nClouds Values

What it means to work with the nClouds team

nClouds℠
Deliver Innovation Faster

We are a diverse team of skilled and experienced professionals collaborating to solve client challenges. But we aspire to be much more than that.

> " It's about clients' business results, so success for us is when one of our own clients says, 'Our clients now trust us to deliver quality products fast and iteratively – we're innovators!'"
>
> **JT Giri, CEO & Co-founder, nClouds (excerpted from *InsightsSuccess*)**

Our Mission

nClouds' mission is to partner with our customers, as extensions of their teams, to build and manage modern infrastructure solutions that deliver innovation faster. We leap beyond the status quo.

Employees are the foundation

nClouds is committed to building an outstanding team. That means identifying, hiring, retaining, nurturing, and rewarding great talent that contributes to our mission and the success of our clients.

> " For technical talent, we have to be on the bleeding edge. Our clients expect us to be some of the smartest people in the room when it comes to getting it done technically."
>
> **JT Giri, CEO & Co-founder, nClouds (excerpted from *InsightsSuccess*)**

The nClouds Values

nClouds Values is a common set of ethos that defines nClouds, our mission, our attitude towards clients, and what it means to be a member of the team. It contains elements of our philosophy, code of conduct, and is intended to influence long- and short-term planning, as well as day-to-day operations.

- **Partnerships based on shared goals**
- **Challenge the status quo**
- **Innovation culture that delivers client value**

Partnerships based on shared goals

In any competitive environment, clients (and employees) have a choice to do business with us or another organization. nClouds' focus on client success, maximizing value, and a continuous feedback loop has enabled us to become a vital part of our clients' businesses. It should be no surprise that a majority of our clients are long term, and a large portion of our new business comes from referrals.

We aspire to be an extension of the client's team. We believe that's core to adding value and enabling innovation.

How do we do this?

- **Customer success:** We focus relentlessly on making our clients successful. This focus keeps us on goal and on strategy rather than caught up in temporary issues or common over-engineering pitfalls.

> " The partnership with nClouds has helped TuneIn implement a DevOps culture. With that culture comes speed … it helps us innovate faster."
>
> **Jose Panlilio, Manager, Technical Operations, TuneIn**

- **Maximize value:** We work continuously to find new ways to add value for our clients.

- **Be proactive:** We aspire to become a partner for our client's team, which is only possible if we are working with them continuously to address their business challenges as their business evolves.

> " Starting with our first engagement … it was clear the nClouds team takes our partnership seriously and has the skills to help us win. They are an essential partner."
>
> **Avi Baytel, Operations & Customer Support Manager, CloudCar**

- **Continuous feedback:** As a technology-led consulting company we have the opportunity to observe and solve client challenges across many organizations. If we continue to solve challenges individually, for each client, then we have squandered the opportunity to build efficiency and accelerate innovation that benefits all of our clients. So, it's essential that we gather client feedback continuously, and act on it.

Challenge the status quo

The status quo is a commodity and not a sustainable business model. We challenge the status quo, both within nClouds and externally on behalf of our clients.

Why? Because we are smart, creative, and want to make the extra effort to figure out new and innovative ways to solve our clients' problems.

How? On a daily basis, we:

- **Celebrate diversity:** We are a modern example of skilled talent, integrated and united to solve our clients' challenges. Our heritage, beliefs, and geographies are an awesome source of life learning and bring valuable perspective when creating solutions for our clients. We do not tolerate bias of any kind, including gender, race, religion, heritage, age, sexual orientation, or national origin.

- **Freedom of speech:** We believe that everyone's opinion matters and encourage all team members to speak up. We aspire to create a supportive, penalty-free environment where everyone feels comfortable asking questions and offering their opinions.

- **Freedom with responsibility:** nClouds provides an environment free of many constraints, including the flexibility to work from home, unlimited vacation time, and flexible work hours. Freedom is only possible as long as employees remain focused on their responsibilities that contribute to every client's success.

- **Resourceful:** We find creative ways to work with available resources to get the best results for our clients.

> " I cannot say enough about the nClouds team … In nClouds, we found the next level of innovation, experience, and ability to adopt new technologies."
>
> **Marc Goodell, VP Environments & Infrastructure, 6Connex**

Innovation culture that delivers client value

As vital members of our clients' teams, we have a unique opportunity to recognize common challenges and trends. We recognize that we can help them innovate only if we innovate ourselves. Solutions and products are vital ingredients in helping our clients innovate.

If we believe that a technology product should exist, then we build it. Technology solutions define focus, especially in a consulting environment where so many types of workloads come through the door.

How do we do this? When adapting existing or building new technology, we follow key principles:

- **Solutions come in various shapes and sizes:** Some examples are: walkthroughs, managed build pipeline, workshops, small open-source projects, and full-on engineering team projects that yield commercial offerings, like nOps for cloud management.

> "nOps was shaped directly by customers to help organizations go faster with control, manage cloud compliance and costs, and improve security."
>
> **JT Giri, CEO & Co-founder, nClouds (excerpted from *CIOReview*)**

- **Technology is never complete:** We understand that software is never complete. We develop our solutions continuously, with each iteration focused on extending and deepening client value. Problem solvers by nature, we get excited by creating new technology or applying existing technology in new ways. We love operational excellence and get excited by identifying processes and methods that deliver increased efficiency, eliminate redundancy, and automate low value, repeatable work.

> "Assessing the impact of nClouds on our journey, I am impressed by the combination of culture and deep skills to empower change, agility, and momentum."
>
> **Curt Lefebvre, Ph.D., Founder & CEO, nDimensional**

- **Innovation with value.** We take great personal satisfaction in creating elegant solutions, but take even greater satisfaction in creating elegant solutions that help clients achieve business success. The solution that gets business results is rarely about the technology, and more frequently about the application of technology and how it enabled the business to succeed.

> " I've never been so impressed with an architecture in my entire career. The thought, care, and detailed in-depth knowledge of cloud methodologies that went into it are incredible."
>
> **Jim Walnum, Senior Manager-DevOps, Vineti**

- **Standardization enables scale.** We understand that by focusing on standardization we build new solutions that enable innovation at scale.

- **Customer value determines success.** Though solutions come in many shapes, we measure the success of a project by its impact on clients. When evaluating existing or building new solutions we visualize the client's end goal and work backward from it. Then we work vigorously to evangelize and propagate value across existing and new clients.

> "If needed, we can go from coding to production the same day. This was something we couldn't have dreamed of when we first started this project (with nClouds). Even though it was part of the vision, when looking at us as an organization, it just didn't seem possible."
>
> **Jarrod Sinclair,**
> **Chief Architect, Prodea**

What we do

AWS and DevOps consulting and implementation services.

Mission

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Values

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- Challenge the status quo.
- Innovation culture that delivers client value.