

# MANAGED SERVICES OFFERINGS

**CONSULT    COLLABORATE    CONCIERGE**

## MONITORING

Choose from three alert levels and two levels of trend analysis

### BASIC CLOUDWATCH ALERTS

- CPU, Network I/O, Disk I/O Alerts
- Two-Weeks of log history
- Detection Time: 2-3 minutes

✓

✓

✓

### CUSTOM OS-LEVEL ALERTS

- Adds Disk Space, RAM Usage, other O/S Alerts
- Two-Weeks of log history
- Detection Time : 2-3 minutes

✓

✓

### NEXT-GENERATION APPLICATION ALERTS WITH AI AND AUTOMATED SELF-HEALING

- Adds Out-of-Normal-State Alerts
- Ongoing Trend Analysis
- Detect Issues before they occur

✓

## PERFORMANCE MANAGEMENT

Access past usage trends and insights

### Trend Analysis

2 Weeks

2 Weeks

13 Months

### Monthly Graphical Reports

✓

✓

✓

### Optimization Consulting with Performance Recommendations

✓

✓

## REPORTING

Discover and share insights from your data

### Monthly Usage and Costing Reports

✓

✓

✓

### On-Demand Standard View Reports

✓

✓

### Online Cost Portal with Custom View Reports

✓

### Two-Week Historical Performance Metrics

✓

✓

✓

### Real-Time Performance Metrics

✓

<b>UPTIME WARRANTY</b> Ensures 99.95% Uptime		✓	✓
<b>CHANGE CONTROL</b> Access to Adjust Your Critical Data		✓	✓
<b>SLA/ISSUE RESOLUTION</b> For Emergencies and Critical Response Situations	30 minute/ 8 hour	15 minute/ 4 hour	15 minute/ 4 hour
<b>COMPLIANCE/SECURITY</b> Ensures adherence to architecture standards with optional premium compliance			
<b>STANDARD BEST-PRACTICES COMPLIANCE</b> - AWS Config	✓	✓	✓
<b>AUTOMATED/CUSTOM SECURITY GUARDRAILS</b> - AWS Inspector		✓	✓
<b>COMPLIANCE PREMIUM OPTIONS (ADDITIONAL FEE)</b> - HIPAA - SOC - PCI - NIST and others	✓	✓	✓
<b>ID AND ACCESS MANAGEMENT</b>	✓	✓	✓
<b>DR/BACKUP</b> Quickly Restore Your Critical Data to Normal States			
<b>AUTOMATED DR/BACKUP SOLUTION</b>	✓	✓	✓
<b>TESTING INTERVAL</b>	Annual	Semi-Annual	Quarterly
<b>COST MANAGEMENT</b> Track and Monitor Your AWS Expenditures			
<b>REPORTING INTERVAL</b>	Annual	Quarterly	Monthly
<b>PATCHING AND UPDATES</b>	✓	✓	✓

