

CLOUDCARE® FOR AWS

FACTSHEET

Public Cloud has dramatically changed the way organisations around the world consume technology. The rapid change of pace combined with a near constant stream of innovative services requires an advanced set of skills to ensure your critical applications and services remain available when you need them most. Achieving such high levels of availability, flexibility, and scale requires a modern managed service delivered by a credible, proven, and trusted partner.

Managed Services for AWS by CDW

CloudCare® for AWS is CDW's comprehensive and flexible managed service solution, backed by over 20 years' managed service heritage and is delivered globally by our AWS accredited Architects, Consultants and Engineers from our 24/7 Service Operations Centres.

By applying our expertise to your AWS environment, we help you protect your investment in the technology that is vital to the success of your organisation. With CloudCare®, we work with you to understand and address your immediate needs as well as your future ambitions, so you can reduce the risk and complexity of running and adopting innovative Cloud technologies.

CloudCare® for AWS is a flexible managed service offered at three distinct levels to scale with your organisation, sharing or completely removing the responsibility of managing your public Cloud services. This service is available to customers with an existing an AWS environment as well as those who are taking the first steps on their Cloud journey.

Services tailored for you

CDW supports a wide range of AWS technologies and offers differing levels of service dependent upon your needs, freeing you from the burden of managing an ever-changing technology platform and allowing you to focus on the things that are essential to the success of your organisation's daily operations.

At a high level, CloudCare® is offered to customers across the following tiers:

Basic

This level of service focusses on monitoring and cost management. CDW will provide you with regular cost reports and help you optimise the cloud spend on your AWS environment. This is ideal for customers who already have fundamental skills to support their AWS environment but want to increase efficiency and drive better value for money from their investment in AWS.

WHY CLOUDCARE® FOR AWS?

CDW is an award-winning managed service provider, trusted by some of the UK's largest businesses to provide complex IT support services.

BENEFITS

- A dedicated Service Operations Centre available 24x7x365
- AWS accredited experts
- AWS Advanced Consulting Partner
- ISO & ITIL accredited
- World-class solutions with predictable, affordable pricing
- Innovative solutions that take the risk out of Cloud adoption
- Empower IT teams and provide the flexibility and freedom that a modern business needs
- Reduce or eliminate your management overheads and cost CloudCare Backup as a Service

To learn more about how we can help simplify Cloud operations, contact us on +44 207 791 6000 or email info@uk.cdw.com

Essential

For organisations who are less experienced with managing AWS environments, Essential provides technical support services through our highly skilled Service Desk 24/7, 365 days a year in addition to the cost monitoring and optimisation services of Basic.

Services include technical monitoring, break-fix support and request fulfilment, Change, Problem and Major Incident Management through our accredited ITIL team, an on-boarding Service Readiness Assessment of your existing AWS environment, as well as access to a CDW Technical Account Manager who will work with our operational teams to ensure our support services meet both your current and future requirements.

Premium

Our Premium service is the perfect solution for organisations who want to offload the responsibility of managing and running their Cloud platform to a trusted partner.

In addition to the services included in our Essential offering, Premium includes monthly technical account review as well as an annual Health Check architecture review by our team of highly skilled and accredited Cloud Solution Architects. Our Premium service also offers additional support beyond AWS infrastructure through Operating System Support and Operating System Patch Management.

Service	Basic	Essential	Premium
24/7 Service Desk	✓	✓	✓
CloudCare® Technical Account Management	✓	✓	✓
CloudCare® Cost Monitoring & Reporting Portal Access	✓	✓	✓
AWS Technical Support Services	✓	✓	✓
CloudCare® Service Delivery Manager	✗	✓	✓
Technical Monitoring Portal Access	✗	✓	✓
Technical Monitoring Event Management	✗	✓	✓
Change Management	✗	✓	✓
Problem Management	✗	✓	✓
Major Incident Management	✗	✓	✓
AWS Administration	✗	✓	✓
AWS Assistance	✗	✓	✓
Performance Reporting	✗	✗	✓
CDW Image Build	✗	✗	✓
Service Readiness Assessment	✗	✗	✓
AWS Annual Healthcheck	✗	✗	✓
Guest Operating System Management	✗	✗	✓
Guest Operating System Patch Management	✗	✗	✓

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Wide-ranging, far-reaching support

CDW's Architecture, Consultancy, and Engineering teams support a wide range of AWS services for customers around the world, with knowledge and expertise spanning Security & Identity, Compute, Networking, Storage, Backup & Recovery, and Database platforms.

No matter where you are in your cloud journey and how your requirements may change in the future, CDW can support your organisation and keep your critical applications and services running exactly as you need them to.

Whenever you are ready, we can help you to understand which services are right for your organisation and how to adopt them, so you can liberate your resources from the burden of managing, maintaining, and supporting your cloud infrastructure.

By working with CDW, your stakeholders, users, and customers can benefit from a more efficient and highly performant service.

At the same time, you can reduce cost and complexity, letting you focus on adding value back into your organisation, rather than worrying about maintaining hardware, software, and supporting services.

Affordable Cloud expertise

CDW is proud to hold AWS Advanced Consulting Partner status which is testament to our continued investment in AWS technology, development and training, as well as providing award-winning service globally.

In addition to complying with the rigorous standards required to achieve Advanced Consulting Partner status, CDW is an active member of the Cloud Industry Forum, a non-profit organisation that demystifies Cloud services and helps individuals and organisations alike to understand the potential of the Cloud.

Your trusted Cloud companion

CDW consistently makes significant investments in AWS and offers a range of professional services designed to help you not only plan, but also execute your journey to the Cloud and realise the benefits from it.

Our CloudCare® portfolio of services for AWS includes:

- Cloud readiness and planning with CloudPlan®
- A ready to run, best practice environment tailored to your needs with JumpStart
- Light-touch workload migration with Managed Migration
- Flexible migrations run by you and backed by expert support with Assisted Migration
- An expert maturity assessment carried out by accredited Solution Architects with Heath Check

We also offer a range of services through Cloud Community, and have collaborated with a number of leading, innovative service and solution providers who can offer a wide range of services to complement your existing Cloud infrastructure.

aws  certified

AWS PARTNER NETWORK

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