

AWS FastSupport

Rapid, Flexible Support



Service Overview

Adopting AWS cloud services, moving your application workloads and data, and providing ongoing management and support can significantly burden IT teams unfamiliar with the differences between on-premises, hosted, and public cloud services.

Telefónica Tech's AWS FastSupport offering reduces this burden by providing access to our AWS-accredited experts with a wide range of experience and expertise gained from supporting organisations of all sizes across various sectors.

A combination of proactive and reactive support, monitoring, alerting, and essential IT Service Management (ITSM) processes means that we can help you leverage the agility, flexibility, and scale of the AWS cloud without needing to make significant investments in training or recruitment while implementing robust support services and tooling to maximise uptime, value for money, and continuous improvement.

- **Industry Expertise on Tap** – Protect your investment in AWS cloud by partnering with an expert ISO and ITIL-accredited cloud services provider with more than 25 years of experience gained in supporting organisations of different sizes across a diverse range of public and private sectors.
- **Best Practice by Design** – Our AWS FastSupport managed service offering builds upon AWS best practices and delivers an efficient, flexible, robust, and scalable support service using best-of-breed tooling and carefully designed processes to deliver support services quickly and efficiently.
- **Reduce Risks, Not Innovation** – Proactive monitoring and support combined with regular reviews, practical advice, and guidance ensure that your applications and data are kept secure, available, and cost-efficient without limiting agility.
- **Rapid, Flexible Support** – Telefónica Tech's AWS FastSupport offering relieves the burden placed on in-house IT teams by acting as an extension of your existing skills and capabilities to deliver specific support services. Our services are flexible to meet your changing needs, too, providing 24/7 support for complex day-to-day operations and critical applications.

Features:



Understanding the impact of new technology and identifying process improvements.



Professional, expertly supported your mission-critical applications and data without upfront investment.



Complete monitoring, alerting, and visibility of cloud resources, configuration, costs, and optimisation opportunities.



UK-based, ITIL-driven support services delivered worldwide.



Expert teams with over 25 years of experience spanning public, private, and hybrid cloud.

Why Telefónica Tech?

1. Our Propel method gets you from idea to working solution fast. This lets you unlock value quickly from your modernisation initiatives.
2. We have deep expertise across the full app stack with proven customised solutions that speed your modernisation.
3. We help you adopt change with less risk and disruption, using modular delivery that keeps compliance and quality high.

We focus on high-value apps and features that deliver clear business impact.



Additional Services to Elevate Your Business

Cloud Strategy

Scale cloud adoption for maximum business impact.

GreenOps

Measure and optimise your cloud carbon footprint, making your cloud operational sustainable.

FinOps

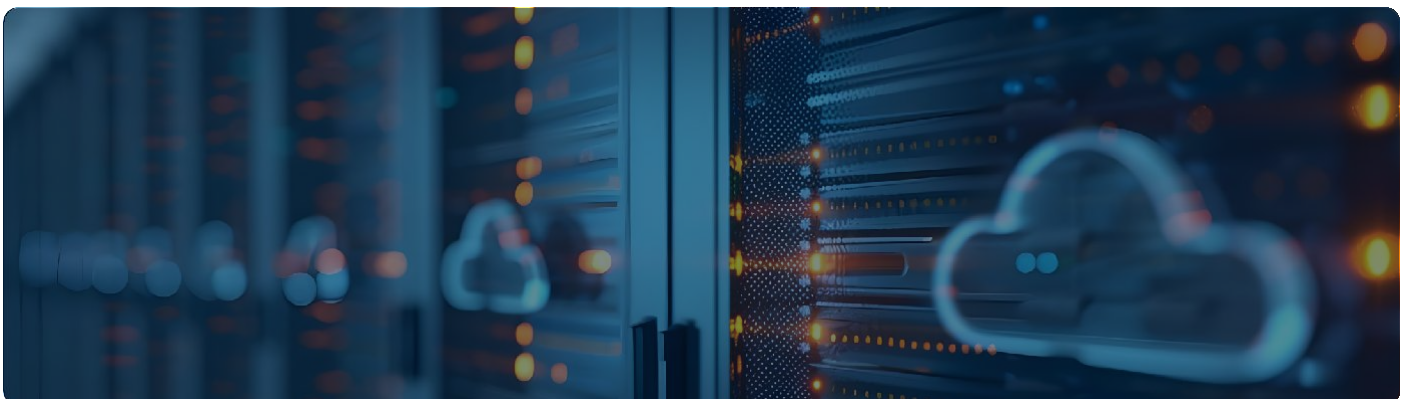
Optimise your cloud spending and boost financial accountability.

Multi-Cloud

Deliver workload freedom by deploying your workloads across multiple cloud providers seamlessly.

Cloud Managed Services

Expert management and support for your cloud environment.





Leading the Way in *Digital Transformation* for our Customers

Telefónica Tech unlocks the power of integrated technology, bringing together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.