 05

Implemented sophisticated cloud security patterns with role-based access control and encryption

### 06

Created a highly scalable architecture capable of handling peak loads during high-traffic periods

## Results:



20%

improvement in AI assistant efficiency, enhancing customer interactions



15%

increase in operational efficiency through security enhancements



25%

boost in customer interactions, driving engagement and satisfaction



33%

revenue surge in one year from improved service capabilities



40%

reduction in infrastructure costs through optimized cloud resource allocation



Partner secured 3-year strategic services contract based on successful technical implementation



## 2. Virtual Try-On Makeup App Using AWS and AI



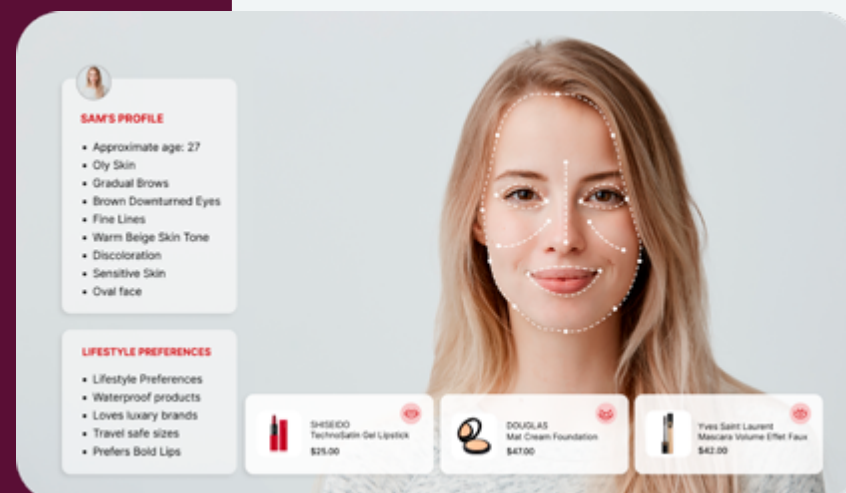
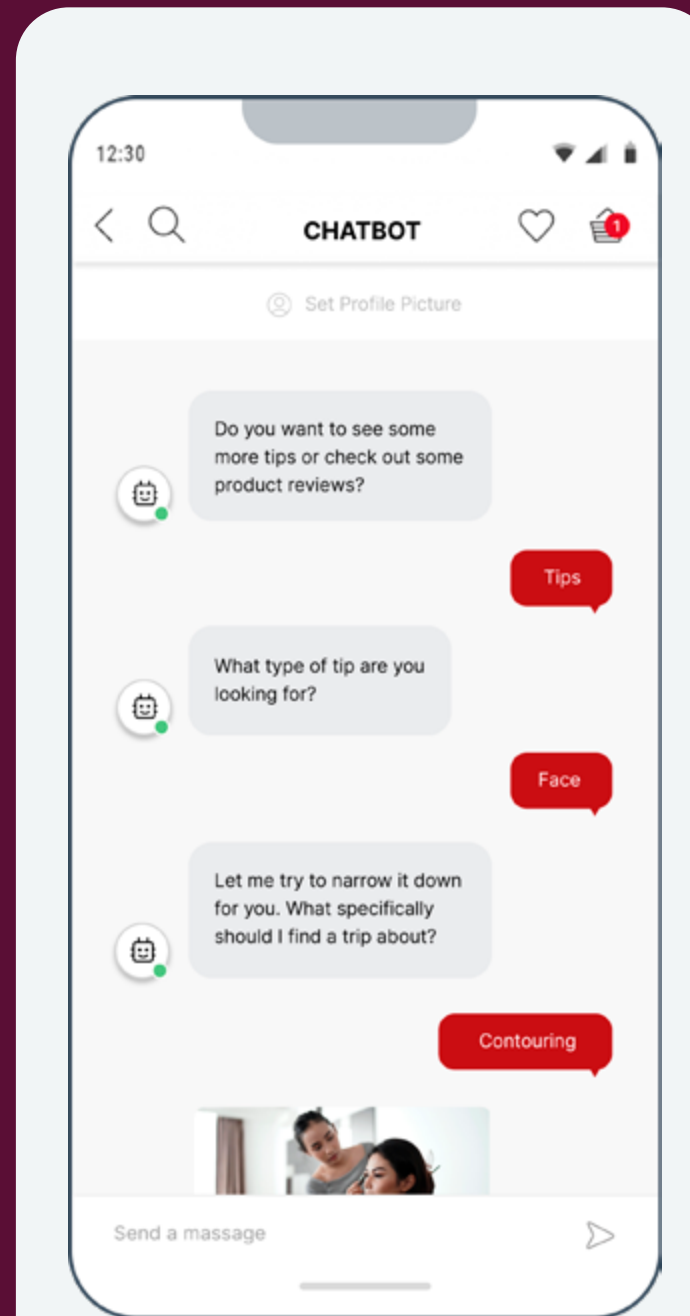
**Partnership:** Digital innovation provider leading customer experience transformation

