

ReOps

DevOps as a Service

Pricing Model

with **ReOps**,
your team can stay
focused on delivering
product;

While we ensure your
infrastructure is
stable, secure, and
ready to **grow**.

01

How We Cut Your Costs

No Hiring Hassles:

Skip the expense of recruiting and training a full-time DevOps team.

Hiring a full-time DevOps engineer can cost \$130,000+/year in salaries, benefits, and training.

With ReOps, you get expert DevOps starting at \$500/month, saving you 40% or more.

Save 40%+ by
Outsourcing
Your DevOps

FinOps: Optimized infrastructure, lower bills

Our experts analyze and fine-tune your cloud setup (e.g., AWS, Azure) to eliminate waste, optimize resources, and cut your bills



Google Cloud

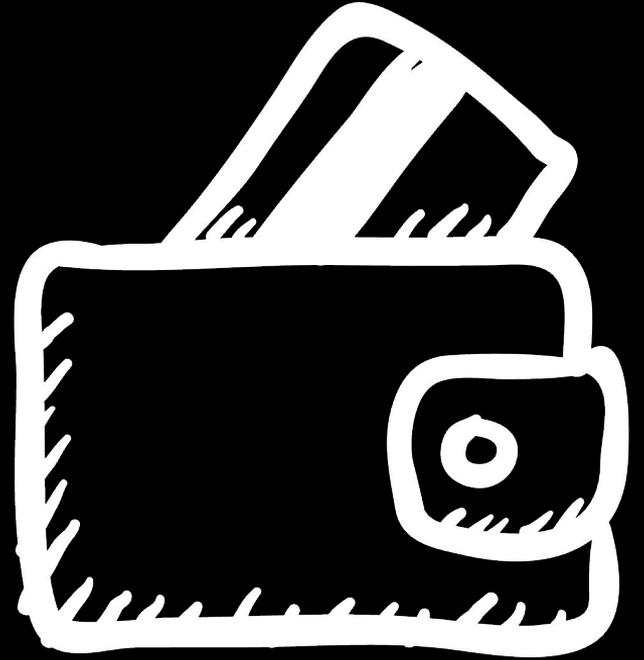
Honest Pricing for Your Budget

Transparent Pricing:

No hidden fees, just clear, value-driven costs tailored to your needs

Flexible Options:

Start small with on-demand help or scale up with monthly plans and save with long-term contracts.



02

Pricing Model

2.1 Project-Based Services

At ReOps, we offer one-time, project-based DevOps services designed to meet the unique needs of your product and infrastructure.

Our pricing and engagement are based on the complexity level of each project, rather than a fixed time estimate.

This approach ensures transparency and fairness while accommodating the varied nature of DevOps tasks.

Examples

Basic Web App Deployment

A startup wants to deploy a single microservice on Kubernetes with a simple CI/CD pipeline. This is a Basic level project, completed by one engineer in a few days.

Monitoring & Automation for a Growing Product

A mid-sized company needs Kubernetes cluster setup including Prometheus monitoring and Terraform-based infrastructure automation. This involves custom scripting and some automation, falling into the Intermediate tier.

Secure and Scalable Production Environment

An established SaaS provider requires a secure Kubernetes cluster with auto-scaling, secrets management using Vault, and hardened CI/CD pipelines.

Multi-Region GitOps Deployment with Compliance

A global company wants to deploy multi-region Kubernetes clusters using ArgoCD with strict compliance and network policies.

Enterprise Multi-Cloud with Disaster Recovery

An enterprise customer demands multi-cloud Kubernetes setup with failover, disaster recovery, and compliance audits. This project requires several engineers over months, custom tooling, and extensive documentation.

2.2 Monthly Support Plans

For teams that need continuous DevOps help, we offer monthly support plans tailored to your team's size, infrastructure complexity, and business needs.

This is ideal if you're maintaining active systems, scaling a product, or want a reliable DevOps partner available on an ongoing basis.

Examples

Startup Support

A small startup hosts a single-node Kubernetes setup for staging and production, with basic CI/CD. Needs help 2–3 times per month and occasional updates.

