



CLOUD INNOVATION  
TO KEEP PACE WITH  
BUSINESS AND  
INDUSTRY DEMANDS

# An AWS Partner You Can Trust

Your success is what drives us

We offer support in four key areas to give you  
360-degree coverage of your cloud environment:

**ADVISORY**

**MIGRATE**

**MANAGE**

**OPTIMIZE**



Integrate Into Your  
Team



AWS Cloud Cost  
Optimization



Operational  
Efficiency



Enhanced Security  
Governance



Maintenance



Management



Monitoring

It's time to modernize and simplify the way you utilize technology for your business. By leveraging Atlasticity's AWS-driven solutions, your technology will support your business goals and help you stay ahead of the competition. With our experience and expertise, we help you create and maintain the right cloud technologies that will increase your flexibility, scalability, security, and reliability.

Whether you are just getting started, migrating a data center, or building optimized solutions in the cloud, ongoing operational excellence is a critical component to success in the cloud. We augment your cloud operations skills and experience as a short-term accelerator or long-term solution so you can focus on transforming your applications and business in the cloud.

As a solely-focused Amazon Web Services partner, we guide your whole journey from strategy to management so your business can become more agile and innovate faster.

To become a recognized industry expert, AWS partners must pass technical competencies proving their expertise and specializations to become eligible for their certified status. In addition, they are required to provide proof of successful customer engagements built on the AWS cloud. The providers in the AWS Partner Network are not only masters of their craft, they are also business champions who excel in customer service. Reputation, credibility, experience and professionalism are all part of the selection process.

aws partner  
network

Select  
Consulting  
Partner



# Cloud Operations Management

A single, reliable point of access for cloud expertise, services, & requests

## Unrivaled Control to Maximize and Confidently Scale Your Cloud Investment

### Cloud Cost Control

Optimise operational performance, pay-as-you-go, & control your cloud spend

### Turnkey Cloud Operations Model

Proactively keep your cloud running with people, automation, configurations, tools, & controls to operate at scale

The Future of Business is Here

### Next-Gen Services

Continuous optimization, automation, configuration, self-healing tools, & controls to operate at scale

### Cloud Security & Compliance

Identify opportunities to mitigate security issues & risks. Reduce the burden of meeting compliance program requirements (HIPAA, HITRUST, GDPR, SOC, NIST, ISO, PCI, FedRAMP) through automated detection & remediation automation

# Cloud Operations

## Continuous Optimization Management Levels

Cloud Management levels include flexible, consumption-based service offerings designed to meet the needs of your organization. All have been designed to provide solid foundational value for businesses with varying degrees of assistance. These packages have been successful in filling the gaps for our customers information technology teams.

