



AWS Managed Service

IT Agility in a constantly changing world

In today's constantly changing world, IT infrastructure has become increasingly complex; so, enterprises are seeking to accelerate their transformation to cloud computing, driven by the prospect of increased efficiency, finer control over service delivery optimisation and enhanced scalability and performance.

Attenda AWS Managed Service extends to the design, deployment and management of Cloud solutions on Amazon AWS; as an alternative to Attenda's Cloud Infrastructure as a Service (IaaS), or as an integral part of a hybrid cloud solution that takes advantage of Amazon's unique platform capabilities, scale and global presence.

Attenda's unique managed services expertise adds an ITIL-based 24 x 7 management framework to Amazon's infrastructure platform, combined with Attenda's specialist knowledge of platform and service design.



What does Attenda AWS Service mean to you?

Attenda's Service Strategy includes the provision of an AWS managed service that covers the unique capabilities of AWS, including EC2, S3, auto-scaling and RDS. Our Monitoring and Management framework for AWS provides enterprise clients with all of the benefits of AWS but with a coherent Service Management layer.

Additionally, Attenda provides structured Account Management, Service Delivery Management and Service Billing, building strong and lasting relationships with its Clients, to ensure your AWS Service meets the needs of your business both now and in the future.

We will determine which AWS components are most appropriate to your needs and from this architect a solution for your application based upon your service level requirements. We then work with you to implement the architecture, transition your applications and migrate your data to the AWS cloud. We will then provide you with a management service for you AWS environment including:

Our AWS Service Management layer includes architectural guidance, platform solution design, technology choice, cost optimisation, automation and orchestration, performance optimisation, security, release management within the production environment, Patch Management, detailed monitoring and Disaster Recovery planning. Premium AWS Support options are also available from within the Attenda AWS Service Management Framework.

The features of our AWS Managed Service include:

- **Incident, Problem and Change Management** – using ITIL v3 processes
- **Monitoring Service** – a full monitoring service with component fault and performance monitoring
- **Proactive Maintenance** – with capacity planning and routine cost optimisation
- **Patching** – for operating system, application security and maintenance patches
- **Auto-scaling** – designing, provisioning and maintaining infrastructure, to take advantage of the AWS platform capability
- **Hybrid Cloud Solutions** – spanning private and public clouds, taking advantage of the best of both solutions.
- **Security Management** – our managed services ensure that servers are always patched to the latest security updates. We provide vulnerability reviews of supported products to proactively highlight threats before they become problems. Our managed approach allows security updates to be tested on non-production environments, before they are rolled out to the production environment.

AWS Service Application Availability

We can provide either 99.95% or 99.99% application availability SLA, based upon a geographically redundant environment, where an application is deployed across multiple AWS 'regions'. The georedundant solution enables multiple layers of resilience, including surviving failure of a complete region, with either a failover between solutions, or live-live running of the solution.

AWS Service Charges

Attenda's AWS Service charges are made up of the following elements:

- **Attenda Management Service** – fixed management charges from Attenda
- **Amazon AWS Platform and Data charges** – variable platform elements from AWS

Attenda's management charges cover design, deploy and on-going management of the Production, Pre-Production and Disaster Recovery platforms. Management charges for flexible architectures are based upon the baseline number of instances and are not affected by fluctuations in size caused by AWS auto-scaling.

Delivering cost effective, flexible managed services for the AWS platform

Today, business solutions can demand capabilities that span multiple IaaS providers and dedicated infrastructure. Attenda can manage the problem of infrastructure design, deployment and on-going management for your AWS cloud or hybrid cloud environment.

The AWS platform, with Attenda managed services, is most cost efficient where applications are designed to take full advantage of the scale-out compute capability. For example, spot instances can be deployed for non-critical batch jobs, or auto-scaling can be used for massive scaling required in response to ad-hoc and unpredictable events.

Attenda is providing a value-add service layer to Amazon AWS, complementing the Amazon infrastructure-based services with managed services that include build, sizing, patching, security management, applications deploy, provide release management, incident, problem and change management, proactive monitoring and other 'managed services'.

Attenda's investment in developing world-class processes and controls to support the AWS platform provides the highest levels of security for your business critical applications.

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