

# MANAGED SERVICES FOR AWS

Cloud



## WE GET BRINGING CLARITY TO THE CLOUD

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 AWS is backed by more than 20 years of managed services support experience. Your investment is protected since the service is delivered through CDW's National Operations Centre and managed by AWS-certified architects, consultants and engineers.

Managed Services for AWS can help you achieve:



**Operational Efficiencies**



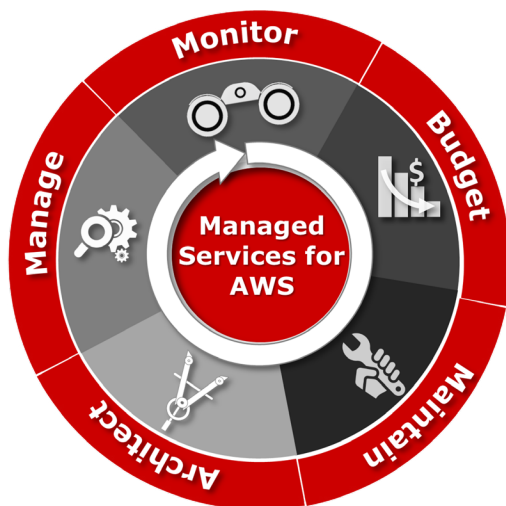
**Reduced Risk**



**Increased Performance**

## 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 cloud.



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

- Scalable service tiers and pricing
- Supports hybrid cloud environments
- Seamless integration with CDW Professional Services
- Wherever you may be in your cloud journey, CDW has the support you need

CDW's full lifecycle of Services can support your business no matter where you are on your journey:



## CDW GETS 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, 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 and achieve your business outcomes faster. CDW has achieved multiple certifications for AWS and is one of a handful of Advanced Consulting Partners.



## SERVICES OVERVIEW

Managed Services for AWS has three tiers that meet the diverse needs of organizations looking to adopt cloud services at any stage.

MANAGED SERVICES	Premium	Essential	Core*
Delivery-on-Demand	✓		
Operating System Management & Patching	✓		
Advanced Monitoring and Alerting	✓		
Service Delivery Manager & Quarterly Reporting	✓	✓	
Cloud Native Infrastructure Management	✓	✓	
Identity & Access Management (IAM)	✓	✓	
Chargeback Reporting & Tagging	✓	✓	
Proactive Monitoring and Remediation	✓	✓	
Support and Service (24x7x365)	✓	✓	✓
Best Practice Advisor	✓	✓	✓
Cloud Resale with Billing Advisor	✓	✓	✓

\*Requires CDW billing of AWS.

## CERTIFICATIONS

Our service is designed to ITIL best practices. In addition to ITIL, COBIT and other certifications held by our team members, our practice is certified and compliant with:



### ENROLLMENT SERVICES

Included in all levels of Managed Services for AWS, we get you started right by providing you with our exclusive LaunchPad and/or Concierge enrollment service.



### CONCIERGE

Full-service Onboarding (Included with Essential and Premium tiers)

- Project Management
- Service Readiness Assessment
- Service Portal Access
- Monitoring Access
- Management Services Secure Network



### LAUNCHPAD

Hands-on Working Session (Included with all service tiers)

- Setting Alerts
- Instance Creation
- Service Portal and Advisor Access and Walkthrough
- Introduction to Resource Tagging Strategy, set one tag (environment with four values)
- Cost Management and Reporting Tool



To learn more about CDW Managed Services for AWS or our full cloud services portfolio – contact your account team at 800.972.3922 or visit [CDW.ca/AWS](https://CDW.ca/AWS)

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