	Checkpoint	Agile	Professional	
<b>SUPPORT</b>	8 x 5 Business Support	✓	✓	✓
	8 x 5 Priority Access to AWS Certified Cloud Architects			✓
	24/7 Business Critical Support			✓
	Specialist Resources: Market Rates	✓	✓	
	Specialist Resources: Included at Agreement Rates			✓
	Access to AWS Partner Funding Programs	✓	✓	✓
	Waived \$100 Minimum for AWS Business Support	✓	✓	✓
	Dedicated Technical Account Manager		✓	✓
	Centralized Point of Contact for All AWS Support		✓	✓
	Escalations via Partner-Led AWS Enterprise Support Program		✓	✓
	AWS Well-Architected Framework Reviews			✓
<b>SERVICES</b>	<b>Advisory</b>			
	Technical, Business, & Consumption Reporting & Technical Account Manager Engagement	✓	✓	✓
	Basic Monthly Resource Allocation, Cost, Billing, Security & Compliance Monitoring Reports	✓	✓	✓
	Enhanced Monthly Resource Optimization, Reserved Instance Purchasing, Security/Compliance Auditing Reports & Strategy		✓	✓
	Advanced Monthly Resource Utilization, Instance Scaling/Termination, Custom Security & Compliance Frameworks Report, & Strategy			✓
	Customized Cloud Formation Templates for Ongoing Automation of Newly Provisioned Infrastructure			✓
	<b>Professional</b>			
	Consumption & Optimization - Financial Recommendations, Projections & Remediation	✓	✓	✓
	Compliance & Security - Reporting, Recommendations, & Remediation	✓	✓	✓
	Project Architects, Engineers & Technicians	✓	✓	✓
	<b>Managed</b>			
	Preventative Cloud Maintenance Technical Remediation Support	✓	✓	✓
	Patch Management for Designated Operating Systems			✓
	Custom Monitoring for Automated Alerts Based on System Events & Defined Metric Criteria			✓
	<b>Specialist</b>			
Virtual CIO, Developer, DB Administrator, Analytics Professional, Security Specialist	✓	✓	✓	
<b>ENGAGEMENT</b>	<b>Goals</b>			
	Establish & Maintain Budgets & Forecasts	✓	✓	✓
	<b>Planning</b>			
	Annual Initiatives & Exploratory Projects	✓	✓	✓
	<b>Meetings</b>			
	Regular Cloud Business Reviews & Internal Meeting Participation	✓	✓	✓
	Annual Cloud Architecture Reviews		✓	✓
	<b>Tracker</b>			
	Action Items, Assignments, & Progress Reports			✓
	<b>Tools</b>			
CloudCheckr/Support Ticketing/Chat-Based Support/Cloud Watch	✓	✓	✓	
<b>THE TEAM</b> Your Organization, Atlasticity, Cloud Supply Chain Partners				

# Why Atlasticity?

A solution-oriented approach to solve your most complex business problems

## STRATEGY

Reimagine what is possible. Redefine how you will shape the future. We'll help you get there and continuously reinvent for innovation and growth. Plan. Grow. Adapt.

## SOLUTIONS

We accelerate your journey to the AWS cloud. With agile methods and AI driven tools, we shorten migration and time to market.

## TRANSFORMATION

Digital transformation represents a progressive rethinking of how an organization uses technology, people, and processes to improve business performance and client experience.

