Do you have high demands for the availability of your application and view reliability as your top priority? Are you familiar with your operational risk exposure and do you have the right work practices and tools in place? It is important for requirements and architecture to be in harmony with one another. The ARR will provide answers to your questions and guide you along the way.

The initial situation can be multifaceted: hybrid and multi-cloud environments create a high level of complexity when it comes to keeping track of a business-critical application's dependencies. In addition, availability and user experience requirements are increasing both internally and externally.

What does Swisscom's Application Reliability Review (ARR) involve?

The ARR brings transparency to your application's complexity and focuses on what matters: meeting business requirements with regard to reliability – starting with an overview of the application and then defining individual areas in more detail.
To achieve this, a Swisscom Customer Reliability Engineer will first familiarise themselves with your requirements and expectations for your application and work with you to develop an overview of the application architecture. Based on this information, we then perform an in-depth analysis and risk assessment, taking into account best practices with regard to the latest technologies, working methods and tools.

The final review report will provide you with an external view of the business requirements and architecture. In addition, we point out weak points and risks and provide specific suggestions for improvement.

Your benefits with the ARR from Swisscom

– Transparent external view
  You get a comprehensive external view of your business requirements and application architecture as well as their dependencies.

– Vulnerabilities and risks
  You receive an independent assessment regarding architecture fit for your requirements. Weaknesses and corresponding risks are identified and evaluated.
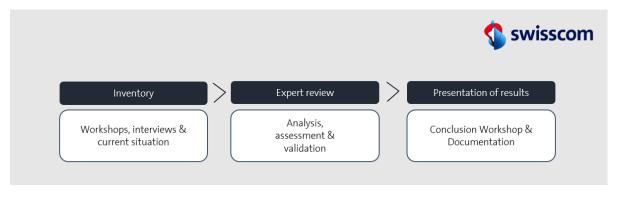
– Specific recommendations for action
  We provide you with specific recommendations for action along with measures for improving application reliability – always taking your requirements into account.

– Neutral assessment
  You receive an unbiased provider and platform assessment as well as suggestions with the goal of meeting your business requirements with regard to availability and reliability.

Our approach to the ARR

Inventory	Expert review	Presentation of results
Workshops, interviews & current situation	Analysis, assessment & validation	Conclusion Workshop & Documentation

Facts & figures

Duration and costs

Duration: 5 days, comprised of
- 1 day workshop at your location; online also possible
- 4 days of analysis, risk assessment, interviews, preparation of the review report and presentation of the results by Swisscom

Costs: CHF 9,800

Basic approach

Inventory
We get to know the actual situation of your application in three 2-hour workshops. They include:
- A business workshop: Gaining an understanding of the business objective, expectations and business context of the application and those of the corresponding stakeholders
- Two architecture workshops: Getting to know the application architecture, dependencies, organisation, working methods and working tools
- Additional interviews are conducted as needed to explore topics in greater depth

Expert review
In-depth analysis and drafting of the review report based on the data collected in the inventory.

Presentation of results
Presentation of Swisscom expert assessment in a workshop, including:
- Description of the external view of business goals and expectations
- Summary of the actual application architecture
- Risk register with identified risks and their evaluation
- Specific recommendations for action to optimise application reliability

Additional services

Implementations & adjustments
Implementation of optimisation proposals from the reviews, implementation of damage mitigation measures, adaptation of the solution design and modernisation of the application.

Reliability Management
With various services from Reliability Management, we can help you to improve your application's reliability, from SLI/SLO definitions, monitoring & event management design reviews all the way to receiving access to and support from a Customer Reliability Engineer in the event of an incident as well as regular reliability reports.