### Client Challenge:

A global beauty retailer needed to transform customer experience through virtual makeup trials while reducing reliance on in-person consultations.

### Our Approach:

Our implementation team executed the digital strategy through a comprehensive cloud-based solution integrating AI facial analysis, an AR virtual fitting room, and personalized product recommendations.



### Technical Implementation:

- 01** Built a scalable, serverless backend on AWS Lambda to handle millions of user requests efficiently
- 02** Implemented compute-intensive AI operations on AWS EC2 with auto-scaling for cost optimization
- 03** Used Amazon Rekognition for initial facial feature detection
- 04** Deployed custom TensorFlow models on Amazon SageMaker for advanced skin analysis
- 05** Created a secure, scalable storage system using Amazon S3 for user images and product data
- 06** Implemented a real-time recommendation engine using Amazon Personalize
- 07** Utilized Amazon CloudFront for global content delivery with minimal latency

### Results:

 **10%**

revenue growth through AI-powered personalized recommendations

 **8-10%**

increase in customer retention rates through enhanced engagement

 **5-8%**

reduction in inventory costs through optimized product management

 **20%**

growth in customer engagement, matching the success rate of industry leaders

 **60%**

faster image processing compared to previous on-premise solution



Partner expanded engagement to 5 additional client brands based on implementation success

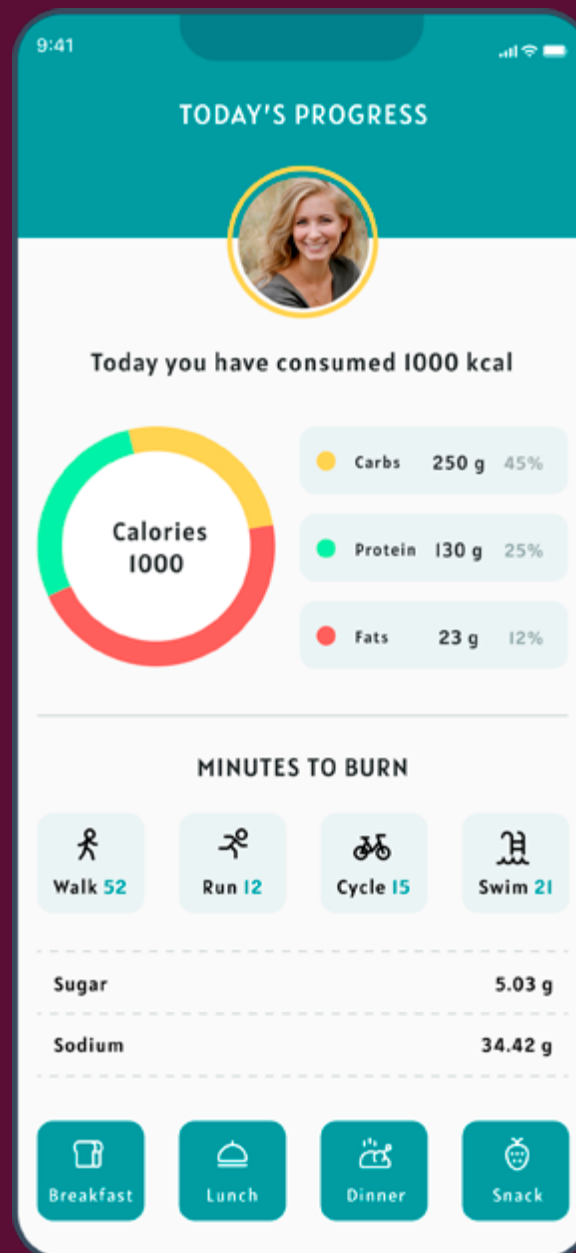
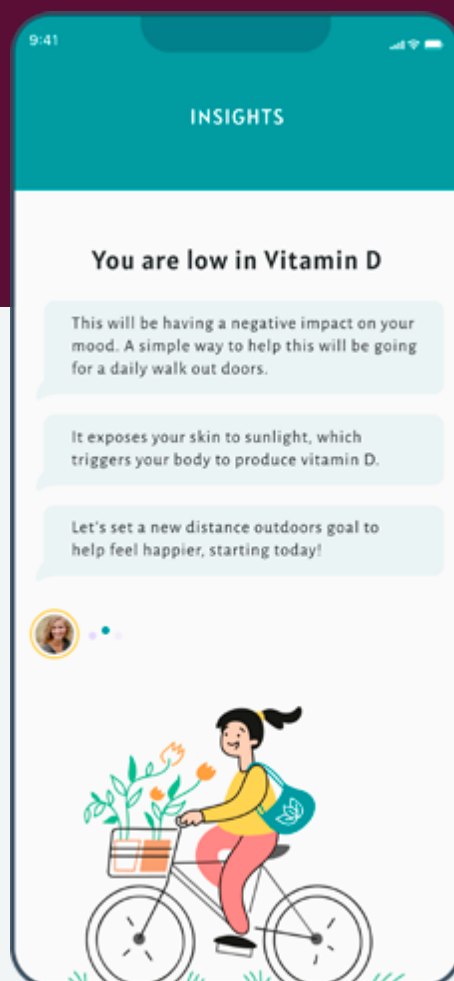
### 3. Cross-Platform Health App with Azure Backend



