WE GET
BRINGING CLARITY
TO THE CLOUD.

CDW Amplified™ Hybrid Cloud
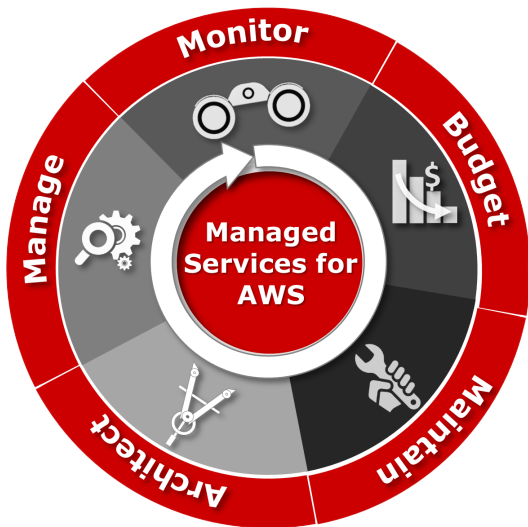Managed Services for AWS

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. Delivered through CDW's Enterprise Command 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
- 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.

Monitor · Budget · Maintain · Architect · Manage — Managed Services for AWS

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 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.

aws 100 certified
AWS PARTNER NETWORK

- aws certified Cloud Practitioner
- aws certified Developer Associate
- aws certified SysOps Administrator Associate
- aws certified Solutions Architect Associate
- aws certified DevOps Engineer Professional
- aws certified Solutions Architect Professional
- aws certified Big Data Specialty
- aws certified Security Specialty
- aws certified Advanced Networking Specialty

aws partner network
Advanced Consulting Partner

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

Design → Orchestrate → Manage

On-Premises → On-Journey → Cloud-Based

CDW AMPLIFIED™ SERVICES

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	Basic (included*)
Engineer–on–Demand CDW will expand your cloud environment based on your technical requirements (e.g., launch new instances/AMI, modify route tables and security settings and other supported AWS services)	✔		
Tagging Expert · Four additional tags for a total of eight · Asset Name; Application ID; Application Role; Version	✔		
Proactive Monitoring and Remediation · Proactive monitoring and fault detection · Auto ticket generation and issue remediation	✔	✔	
Technical Account Manager · Assigned technical day–to–day contact · Regular technical reviews	✔	✔	
Technical Support · 24/7/365 support from CDW · Phone, Chat, Service Portal and Email	✔	✔	
Incident Management · Track and remediation of incidents · Provide Root Cause Analysis for serious issues	✔	✔	
Change and Environment Management · Track, implement, record and manage all changes	✔	✔	
Tagging Advisor · Identify resources to enable accurate reporting · Four tags: Start/Stop; Business Unit; Environment; Owner	✔	✔	
Security and Capacity Advisor · Address common security concerns · Provide right–size recommendations for your compute and storage	✔	✔	✔
Budget Advisor · Consumption tracking by department · Auto–generating reports	✔	✔	✔
Billing Advisor · Graphical views of your spend · Custom alerts	✔	✔	✔

*Requires CDW billing of AWS.

Certifications

CDW Managed Services Industry Certifications:

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.
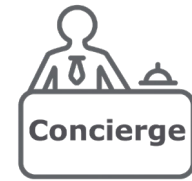
Concierge

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

· Project Management
· Service Readiness Assessment
· Service Portal Access
· Monitoring Access
· Base Management Node (BMN) Enrollment

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 Managed Services for AWS — or our full cloud services portfolio — contact your account manager

CDW AMPLIFIED™ SERVICES