

TechFlow Solutions - Service Catalog 2025

1. Cloud Migration Services

AWS Migration Accelerator

Service Overview: Comprehensive AWS cloud migration using our proven 6-phase methodology. Includes assessment, planning, execution, and optimization with guaranteed performance improvements and cost optimization.

Technical Specifications:

- Support for 500+ application types and databases
- Zero-downtime migration for mission-critical applications
- Automated backup and rollback capabilities
- Post-migration performance monitoring for 90 days
- AWS Well-Architected Framework compliance

Pricing Structure:

- **Small Environments** (< 20 servers): \$85,000 - \$150,000
- **Medium Environments** (20-100 servers): \$150,000 - \$400,000
- **Large Environments** (100+ servers): \$400,000 - \$1,200,000
- **Assessment Only:** \$15,000 - \$35,000

Typical Timeline: 12-24 weeks depending on complexity

Azure Cloud Transformation

Service Overview: End-to-end Azure migration and modernization focusing on hybrid cloud scenarios and Microsoft ecosystem integration. Specialized in Office 365 integration and Active Directory optimization.

Key Components:

- Azure Active Directory optimization and SSO implementation
- Microsoft 365 integration and collaboration platform setup
- Hybrid cloud architecture design and implementation
- PowerBI dashboard development and training
- SharePoint modernization and workflow automation

Investment Range: \$75,000 - \$800,000 **Duration:** 10-20 weeks

Multi-Cloud Strategy Development

Service Overview: Strategic consulting for organizations requiring multi-cloud or cloud-agnostic architectures. Includes vendor risk mitigation, cost optimization across platforms, and unified management strategies.

Deliverables:

- Multi-cloud architecture blueprints
- Vendor risk assessment and mitigation strategies
- Cost optimization recommendations across platforms
- Unified monitoring and management framework
- Disaster recovery across cloud providers

Professional Services Rate: \$275/hour for lead architects **Typical Project Size:** \$125,000 - \$500,000

2. Digital Transformation Solutions

Business Process Automation

Service Overview: Comprehensive workflow automation using Microsoft Power Platform, UiPath RPA, and custom API development. Focus on eliminating manual processes and improving operational efficiency.

Automation Capabilities:

- Document processing and data extraction using AI/OCR
- Financial reconciliation and reporting automation
- Customer onboarding and KYC process automation
- Inventory management and procurement workflows
- HR processes including candidate screening and onboarding

ROI Metrics:

- Average 40-60% reduction in manual processing time
- 85-95% accuracy improvement in data entry processes
- Typical payback period: 8-14 months

Pricing Model:

- **Discovery and Strategy:** \$25,000 - \$50,000
- **Implementation:** \$15,000 - \$75,000 per automated process
- **Ongoing Support:** \$2,000 - \$8,000 monthly per process

Customer Experience Modernization

Service Overview: Digital customer experience transformation including omnichannel strategy, customer data platform implementation, and personalization engine development.

Technical Components:

- Customer Data Platform (CDP) implementation using Segment or Salesforce
- Real-time personalization engines
- Omnichannel communication platform integration
- Advanced analytics and customer journey mapping
- A/B testing framework and optimization processes

Expected Outcomes:

- 25-40% improvement in customer satisfaction scores
- 15-30% increase in customer lifetime value
- 20-50% reduction in customer service response times

Investment Range: \$200,000 - \$750,000 **Timeline:** 16-28 weeks

3. Artificial Intelligence and Machine Learning

AI Strategy and Implementation

Service Overview: Comprehensive AI strategy development and implementation including use case identification, technology selection, proof of concept development, and full-scale deployment.

AI Capabilities:

- Natural Language Processing for document analysis and chatbots
- Computer Vision for quality control and automated inspection
- Predictive Analytics for demand forecasting and risk assessment
- Recommendation Engines for e-commerce and content platforms
- Robotic Process Automation with intelligent decision making

Methodology:

1. **AI Readiness Assessment** (2-3 weeks): \$35,000 - \$65,000
2. **Use Case Identification** (3-4 weeks): \$45,000 - \$85,000
3. **Proof of Concept Development** (6-8 weeks): \$75,000 - \$150,000
4. **Production Implementation** (12-20 weeks): \$200,000 - \$600,000
5. **MLOps and Monitoring Setup** (4-6 weeks): \$50,000 - \$125,000

Custom AI Model Development

Service Overview: Development of proprietary AI models tailored to specific business requirements using state-of-the-art machine learning frameworks and cloud-native AI services.

Technical Approach:

- Data pipeline development for model training and inference
- Custom model architecture design using TensorFlow/PyTorch
- Model deployment using Kubernetes and cloud AI services
- A/B testing framework for model performance optimization
- Continuous learning and model retraining automation

Pricing Structure:

- **Senior Data Scientist:** \$250/hour
- **ML Engineer:** \$225/hour
- **AI Architect:** \$300/hour
- **Cloud Infrastructure:** Cost-plus 15% markup

Typical Project Range: \$150,000 - \$500,000

4. Data Analytics and Business Intelligence

Data Warehouse and Analytics Platform

Service Overview: Modern data warehouse implementation using cloud-native technologies, enabling self-service analytics and real-time business intelligence across the organization.