**Partnership:** Healthcare technology provider leading digital health initiative

#### Client Challenge:

A UK wellness organization needed a differentiated mobile health solution to make personalized guidance accessible to a global audience.



#### Our Approach:

Our technical team implemented the digital health strategy through a scalable microservice architecture with cloud-based features and seamless wearable device integration.

#### Technical Implementation:

- 01** Designed a comprehensive microservices architecture on Azure App Service
- 02** Utilized Azure Functions for event-driven processing of health data
- 03** Implemented Azure Service Bus for reliable message handling between components
- 04** Deployed Azure SQL Database for structured data and CosmosDB for unstructured data
- 05** Created a secure API gateway using Azure API Management
- 06** Implemented sophisticated caching strategies to improve performance
- 07** Designed a multi-region deployment for global availability and disaster recovery
- 08** Utilized Azure DevOps for continuous integration and delivery

#### Results:

**20%**

increase in user engagement through personalized content delivery

**25%**

larger market share, outperforming competitors

**2 million**

global users reached through cross-platform accessibility

**30%**

improvement in wellbeing metrics reported by users

**40%**

engagement boost consistent with industry leaders

**99,99%**

application availability due to robust cloud architecture

Partner leveraged technical implementation success to publish industry thought leadership case study

# Maximizing ROI Through Technical Excellence

## For Organizations of All Sizes



### Boutique Service Providers

- Extend service portfolio without fixed technical staff overhead
- Present enterprise-grade implementation capabilities to larger clients
- Maintain strategic focus while delegating technical execution
- Compete with larger firms by offering comprehensive solution delivery



### Mid-Sized Organizations

- Scale delivery capacity without corresponding headcount growth
- Maintain consistent quality across multiple concurrent client engagements
- Access specialized implementation expertise for emerging technologies
- Optimize staff utilization for client-facing rather than technical work



### Large Service Providers

- Support global delivery model with consistent technical implementation
- Address regional talent shortages with virtual delivery capabilities
- Maintain delivery quality across diverse client environments
- Accelerate practice growth without proportional delivery hiring

## Leadership Benefits

01

### For CTOs and Technical Leaders

- » Strategic architectural guidance that aligns technology decisions with business goals
- » Technical risk mitigation by identifying potential pitfalls before they impact implementation
- » Innovation enablement through access to specialists in emerging cloud technologies
- » Knowledge enhancement that elevates internal team capabilities over time

02

### For CIOs and Operations Leaders

- » Cloud economics optimization that identifies and implements cost-saving opportunities
- » Security and compliance implementation by certified cloud security professionals
- » Operational excellence enhancement through resilient, self-healing architectures
- » Measurable outcomes with data-driven tracking of cloud transformation metrics

