

CLOUDSOFT AWS MANAGED SUPPORT

CLOUD SUPPORT SERVICE DESCRIPTION

CONFIDENCE IN THE CLOUD.

Prepared for G-Cloud
Feb 2024

AWS MANAGED SUPPORT

Service Overview

So you're up and running in AWS, but how do you continue to ensure it's performant, resilient, efficient and secure?

The cloud skills gap only continues to grow. Lack of resources and expertise is now the second highest concern for IT leaders, behind security, and 53% say they struggle to recruit candidates with the right cloud skills.



of IT leaders struggle to recruit candidates with the right cloud skills*

In an increasingly competitive recruitment environment, you can bridge that gap with external expertise with Cloudsoft's AWS Managed Support service.

From 24/7 incident response to proactive monitoring, improvements and recommendations, disaster recovery testing and access to Cloudsoft experts, the AWS Managed Support service will give you confidence in your cloud environment.

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We chose Cloudsoft because of their deep AWS expertise and experience which extends beyond AWS. The Cloudsoft engineers helped our whole team to understand our AWS architecture and to feel confident in maintaining and further developing it.



*Flexera State of the Cloud

AWS MANAGED SUPPORT

Benefits of Cloudsoft AWS Managed Support

The Cloudsoft AWS Managed Support service is highly tailored to address your organisations' cloud support needs. We work as an extension of your team, enabling you to:

- keep your critical systems available, meeting SLAs;
- mitigate and avoid common incidents;
- accelerate your AWS projects;
- provide assurance that you can meet your customer commitments;
- deliver out-of-hours support;
- address skills gaps and resourcing challenges within your organisation;
- enhance your AWS knowledge.

The Cloudsoft AWS Managed Support service also fits in to your ITIL processes.

The Cloudsoft approach

As an AWS Advanced Consulting Partner, we are dedicated to supporting AWS users to enhance their knowledge and feel confident they are getting the most out of cloud.

The service provides access to Cloudsoft's in-house experts, who can help with a range of AWS Managed Support tasks including:

- 24/7 incident response, with a self-service portal;
- SLAs for incident response and resolution;
- Support ticket workflow and tracing;
- Automated monitoring and alerting of your AWS environment;
- Break/fix within AWS;
- Proactive monitoring, improvements and recommendations;
- Change request handling;
- Disaster Recovery test, annually.



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Service Details

Planning

When adopting or migrating services to AWS it's extremely important to understand how your support needs and capabilities might change and how to enhance AWS skills within your organisation for long-term success.

We'll assess your needs and help you to tailor a support package that allows you to accelerate your migration and ensure that you future proof your AWS choices.

Training

The AWS Managed Support service will help your organisation to better manage its AWS environment and learn directly from Cloudsoft's AWS experts.

For example, Cloudsoft's AWS Managed Support service allows you to collect and aggregate data on your most common AWS incidents. and how to mitigate these. We offer support and training on how to mitigate these and to help you to reduce avoidable incidents.

Support

Cloudsoft provides a range of support levels for our users:

- Our managed support solution comes with a full Support Service Level Agreement including the provision of a self service portal with ticketing solutions and help desk.
- Services include the provision of dedicated and expert consultants to support the customer through the agreed engagement period.

About Cloudsoft

"Cloudsoft is a keynote example of a world-class Scottish cloud computing business"

DIGITAL SCOTLAND, 2022

Cloudsoft are experts in using powerful software and transformational services to help organisations get value from their technology investments and in turn, achieve their digital ambitions faster. We're headquartered in Edinburgh, UK, but wow clients in the public and private sector around the world.

CL-CLOUDSOFT | AMP Our powerful software

Our flagship AMP software delivers a service and governance lens to orchestrate and govern critical services across hybrid IT environments, regardless of environment or location. This helps maximise value from technology investments, drives down costs and reduces non-financial risks.

CL-CLOUDSOFT | TEMPO Our transformational services

Our public cloud IT transformation expertise is embedded our Tempo cloud services, helping our clients to transform faster and exploit the benefits of cloud, cost-effectively.

We're an AWS Advanced Consulting Partner with Well-Architected, Immersion Days, Migration Acceleration Program, Microsoft Workloads and DevOps Competencies, a FinOps Foundation Member and a FinOps Certified Service Provider.



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