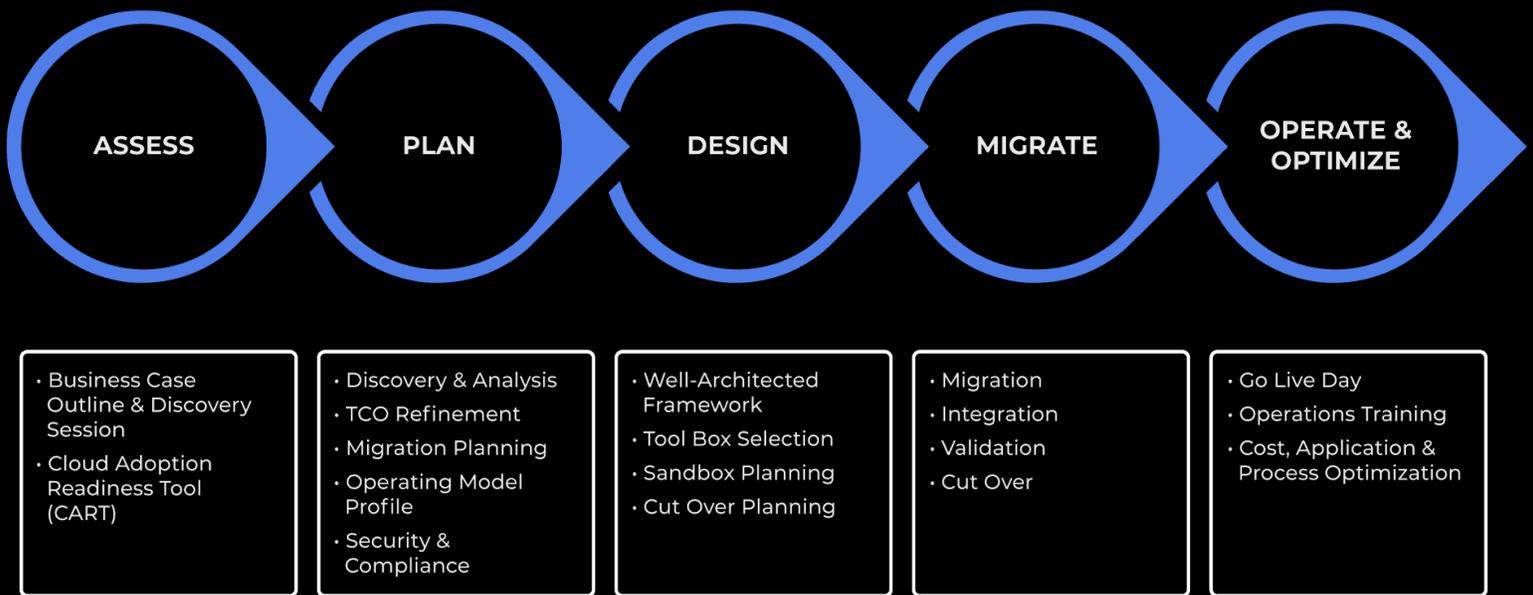


Your Benefits					
Easy access to the largest range of world leading technologies, so you can innovate and build faster	Data management, backup and disaster recovery	Strengthen your relationships with your clients and innovate how you deliver results	We are specialists, not generalists in AWS cloud solutions; an extension of your team, providing AWS expertise to support business goals	Healthy and secure cloud environment	Scalable resources that grow with your business
We'll teach as we go and grow together; leverage our knowledge to further yours	Always-evolving to keep up with the fast-paced technology industry; we maintain competencies and certification so you don't have to	Consulting and AWS services is all we do; our advice will always be centered around working with you to achieve your outcomes	We share the innovative tools and resources we use for you to stay competitive	Modernized infrastructures	On-demand IT delivery with pay-as-you-go pricing

# Harness Cloud Expertise

Our professionals have the highest standards in continuing education and certifications ensuring we bring the expertise your business can count on as your AWS Trusted Partner. Our team approach ensures the right resources are engaged from start to finish using our proven processes.

**Our process ensures every project with Atlasticity will exceed expectations:**



Atlasticity's flexible staffing approach caters to your business needs, timeline, budget, and integrates as an extension of your team. We help you address the shortage of experienced cloud operators that is forcing you to dual task your application teams, which can negatively impact or stall cloud adoption. Leverage Atlasticity to cover tactical operations work, freeing up your resources to focus on applications and business value.

**By adopting agile methodologies and AI-driven tools, we shorten migration time and go to market rollouts by 3x as your trusted partner.**

# Much More Than Just Keeping the Lights On

The evolution of Managed Services from vendor to trusted advisor and partner

The key difference between traditional and Next-Generation Operations is that Next-Generation Operations go beyond the management and monitoring of workloads. They extend their capabilities and offerings into migration, DevOps, security, and other areas of specialization. By doing so, they are able to act as end-to-end cloud solution providers for customers using AWS. The following are specific comparisons for ways in which traditional MSPs and Next-Generation Operations differ:

<b>Traditional MSP</b>	<b>Next-Generation Operations</b>
Run and operate focused	<b>Design, architect, automate</b>
Hardware-based solutions	<b>Cloud and software-based solutions</b>
Centralised operations	<b>Distributed operations and resources</b>
Device-based SLAs	<b>Solution/application based SLAs</b>
Complex, manual change management	<b>DevOps, CI/CD, self-healing solutions, Infrastructure-as-Code</b>
Static monitoring with fixed thresholds	<b>Dynamic monitoring, anomaly detection, machine learning</b>
Security risk mitigation	<b>Security by design, continuous compliance</b>
Outsourcing vendor	<b>Trusted advisor and partner</b>

Focusing on the long-term and going deep with customers by delivering services and support across the full customer lifecycle enables Next-Generation Operations to deliver outcomes and services further up-the-stack at the application and user-experience level - moving beyond providing management, services, and SLAs at the infrastructure and/or network level.