03

### For VPs of Engineering and Delivery

- » Faster delivery timelines through strategic bottleneck elimination
- » Scalable, maintainable cloud systems built with battle-tested patterns
- » Strategic talent gap management without lengthy recruitment cycles
- » DevOps transformation that accelerates development and deployment



# CHI's Approach to Supporting Client Success



## Vendor Lock-in Risk

**Challenge:** Becoming overly dependent on a single cloud provider

### Our Approach:

- Design for cloud-agnostic architectures where feasible
- Implement containerization for workload portability
- Document infrastructure as code for potential future migration
- Start with smaller, well-defined projects to test provider fit



## Security Concerns

**Challenge:** Ensuring data privacy and protection against threats

### Our Approach:

- Implement defense-in-depth security strategies
- Provide industry-specific security expertise (banking, healthcare, payments)
- Follow compliance-driven security architectures (GDPR, HIPAA, PCI)
- Conduct regular security assessments and penetration testing



## Integration Complexity

**Challenge:** Connecting cloud services with existing systems

### Our Approach:

- Implement API-first integration strategies
- Use specialized integration experts familiar with both legacy and cloud systems
- Create comprehensive testing frameworks for integrated environments
- Develop detailed documentation of integration points and processes



## Unexpected Costs

**Challenge:** Managing cloud spending and avoiding budget overruns

### Our Approach:

- Implement proactive cost management from day one
- Set up monitoring and alerting for spending anomalies
- Right-size resources based on actual utilization patterns
- Provide regular cost optimization recommendations

Recent studies indicate that 72% of clients cite implementation quality as the primary factor in project success (**G2 2024**). CHI Software's approach to providing **cloud engineering outsourcing for enterprise** addresses key challenges faced by both service providers and their clients:

# A Strategic Framework for Cloud Transformation



Gartner

According to **Gartner's 2024 forecasts**, services related to cloud transformation will increase by 18.5% to \$28.7 billion in 2025. To ensure you're maximizing the impact of your client engagements, measure the success of initiatives using these key metrics:

## 01

### Delivery Metrics

- » **Time-to-Value:** Speed of initial client outcome realization
- » **Implementation Quality:** Defect rates and customer satisfaction with technical execution
- » **Scope Adherence:** Percentage of planned deliverables successfully implemented
- » **Resource Efficiency:** Optimal utilization of your team resources

## 02

### Client Business Metrics

- » **Business Case Realization:** Achievement of projected benefits
- » **Digital Capability Enhancement:** Measured improvement in client technical capabilities
- » **Operational Efficiency:** Reduction in manual client operations
- » **Innovation Enablement:** Number of new capabilities delivered

## 03

### Client Experience Metrics

- » **Solution Performance:** Response times, throughput, availability
- » **User Adoption:** Percentage of users embracing new capabilities
- » **Stakeholder Satisfaction:** Feedback scores for the initiative
- » **Executive Sponsorship:** Continued executive support for the relationship

## 04

### Partnership Metrics

- » **Engagement Expansion:** Growth in client relationship scope
- » **Reference Value:** Client willingness to serve as reference
- » **Follow-On Work:** Additional engagements secured post-implementation
- » **Strategic Influence:** Expansion of your strategic advisory role



# Future Opportunity Trends

As you plan your business strategy, keep these emerging trends in mind:



01

## AI Integration as Strategic Imperative

According to Forrester's Predictions 2025, AI-driven cloud transformation will become the dominant focus for enterprise clients. Service providers that can combine strategic AI direction with technical implementation capabilities will capture disproportionate marketshare in this high-growth segment.

**Opportunity for Your Business:** Position your practice as an AI-enablement partner by integrating our cloud and AI specialists into your delivery teams.



02

## Industry Cloud Acceleration

IDC predicts that by 2026, 60% of enterprises will implement industry cloud platforms to accelerate business initiatives. This trend creates opportunities for organizations to provide industry-specific transformation roadmaps supported by technical implementation expertise.

**Opportunity for Your Business:** Develop industry-specific cloud solution offerings augmented by our specialized implementation teams.



03

## Specialized Security Expertise

By 2025, 65% of enterprises will seek specialized cloud security expertise beyond native cloud provider capabilities, according to Forrester. This shift creates opportunities for service providers that can combine strategic security guidance with technical implementation capabilities.

**Opportunity for Your Business:** Differentiate your security practice with depth in cloud-specific security implementations through our specialized augmentation.