Technology Stack Options:

- **AWS:** Redshift, S3, Glue, QuickSight, SageMaker
- **Azure:** Synapse Analytics, Data Factory, Power BI, Machine Learning
- **Google Cloud:** BigQuery, Cloud Storage, Dataflow, Looker
- **Snowflake:** Multi-cloud data warehouse with advanced analytics capabilities

Implementation Phases:

1. **Data Strategy and Architecture** (4-6 weeks): \$75,000 - \$125,000
2. **Data Platform Build** (8-12 weeks): \$150,000 - \$300,000
3. **ETL/ELT Pipeline Development** (6-10 weeks): \$100,000 - \$200,000
4. **Dashboard and Reporting Development** (4-8 weeks): \$75,000 - \$150,000
5. **Training and Knowledge Transfer** (2-3 weeks): \$25,000 - \$50,000

Advanced Analytics and Machine Learning

Service Overview: Predictive analytics and machine learning solutions for forecasting, optimization, and automated decision-making. Includes model development, deployment, and ongoing performance monitoring.

Common Use Cases:

- **Demand Forecasting:** Inventory optimization and supply chain planning
- **Customer Churn Prediction:** Retention strategy and early intervention
- **Fraud Detection:** Real-time transaction monitoring and risk scoring
- **Price Optimization:** Dynamic pricing strategies based on market conditions
- **Quality Prediction:** Manufacturing defect prediction and prevention

Pricing Model:

- **Discovery and Feasibility Study:** \$35,000 - \$65,000
- **Proof of Concept Development:** \$75,000 - \$125,000
- **Production Model Development:** \$150,000 - \$400,000
- **Ongoing Model Management:** \$5,000 - \$20,000 monthly

5. Pricing and Terms

Professional Services Rates

By Role and Experience Level:

- **Principal Consultant:** \$300 - \$350/hour
- **Senior Consultant:** \$250 - \$300/hour
- **Consultant:** \$200 - \$250/hour
- **Associate Consultant:** \$150 - \$200/hour
- **Project Manager:** \$175 - \$225/hour
- **Technical Lead:** \$275 - \$325/hour

Volume Discounts

- **\$500K+ annual commitment:** 5% discount
- **\$1M+ annual commitment:** 10% discount
- **\$2M+ annual commitment:** 15% discount

Payment Terms and Options

- **Standard Terms:** Net 30 days
- **Large Projects:** 50% upfront, remaining balance in monthly installments
- **Retainer Agreements:** Monthly payment with 10% discount on hourly rates
- **Preferred Payment:** ACH transfer with 2% early payment discount

Contract Terms

- **Project-Based:** Fixed term aligned with project duration
- **Retainer Agreements:** 12-month initial term, 30-day termination notice
- **Managed Services:** 24-month initial term with automatic renewal
- **Training Services:** Payment due upon completion

6. Quality Assurance and SLAs

Service Level Agreements

Project Delivery SLAs:

- 95% of milestones delivered on time and within budget
- 100% of deliverables meet defined acceptance criteria
- Monthly project health reports with risk mitigation plans
- Escalation to executive team for any SLA breaches

Managed Services SLAs:

- **System Availability:** 99.9% uptime for production environments
- **Response Times:** 1 hour for critical, 4 hours for high priority
- **Resolution Times:** 4 hours for critical, 24 hours for high priority
- **Customer Satisfaction:** Minimum 4.5/5 rating in quarterly surveys

Quality Metrics and Reporting

- **Client Satisfaction Scores:** Quarterly NPS surveys with target score >50
- **Project Success Rate:** >95% projects delivered within 10% of budget and timeline
- **Security Incident Rate:** <0.1% of managed environments experience security incidents
- **Staff Utilization:** Optimal 75-85% billable utilization across consulting staff

7. Terms and Conditions

Service Availability

Services are available to organizations across North America with remote delivery capabilities globally. On-site services available within 500 miles of our office locations with travel costs included. International projects require special arrangements and may include additional fees.

Intellectual Property

All custom development and documentation created during engagements becomes client property upon final payment. TechFlow retains rights to general methodologies, frameworks, and non-client-specific accelerators developed during projects.

Confidentiality and Security

All client information is protected under comprehensive NDAs with additional security measures for regulated industries. SOC 2 Type II certified processes ensure consistent security practices across all engagements.

Warranty and Support

- **Project Deliverables:** 90-day warranty against defects in workmanship
- **Custom Development:** 6-month warranty with bug fix support included
- **Training Services:** 30-day follow-up support for clarification and additional questions
- **Consulting Recommendations:** 1-year support for implementation questions

Service Catalog Information

Effective Date: January 1, 2025

Valid Through: December 31, 2025

Version: 2025.1

For detailed proposals, custom pricing, or additional information about any of these services, contact our Sales team at sales@techflow.com or call (512) 555-0123.

Pricing subject to change based on specific requirements, timeline constraints, and current market conditions. All prices listed are starting ranges and final pricing determined during proposal process.