

littlefish GROUP

AMAZON WEB SERVICES (AWS)

Deployment and Managed Services

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Service Overview

Amazon Web Services (AWS) Cloud- Design, Deployment and Managed Services

Empower your organisation with the agility, scalability and reliability that the AWS public cloud brings through our comprehensive set of AWS services to consult, advise, design, deploy, develop, and migrate along with an ongoing 24x7 managed service. Our experienced team of certified AWS architects, engineers and experts are dedicated to crafting tailored AWS solutions that align perfectly with your business objectives, ensuring seamless migration, optimal performance and ongoing management of your cloud environment.

The Littlefish Approach

Our modular approach allows you to choose the right level of service for your specific needs. This might be a simple support plan where we provide reactive support and assistance when you need it, or a fully managed service where we proactively manage, maintain, and optimise your AWS Cloud solution on your behalf.

Key Features

Littlefish will provide a combination of the following activities as part of the service. The specific features and activities will be determined by customer requirements.

- Consultation and Design: We begin by understanding your unique business requirements, current infrastructure and future goals. Our AWS-certified architects then collaborate closely with your team to design a customised cloud architecture that maximises performance, enhances security, and drives cost efficiency.

- Deployment and Migration: Leveraging best practices and industry-leading tools (including Infrastructure as Code), we seamlessly migrate your workloads, applications, and data to the AWS Cloud. Our experienced deployment team ensures minimal disruption to your operations and facilitates a smooth transition to the cloud environment.

- Infrastructure Optimisation: We continuously optimise your AWS infrastructure to enhance performance, scalability, and cost-effectiveness. Through proactive monitoring, analysis, and fine-tuning, we ensure that your cloud resources are utilised optimally, eliminating wastage and maximizing ROI.

- **Security and Compliance:** Security is our top priority. We implement robust security measures, including identity management, encryption, access control, and threat detection, to safeguard your data and applications in the AWS Cloud. Additionally, we assist you in achieving and maintaining compliance with industry regulations and standards.

- **Backup and Disaster Recovery:** Protect your critical data and ensure business continuity with comprehensive backup and disaster recovery solutions built into the heart of the platform. We design and implement backup strategies tailored to your specific needs, leveraging AWS resilient infrastructure, immutable back-ups and advanced recovery capabilities.

- **24/7 Monitoring and Support:** Our dedicated support team provides round-the-clock monitoring and proactive support to ensure the availability, performance, and reliability of your AWS environment. Whether it's troubleshooting issues, applying patches or scaling resources, we've got you covered.

- **Cost Management:** We help you optimise your AWS spending by analysing usage patterns, identifying cost-saving opportunities, and implementing cost management strategies such as reserved instances, rightsizing, and resource tagging.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder (or equivalent role) and the designated Littlefish Service Account Manager (SAM). Additionally, a Littlefish technical resource may participate as needed.
Agenda items for the Service Review encompass:

- Performance Evaluation against SLA
- Examination of the Consolidated Infrastructure Health Report (if selected)
- Analysis of Trend Analysis Report
- Dispute Resolution and addressing any areas of concern
- Review of the Continual Improvement Program

The Littlefish SDM documents the main topics discussed during the Service Review and any ensuing actions.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:
Overall Service Performance
Customer Business Strategy
Suitability of the service agreement
Opportunities for Littlefish to further enhance the customer's business objectives

Through a blend of tools, processes, and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- **Cost Savings:** By leveraging our expertise in optimising AWS resources and implementing cost-saving strategies, you can significantly reduce your overall IT expenditure while maintaining high performance and reliability.
- **Enhanced Security:** Protect your sensitive data and applications with our robust security measures including encryption, access control, and threat detection. Gain peace of mind knowing that your assets are safeguarded against cyber threats and data breaches.
- **Scalability and Flexibility:** Scale your infrastructure up or down on demand to meet changing business requirements. With AWS flexible and elastic cloud resources, you can adapt quickly to fluctuations in workload without over-provisioning or underutilisation.
- **Improved Performance:** Our meticulous design and optimisation processes ensure that your AWS environment operates at peak performance, delivering faster response times, reduced latency, and enhanced user experience for your applications and services.
- **Reliability and Business Continuity:** Minimise downtime and ensure uninterrupted operation of your critical systems with our reliable backup, disaster recovery, and high availability solutions. Rest assured that your business is prepared to withstand unforeseen disruptions and maintain continuity.
- **Access to Advanced Technologies:** Stay ahead of the competition by harnessing the power of cutting-edge AWS and technologies. Our experts stay abreast of the latest advancements in cloud computing to help you leverage innovative solutions that drive business innovation and growth.

- **Expert Guidance and Support**: Rely on our team of AWS certified professionals for expert guidance, proactive support, and personalised assistance throughout your cloud journey. From initial consultation to ongoing management, we're committed to helping you maximise the value of AWS Cloud for your organisation.

- **Compliance and Regulatory Assurance**: Meet regulatory requirements and industry standards with confidence, knowing that our solutions are designed to help you achieve and maintain compliance with applicable regulations such as GDPR, HIPAA, PCI-DSS, and more.

- **Focus on Core Business:** By offloading the complexities of AWS design, deployment, and management to our experienced team, you can redirect your time, resources and energy towards driving innovation, serving customers and achieving strategic business objectives.

- **Partnership for Success:** We view our relationship with clients as a partnership built on trust, collaboration and mutual success. Count on us as your trusted advisor and ally in realising the full potential of AWS for your organisation's growth and success.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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MICROSOFT SPECIALISATIONS AND DESIGNATIONS

Microsoft Solutions Partner
Digital & App Innovation
Azure

Specialist
AI Platform on Microsoft Azure
Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
Modern Work

Specialist
Modernize Endpoints
Copilot
Adoption and Change Management

Microsoft Solutions Partner
Security

Specialist
Cloud Security
Threat Protection
Copilot

Microsoft Solutions Partner
Business Applications

Specialist
Copilot
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Low Code Application Development
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Microsoft Cloud

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Infrastructure
Azure

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CRN CHANNEL AWARDS 2025
MSP OF THE YEAR

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MSSP OF THE YEAR 2025

CREST SECURITY OPERATIONS

CYBER ESSENTIALS CERTIFIED PLUS

ISO 27001 ISOQAR REGISTERED
ISO 9001 ISOQAR REGISTERED
ISO 14001 ISOQAR REGISTERED