

Experience clarity in the cloud with Managed Services for AWS.

Managed Services for Amazon Web Services



Managing an ever-evolving cloud environment requires specialized skills — especially when production or business-critical systems must remain online without disruption. Our comprehensive next-generation Managed Services for Amazon Web Services (AWS) is backed by more than 20 years of managed services support experience. Delivered through CDW's Support Center and managed by AWS-certified architects, consultants and engineers, your investment is protected, so you can focus on business outcomes, not technology management.

Managed Services for AWS can help you achieve:

 **Operational Efficiencies**
 **Increased Performance**
 **Reduced Risk**

Managing the Right Solution

CDW's AWS-certified architects, consultants and engineers provide the day-to-day management so you can focus on business performance, not technology management. Our cloud experts work closely with you to guide your organization to an end-to-end cloud management strategy that brings clarity to AWS.

Your organization can enjoy the benefits of Managed Services for AWS, including:

- Establishing your security posture
- Improving governance and overall operation
- Increasing availability and performance
- Making informed, strategic decisions based on data

Enrollment Services

Included in all levels of Managed Services for AWS, we get you started right by providing you with access to our concierge team.



- Basic and Essential customers can leverage concierge for general account guidance.
- Premium customers can leverage our dedicated technical account managers to assist with account guidance.
- Service Portal — Learn how to navigate the portal for easy access to your data.
- Cost Management and Reporting Tool — Guided session on how to understand your cloud consumption.

CDW + AWS

Growth in cloud-based services and infrastructure means organizations are finding it harder to manage technology complexity.

CDW will help you adopt and integrate AWS securely and provide ongoing support, or we can manage the environment for you.

CDW can help you scale where needed, as well as keep you informed of any changes and help you maximize the ROI on your AWS investments to achieve your business outcomes faster.

CDW holds multiple AWS certifications and is one of a handful of AWS Advanced Consulting Partners.



- Immersion Day
- Select Tier Training
- Amazon Connect Delivery
- Managed Service Provider
- Storage Services Competency
- Migration Services Competency
- Public Sector Solution Provider
- Digital Workplace Services Competency
- AWS Marketplace Skilled Consulting Partner



Services Overview

CDW's Managed Services for AWS provides full-lifecycle services to provision, run and support your infrastructure, and automates common activities such as change requests, monitoring, patch management, security and backup services. AWS is a service for managing operations of your AWS infrastructure.

Managed Services	Premium	Essential	Basic*
Concierge Team <ul style="list-style-type: none"> Contact CDW's Cloud Solution Center via phone, chat, service portal and email 24x7x365 First point of contact; engagement based on service tier 	✓	✓	✓
Cost Management Portal <ul style="list-style-type: none"> Dashboard views of your cloud consumption Budget controls, alerts and reporting Recommended savings, tagging options and right-sizing for your cloud environment 	✓	✓	✓
Technical Support and Incident Management <ul style="list-style-type: none"> 24x7x365 support from CDW Track and remediation of Incidents 	✓	✓	
CDW-led Enterprise Support <ul style="list-style-type: none"> Escalation of support to cloud provider as needed Enhanced technical guidance Architectural guidance Service Level objectives; response time as tight as 15 minutes for Sev 1 Proactive programs and self-service Access to online labs for training 	✓	✓	
Next-Generation Monitoring & Remediation <ul style="list-style-type: none"> Proactive anomaly, metric-based regression reporting, forecast monitoring, standard deviation and fault detection, 24x7 Automatic ticket generation and issue remediation 	✓		
Technical Account Manager <ul style="list-style-type: none"> Assigned contact that knows your organization Regular business reviews to discuss your organization's desired outcomes 	✓	Optional**	
FinOps <ul style="list-style-type: none"> Drive accountability against budgets Easily keep track of who owns what cloud resources and subscriptions Evaluate month-over-month spending and utilization trends to quickly identify anomalies 	✓		
Infrastructure Support <ul style="list-style-type: none"> Monitoring of virtual machines using native tools Patch management — OS patching using native tools from vendor-supplied patches during designated maintenance window Backups using cloud-native tools 	✓		
Endpoint Protection <ul style="list-style-type: none"> Protection against scripts, injection, ransomware, memory and browser attacks through innovative behavior analysis 	✓		
Security Posture Management <ul style="list-style-type: none"> Quickly identify vulnerabilities and remediation strategies Security frameworks review using cloud native tools 	✓		
Elastic Engineering <ul style="list-style-type: none"> Cloud Managed Services resources to assist with strategy, design, architecting and deploying workloads 	Optional**	Optional**	Optional**

*Basic includes access to the CDW cost management portal and tools to manage cloud consumption when CDW invoices for AWS consumption. Basic is a self-service. Break/fix and incident support can be provided as time and materials at current hourly rates.

**There is an additional services fee when this service feature is added.

Certifications

CDW has achieved the following Managed Services and Security Industry Certifications:



To learn more about CDW Managed Services for AWS, contact your account manager, email CLS@cdw.com, or visit www.cdw.com/AWS.