Growing SaaS Company

The team runs 4 services in production, has dev/stage/prod environments, and needs help with rollouts, Terraform tweaks, and dashboards.

Scale-Up with Active Product Teams

Weekly deployments, observability improvements, security patches, and production support. Includes sprint planning input from DevOps.

Multi-Region Production

Runs infrastructure across EU and US. Needs alert triaging, uptime monitoring, failover simulations, and compliance support.

Enterprise-Level Operations

Global team with 24/7 uptime needs, infrastructure-as-code across cloud providers, SOC2 audit support, dedicated Slack/Zoom channels.

2.3 On-Demand & Incident Support

Sometimes things break. Or maybe your team hits a roadblock and needs expert help right now even if you don't have an ongoing engagement with us.

This is a flexible, pay-as-you-go option designed for:

- Urgent production issues and incident response
- Expert review of a specific setup or pipeline
- Troubleshooting performance bottlenecks
- Jump-starting a deployment or cloud migration
- Short-term DevOps guidance without long-term commitment

2.3 On-Demand & Incident Support

Use Case	Typical Duration	Examples
Quick Fix	1–3 hours	Rebuild a broken pipeline, fix DNS misconfig, update expired SSL cert
Mini Engagement	0.5–2 days	Review CI/CD, analyze cost spike, optimize Terraform module
Incident Handling	2–12 hours	Prod outage, misbehaving service, storage full, stuck deployments
Weekend/Urgent SLA	Variable	Emergency scaling or recovery tasks under time pressure

2.4 Complexity Model

We classify each support engagement into one of five tiers based on the scope, stability, and operational demands of your systems.

The goal is to match the right level of support and the right size of team to your needs.

2.4 Complexity Model

Support Tier	Sample	What It Might Involve
1. Basic	Small, stable infrastructure with low change frequency and limited active support needs.	Occasional CI/CD fixes, basic monitoring alerts, minor infra tweaks.
2. Intermediate	Moderate change frequency, more services, some custom scripting or automation.	Managing 2-3 services, infrastructure updates, alerts handling, periodic security reviews.
3. Advanced	Actively evolving systems with regular releases, multiple environments, and need for custom tooling.	Continuous CI/CD improvements, proactive security patches, scaling support, observability maintenance.
4. Expert	Complex, distributed systems with critical uptime needs, multi-cloud setups, and high change velocity.	Real-time monitoring, incident response, disaster recovery planning, and deep integrations.
5. Enterprise	Mission-critical environments requiring SLAs, compliance reporting, 24/7 coverage, and coordination with multiple internal teams.	Full operational ownership, infrastructure planning, compliance support, zero-downtime deployments.

2.5 SLA

While all of our monthly plans include a reliable baseline of support, some teams need guaranteed response times, formal uptime commitments, or dedicated incident workflows especially when managing production systems, regulated environments, or SLAs of their own.

To meet these needs, we offer optional SLA tiers you can add to your monthly subscription based on your risk profile and business priorities.

Each SLA tier provides increasing levels of responsiveness, availability, and accountability — with clear expectations and measurable targets.

2.5 SLA

SLA Tier	Response Time	Availability	Commitments	Cost Impact
Basic (default)	Within 24 hours	Business days	Best-effort support	0%
Standard SLA	< 6 hours	Mon–Sat (8am–8pm)	Prioritized queue, limited incidents	+15%
Advanced SLA	< 2 hours	6 days/week, extended hours	Incident triage, weekly reports	+25%
Premium SLA	< 30 minutes	24/7	Dedicated engineer on-call, proactive monitoring, war room support	+40%

2.6 Long-Term Contract Discounts

For clients seeking a stable, long-term partnership with ReOps, we offer special discount programs that make monthly support plans more cost-effective while encouraging ongoing collaboration.

Contract Length	Discount on Monthly Fee
6 months	5%
12 months	10%
18 months	15%
24 months+	20%

THANK YOU

For inquiries, custom quotes, or to discuss your specific needs, please reach out to us at:

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