# Your Cloud Innovation Team

A designated point of contact

## Your Account Executive

- Manages the overall relationship between you and Atlasticity.
- Ensures all business transactions are of mutual value and conducted according to sound governance practices
- Acts as an escalation point for any potential customer satisfaction opportunities
- Facilitates the procurement of any contracts required (upgrades, replacements, and remediation) that is outside of the scope of the service level of managed services

## Your Cloud Adoption Team

- Provides proactive general guidance via standard documentation, white papers and reference architectures for AWS products and services for generalized use cases
- Provides awareness of Atlasticity and partner led events and webinars to help enable your organization with your cloud transformation
- Assists with Reserved Instance purchases and conversions upon customer request

## Your Service Desk

*Supporting the service desk is a team of certified, highly trained, and experienced cloud engineers who perform remote diagnosis and provide level 1, 2 and 3 support for Atlasticity services based upon the agreed service level:*

- Provides service interface between you and Atlasticity for all aspects of your service, including receiving, recording, coordinating, and escalating incidents, changes, and requests
- Provide general guidance via standard documentation, white papers and reference architectures upon request
- Work closely with customers to resolve incidents and problems within the agreed service levels.
- Provides a world-class service experience
- Facilitates escalations to the level 2 and level 3 technical support resources as necessary

## Your Dedicated Technical Account Manager

- Regular cadence calls to review customer's cloud adoption journey and desired business outcomes
- Communication and education around best practices for cloud transformation, backed by the Well Architected Framework
- Configuring custom cost reports based on customer requirements, setting up budgets and alerts and offering additional insight into costs and potential savings
- Education and guidance around AWS Partner Programs – Funding Programs and Volume Discount Programs
- Responsible for guiding Professional and Managed customers through the onboarding process
- Monitors and manages the delivery of managed services to ensure smooth onboarding, operations and customer satisfaction
- Leads regular service improvement meetings with the customer and any appropriate third parties and documents resulting recommendations in a service improvement plan
- Follows through any actions, issues, and service improvement opportunities highlighted at service review meetings
- Manages the overall execution of the service improvement plan (backed by a team of certified cloud engineers)
- Manages the coordination of any work required (upgrades, replacements, and fixes) that is outside of the scope of the service level of managed services
- Reviews upcoming patches for the future month
- Acts as a point of contact for technical escalations by or for the customer

## Access to Cloud Experts

Cloud Support Engineers, Certified Solutions Architects, and specialized product teams are available to provide guidance and support as needed.

# The Atlasticity Difference

People, process, and data: Modernize your infrastructure at warp speed with Atlasticity



The digital age is here. Companies are taking big leaps with their digital migration to the cloud.

## Don't let technology hold your business back:

Siloed data and systems that are a bottleneck to efficiency and productivity.  
Cloud costs spiraling out of control without a cloud migration and management expert.  
Limited visibility that puts your business at risk of security threats.

## Your Digital Transformation Is Closer Than You Ever Imagined

### PROVEN PROCESSES

Ensure agile, scalable, sustainable operating rhythms for AWS solutions that optimize cost and align with the business' strategic goals

### EMPOWERED PEOPLE

Upscale your team and break down silos to increase data transparency across business functions to achieve consistent outcomes

### INNOVATION

Differentiate organizational capabilities, focus on business value, and outpace the competition

"92% of companies identified people, business processes, and culture as the principal challenges to becoming data-driven."

- *Big Data and AI Executive Survey 2021, New Vantage Partners, 2021*

The best decision a business leader can make is obtaining a cloud migration specialist; a team that has already successfully and seamlessly migrated business like yours to the cloud



ADVISORY



MIGRATE



MANAGE



OPTIMIZE

Transform your business from the inside out with Atlasticity:

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