



Bridge the talent gap with the experts you need to operate in the cloud

SoftwareOne Cloud Managed Services for AWS

IT leaders continuously balance priorities between delivering new innovations to the business and maintaining predictable operations of their critical estates. Add to that the challenge of retraining or hiring technical talent as you transform to the cloud, and the pressure mounts.

Savvy leaders bridge the talent gap by bringing in the right partner to help manage their cloud environments while they transform their own teams' skills and practices. A leader's job to shape their team for the future is never fully complete, but with SoftwareOne you can think bolder and do more.

SoftwareOne Cloud Managed Services tiers are applied on a cloud account basis, giving you the structured flexibility to make decisions about the level of service you need for each account in your portfolio. We act as an extension of your team—from just-the-basics to fully-managed.

Essentials	Licensing and support	
Flexible licensing & billing	Spend management	Spend anomaly detection
Incident & service request management	Operations on demand	

Advanced	Cloud operations	
Infrastructure monitoring	Backup management	Patch management
Governance & compliance	Cost optimisation	Service delivery management

+ all Essentials service modules

Premium	Fully-managed lifecycle	
Landing zone management	Identity & access management	Enhanced security
Workload management response detection & response	Change management	Security managed detection & response

+ all Essentials and Advanced service modules



SoftwareOne Cloud Managed Services provide cloud experts and modern tools and automation to help ensure the rock-solid operation of your organisation's IT engine room. A team by your side, recommending and implementing technology, process, and cost optimisations, aligned to your business goals.

What you get:

- **24/7 support:** Sustain operations with global support in a time zone near you.
- **Reduced risk:** Ensure security and governance of your cloud estate with a proven provider.
- **Cost optimisation:** Manage cloud spending and avoid surprises with anomaly alerts.
- **Reliability:** Minimise downtime and improve resilience of data and systems.
- **Performance:** Monitor and improve system performance.
- **Structured flexibility:** Get a little help, or a lot—for part of your portfolio, or all of it.
- **Self-service controls:** Fine-tune your level of support through tagging.



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