

Hypercare

A Fractional Engineering Team for the Weeks That Matter Most

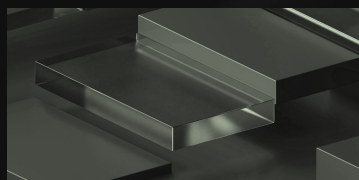


Caylent engineers stay with your team through the highest-risk period after go-live.

The weeks after go-live are when regression risk is highest. Engineers who built the system have moved on, and questions surfacing in week two have no clear owner.

Hypercare places a fractional Caylent engineering and PM team on standby for 90 days following any project completion. Hours are pre-purchased and time-bounded. If needs grow, Hypercare converts to an ongoing Team Support engagement.

What We Deliver



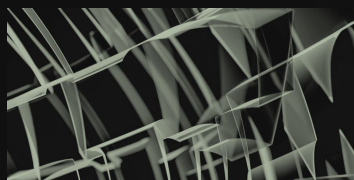
Built-In Knowledge Transfer

A Caylent architect or engineer shadows the project team during the final two weeks of delivery, building environment context before Hypercare begins.



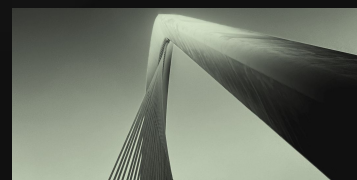
Fractional Engineering Coverage

Pre-purchased engineering and PM hours available on-demand for remediation, architecture questions, and post-go-live implementation work.



Fixed Scope, No Surprises

A fixed-fee, 3-month term with a defined hour bucket. Hours expire at term end, keeping costs predictable and the engagement time-bounded.



A Clear Path Forward

When steady-state operations require more capacity, Hypercare converts directly into a Team Support Catalyst contract with no re-scoping required.

Our Approach

01

Align

During the final two weeks of your project, a Caylent engineer joins the delivery team to absorb environment context, review documentation, and prepare for the handoff.

02

Activate

At go-live, your Hypercare team is already context-loaded and ready. Hours become available immediately, with a 5-business-day minimum lead time for scheduled requests.

03

Execute

Your team submits requests across the full Well-Architected scope: IaC updates, security posture, cost optimization, CI/CD changes, reliability improvements, and remediation.

04

Transition

At day 90, the engagement closes or converts. Teams that need ongoing capacity move directly to a Team Support Catalyst, with the Hypercare context carried forward.

Deliverables

Pre-Engagement Knowledge Transfer	Caylent engineer shadows delivery team two weeks before go-live to build direct environment context.
Engineering and PM Hours	A pre-purchased, use-it-or-lose-it hour bucket covering architecture, remediation, IaC, security, and CI/CD work.
Customer Success Management	A fixed CSM allocation is included in every Hypercare package for coordination, planning, and engagement health.
Well-Architected Scope Coverage	Hours apply across Operational Excellence, Security, Reliability, Performance Efficiency, and Cost Management.
Catalyst Conversion Path	At term end, teams with ongoing needs convert to a Team Support Catalyst contract with no re-scoping.

Use Cases

		
Post-Migration Stabilization A migration project completed on schedule, but the production environment surfaces configuration drift and performance questions in week three. Hypercare engineers resolve issues against the existing architecture, avoiding an unplanned re-engagement.	Post-Modernization Continuity A serverless modernization project wraps delivery, but the internal team needs ongoing IaC and CI/CD support to operate the new platform confidently. Hypercare provides the engineering runway without requiring a full MSP commitment.	Engineering Capacity at Go-Live A leaner engineering team needs fractional expert support in the 90 days following a major infrastructure build. Hypercare provides certified AWS engineers on-demand, without the cost or ramp time of a new hire.
Cloud Migration	Application Modernization	Infrastructure & DevOps

Let's Get
Started

Whether your project is wrapping up or already live, Caylent can scope a Hypercare engagement to match where you are in the delivery cycle.

Ask your account team about adding Hypercare to any active Caylent project SOW, or reach out to discuss a standalone engagement scoped to your environment.

Scan the QR code or [click here](#) to talk with our specialists