04

## Cloud Repatriation Trends

G2's 2024 research found that 83% of enterprise CIOs planned to repatriate at least some workloads in 2024. This trend highlights the importance of continuous evaluation of workload placement to ensure optimal performance, cost, and control.

**Opportunity for Your Business:** Provide hybrid and multi-cloud assessment services supported by our technical implementation expertise.



05

## Private Cloud Renaissance

Forrester also predicts that private cloud will gain momentum in 2025, with more organizations seeking alternatives to VMware. This trend reflects growing concerns about data sovereignty, security, and cost control, particularly for sensitive workloads.

**Opportunity for Your Business:** Develop private cloud advisory offerings backed by our implementation capabilities.



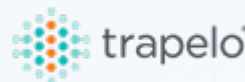


# Testimonials



**Yevgen Borisov**, NAYA Technologie,  
Big Data Technical Leader

We needed to transfer a bank of services from IBM to Amazon for about 10 partially interconnected products. Also, we required databases and outdated products to be refactored. CHI Software provided us with a dedicated team for each product. The logic layers were rewritten for Amazon and managed by CHI experts in non-practical databases. The development ran smoothly, and we are more than satisfied with the work done.



**Maksim Khasin**, Trapelo Health,  
Head of Product

CHI Software has played a pivotal role in the success of Trapelo Health by bringing flexibility, scalability, and deep technical expertise to the project.

Their team has been instrumental in integrating complex lab systems and developing a highly configurable, adaptive platform. Thanks to their well-architected approach, we continuously incorporate new laboratories and clinics into the system, significantly accelerating onboarding and data exchange, regardless of their technology stack.

CHI Software's contributions have helped us achieve a scalable, future-proof system that continues to deliver value to all its stakeholders.



**Jason Fournier**, Imagine Learning,  
VP, Product Management, AI Initiatives

At Imagine Learning, we highly value our collaboration with CHI Software. Their skilled AI and generative AI engineers have significantly enhanced our K-12 education solutions. CHI Software excels in staying ahead of emerging technologies and suggesting new LLM models and frameworks. Their expertise and thorough responses have been crucial in navigating the rapidly evolving technical landscape. In addition, their proactive understanding of our platforms and seamless integration with our deployment pipelines highlight their capability to learn and iterate quickly.



**Eva Gfrerer**, Morphis, Founder & CEO

On our request, CHI Software developed a basic AI Assistant, designed to enhance our business operations with a fine-tuned prompting feature. Built with Azure enterprise-grade security and OpenAI technology, this solution is poised to improve customer engagement and operational efficiency as we prepare to launch. Having been our trusted partner for previous projects, CHI Software has now solidified its position as an even more indispensable ally, delivering innovation and expertise that exceed expectations.

# Elevate Your Client Impact Through Technical Excellence

In a landscape where implementation quality increasingly determines client success, having access to specialized technical execution capability is more critical than ever.

CHI Software's **cloud outsourcing services** and staff augmentation provide the specialized knowledge and skills your organization needs to maximize the impact of client engagements.

Contact CHI Software today to discuss how our **IT teams for cloud excellence** can amplify our service offerings and deliver lasting competitive advantage. Our specialists can help your organization **scale cloud teams**, navigate complex client challenges, optimize delivery capacity, and implement innovative solutions that drive measurable business results.

## Contact Us



**Kate Bugakova**

Head of Strategic Partnerships  
CHI Software



Phone

[+38 050 943 01 42](tel:+380509430142)



LinkedIn

[kate-bugakova](#)



Email

[ekaterina.bugakova@chisw.com](mailto:ekaterina.bugakova@chisw.com)



Website

[chisw.com](https://chisw.com)

