# Aggregation of Complaints in the Cloud Outsourcing Services

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***Abstract:*** This paper deals with the service provided in cloud. According to NIST(National Institute of standards and technology), the cloud is defined as on-demand network access to a shared pool of computing resources such as networks, servers, storage, applications and service. If the service is not satisfied (or) not durable, the business sectors are allowed to feed a complaint to the service providers in the cloud. So, this provides a minimal management effort or service provider interaction. A complaint cloud is maintained to store the complaints of the internal services and external service to outsource.

***Keywords:*** *Cloud, Service providers, Complaint, Services.*

## I. INTRODUCTION

According to NIST(National Institute of Standard Technology), Cloud services may be classified in to SaaS (Software as a Service), IaaS(Infrastructure as a Service) and PaaS(Platform as a Service

Cloud is the system where the network is connected by pubically or privately to reduces the cost and access it wherever and whenever needed. It shares storage, processing power and software applications.
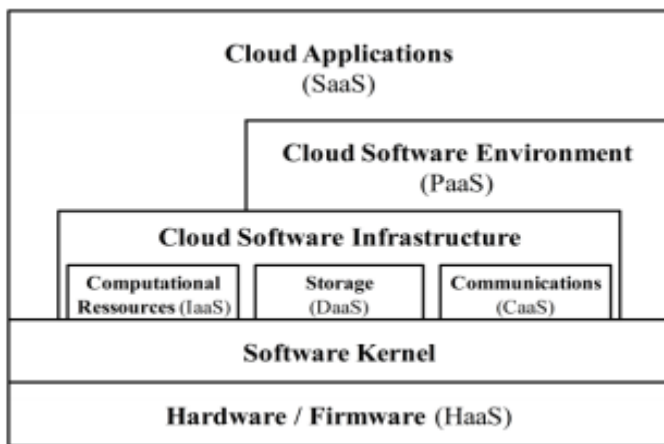


Figure 1: Cloud service models

## II. WHY DO WE NEED TO MAINTAIN COMPLIANCE?

The complaints are maintained as such as DaaS (Desktop as a Service). It maintains all types of complaints related to services through online. The complaints may be related to purchase service, hardware service, configuring service, data service, security service and etc. The poorly configured status will be dynamically notified and rectified by the service providers.

### A. Complaince Review

The complaints are not left for wide open to data thieves. It is often reviewed periodically by the computational time, data traffic, response time and many more dynamically.

## III. OUTSOURCING THE COMPLIANT

Outsourcing research is helpful to rank and evaluate the compliant of cloud computing in IT service. It increases the service quality of the business (QOS) and decreases the high level of technical complexity.

Cloud computing heralds the paradigm of outsourcing the value chain of business service. The related complaints are adequately identified and managed.

## IV. QUALITY OF SERVICE (QoS)

QoS are the target for cloud platformsto build a high performance of interference, availability of reduction in risks, bandwidth issues, security vulnerability, and breaches of services.It leads to cost effective and innovative solutions. Qos depends on user expectation.
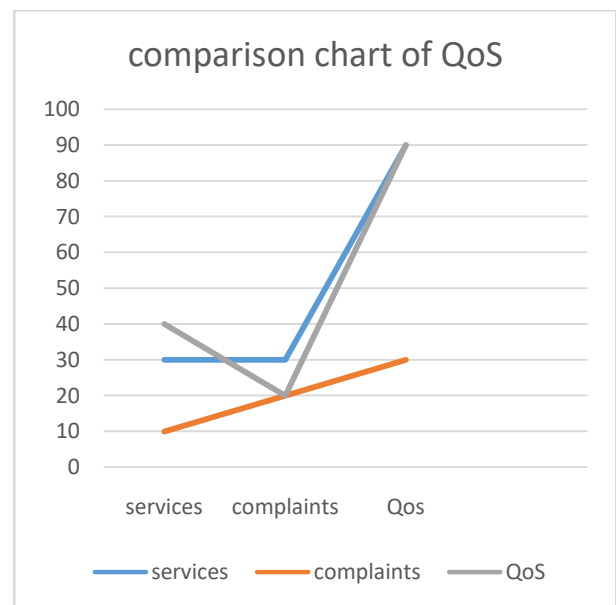


Chart 1: Comparison of QoS between services and complaints

## IV. AGGREGATE SERVICE PROVIDERS(ASP)

Integrating the data of complaint with respect to services are called *aggregators.* The platform provider considers the complaints according to different service providers which offer services.

The relevant services of complaint create a value chain for their business model to classify the compliant cloud computing services. The service include applications of software, storage of data and etc.

ASP integrates the overall complaints and manipulates the aggregation of service. Aggregating the complaints and roll out of services. Aggregation over the complaints of cloud outsourcing services can be measured according to the complaints and faults occurred in the services of the organization.

The following table shows thevalue of Outsourcing of middleboxes while aggregating the complaints. For eg, the approximate number of complaints are taken as thirty.

Table 1: Aggregation over complaints of services

| Organization complaints | Fault tolerance of services | Outsourcing of middleboxes while aggregating the complaints |
|---|---|---|
| 1 complaint | Approx. 30 services | 16 outsourcing towards QoS |
| Less than 10 | Approx. 30 services | 9-11 outsourcing towards QoS |
| Between 10 to 25 | Approx. 30 services | Less than 5 outsourcing towards QoS |
| Between 25 to 30 | Approx. 30 services | 0-1 outsourcing towards QoS |
| Above 30 | Approx. 30 services | No QoS |

## CONCLUSION

Virtual Desktops are increased to maintain the vast amount of complaints.The cloud providers reduce the complaints to give high performance of productivity without increasing the risk.Towards the technical perspective, cloud computing seems to incorporates a number of challenges on a business level. Dynamic virtual organization makes the practical business issues of complaints more reliable, scalable and effective. Thus, cloud computing can lead a definite and quality of service over expectations and deserves a label of disruptive technology.

Thus concluding this paper to perform effective and relevant *service* over the *complaint* and/or assessment of cloud solutions.

### Acknowledgement

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