Appendixes

Cloud Expertise Areas & Implementation Impact

Expertise Area	Client Focus	Implementation Challenges	CHI Technical Support	Success Metrics
Cloud Security	<b>Financial Services:</b> Security architecture and compliance requirements	Technical implementation complexity and resource constraints	Providing certified cloud security engineers for policy implementation	30% reduction insecurity incidents and enhanced compliance posture
	<b>Healthcare:</b> HIPAA compliance and patient data protection	Security control implementation and technical validation	Deploying specialized teams to implement robust security protocol	25% decrease in data breach risk and successful compliance attestations
	<b>Retail:</b> E-commerce security and customer data protection	Secure architecture implementation and ongoing monitoring	Implementing advanced security measures aligned with requirements	20% improvement in data protection maturity
DevOps & CloudOps	<b>Technology:</b> Agile transformation and DevOps implementation	Technical implementation bottlenecks and expertise gaps	Offering CI/CD automation experts to implement recommendations	40% faster deployment cycles and enhanced DORA metrics
	<b>Telecommunications:</b> Network modernization and SRE implementation	Implementation resource constraints and technical debt	Enhancing operational reliability through DevOps	35% improvement in network uptime and operational efficiency
Cloud-Native Development	<b>Media &amp; Entertainment:</b> Digital content delivery and architecture	Implementation complexity and specialized expertise requirements	Developing scalable microservices architectures to execute strategy	30% reduction incontent load times and improved user experience
	<b>Automotive:</b> Connected vehicle services and digital experience	Technical implementation challenges and integration complexity	Creating efficient cloud-native applications to realize strategic vision	25% increase in service reliability and customer satisfaction

Expertise Area	Client Focus	Implementation Challenges	CHI Technical Support	Success Metrics
Multi-Cloud Management	<b>Manufacturing:</b> Supply chain resilience and technology integration	Implementation complexity across multiple cloud environments	Implementing multi-cloud strategies to realize recommendations	20% improvement in supply chain continuity and reduced operational risk
	<b>Energy:</b> Energy management and grid modernization	Technical complexity and integration challenges	Managing multi-cloud environments for optimized performance	15% reduction in operational expenses and improved grid reliability
AI/ML Integration	<b>Retail:</b> Customer experience and personalization implementation	AI implementation complexity and specialized expertise requirements	Implementing AI solutions to realize strategic vision	20% improvement in inventory management and customer engagement metrics
	<b>Healthcare:</b> Clinical intelligence and operational efficiency	Technical implementation challenges and data integration complexity	Implementing AI solutions for data analysis and decision support	30% improvement in diagnostic accuracy and operational efficiency



Cloud Service Model Implementation Use Cases

Cloud Service Model	Client Focus Areas	Implementation Value	Example Client Outcomes
Infrastructure as a Service (IaaS)	<b>FinTech:</b> Cloud architecture and infrastructure optimization	Technical implementation expertise for secure, high-performance cloud environments	35% infrastructure cost reduction and 99.99% availability for mission-critical applications
	<b>Healthcare:</b> Cloud compliance and infrastructure security	Specialized implementation of HIPAA-compliant cloud environments and security controls	Successful compliance attestation and 40% improvement in data processing capabilities
	<b>Manufacturing:</b> IoT implementation and predictive maintenance	Technical implementation of IoT-powered cloud infrastructure for operational intelligence	25% reduction in equipment downtime and 30% improvement in maintenance efficiency
	<b>Retail:</b> E-commerce scalability and peak load handling	Implementation of resilient cloud architecture for high-volume transaction processing	300% increase in peak load capacity with 20% lower infrastructure costs
	<b>Automotive:</b> Connected vehicle platforms and telematics	Technical implementation of cloud infrastructure for connected vehicle platforms	Real-time data processing capability across global vehicle fleet with 99.9% reliability

Cloud Service Model	Client Focus Areas	Implementation Value	Example Client Outcomes
Platform as a Service (PaaS)	<b>Software Development:</b> DevOps transformation and delivery optimization	Implementation of cloud-based CI/CD and DevOps automation platforms	5% reduction in release cycle time and 40% decrease in deployment failures
	<b>E-Commerce:</b> Customer personalization and recommendation systems	Technical implementation of AI-powered product recommendation systems	22% increase in average order value and 15% improvement in conversion rates
	<b>Media &amp; Entertainment:</b> Content delivery and global distribution	Implementation of cloud content delivery platforms with optimal performance	40% improvement in global content delivery performance and viewer retention
Software as a Service (SaaS)	<b>Retail:</b> Customer engagement and loyalty program implementation	Technical implementation and integration of cloud-based CRM systems	30% increase in customer retention and 25% improvement in marketing campaign effectiveness
	<b>Financial Services:</b> Operational efficiency and automation	Implementation and customization of financial SaaS platforms with intelligent automation	45% reduction in processing time and 30% decrease in operational errors



**SCAN  
ME**



Cloud



Data Engineering



AI/ML



YouTube

