PROACT

Support and Management for AWS

Free your valuable resource to focus on delivering
new projects, letting Proact manage your cloud environment 24x7

Optimal performance from your AWS infrastructure

Support and Management for Public Cloud provides ongoing support, monitoring and comprehensive management of your public cloud services and applications. Designed with ITIL best practices in mind, Proact can help you get peak performance from your cloud infrastructure, reducing your operational overheads and risk.

Step away from everyday operations and focus on your core business by taking advantage of our 24x7 monitoring service. Proact can ensure operational excellence by conducting key actions such as change management, incident investigation and resolution, patching, security and access management, as well as providing reports relating to the health of your environment.

Proact acts in accordance with response times that suit your needs, not ours, ensuring that your organisation can meet the stringent availability demands of today's business landscape. We offer local language support across Europe and provide the expertise that's needed to maintain a meaningful and intelligent hyper-scale platform.

Work with a partner that keeps your business outcomes in mind, managing your cloud infrastructure so your services are always available, optimised and secure. Become more cost efficient and leverage the potential of your public cloud platform, making sure your infrastructure gets the attention it requires while you concentrate on the projects that can add real value to your business.

"We now have a much simpler environment which is managed 24x7 by Proact, leaving our IT staff free to get on with projects that really make a difference to us. We anticipate massive cost savings over five years, allowing us to invest more in our core business to really align IT spend with business needs."

Infrastructure Manager
Recruitment Agency

Reasons you need Support and Management for Public Cloud

Fast incident response

Lack of AWS expertise in-house

Leverage your public cloud investment

Requirement for actionable insights into trends and future needs

Predictable service levels and costs

What is Support and Management for Public Cloud?

ITIL based remote monitoring and management to support your AWS cloud

Support and Management for Public Cloud is an ITIL based remote monitoring service, with the ability to manage resources, features and services running within hyper-scale public cloud environments, or more specifically, your AWS cloud. This service allows your staff to step away from daily operational tasks with Proact becoming a virtual member of your team.

Proact offers two packages for you to choose from, Premium Support+ or Service Management. Depending on your specific needs, Proact can monitor your environment on a 24x7 basis, ensuring optimal performance and providing near real-time alerts when there's an issue.

In the event of an incident, all alerts will be sent to Proact's Helpdesk where experts will investigate what's happening. With Premium Support+, alerts relating to your resources, instances and public cloud environment will be sent to pre-specified contacts within your organisation. This allows alerts to go the right people so you can act promptly to any problems.

If you've opted for our Service Management offering, all alerts will be investigated by Proact and information will be displayed on your web-based monitoring portal, which will be issued to you in addition to the public cloud provider's own support portal.

If your public cloud platform requires a routine change to ensure that it remains effective and efficient, Proact can connect to your environment using a public cloud administration console or via a customer support server. The public cloud administration platform allows our AWS certified engineers to have complete control over the configuration, but with minimal access to your cloud network to make sure your vital assets remain secure.

Proact provides transparent reports on usage and billing so you can easily manage your IT costs. With pre-agreed SLAs alongside Proact's frequent service review reports, you can feel at ease that the management of your cloud infrastructure is under control so your team can focus on innovating your IT.

"The Service Management offering from Proact has allowed us to allocate our valuable resource to innovation projects, both in Europe and globally. This has driven great value across the entire business, whilst also ensuring our core infrastructure is in safe hands."

**EMEA IT Operation Director**
Construction Company

Package offerings

Support and Management for Public Cloud is available in two offerings which provide different levels of engagement dependent on your needs.

Premium Support+

With Proact's Premium Support+, we will monitor all your cloud services, sending any alerts to our Network Operations Centre (NOC) and to the relevant personnel within your company, allowing you to remain in control. Based on a flexible model, you can choose your preferred contact method and escalation process which can be customised around different alert types and timings. Premium Support+ can provide access to industry-leading experts, 24x7, and is well suited to company's with stretched IT resource.

Service Management

Proact's Service Management uplifts Premium Support+ to provide full management and monitoring of your public cloud environment on a 24x7 basis. This offering covers the full range of ITIL components from incident/problem management, capacity, release and change management to reports and alerts. This option is often suitable if you have no cloud administrators available. By choosing Service Management, you can relive your IT team from operational burdens as Proact will manage your production environment.
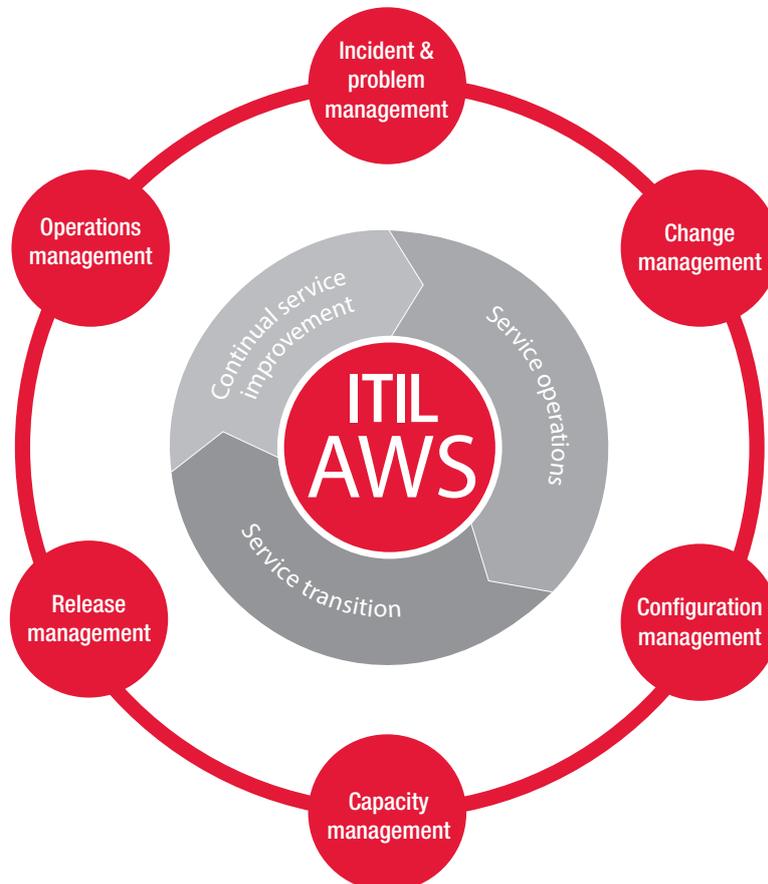
Choose a package to suit your needs

ITIL stages	ITIL processes	Support/Management item	Premium Support+	Service Management
Service strategy	Financial management	Usage reporting and billing	✓	✓
Service transition	Service asset and configuration management	Configuration management database	✓	✓
		Configuration/design documentation updates	-	✓
	Change management	Modify database configuration upon request	-	✓
		Change management recording portal	-	✓
Service operations	Event management	Near real-time service monitoring	✓	✓
		Alert notification via email	✓	✓
	Incident management	Fault coordination to cloud provider	✓	✓
		Incident assistance via manual request (email or phone)	✓	✓
		Multiple vendor coordination	✓	✓
		Incident resolution via automated alert or manual request	-	✓
	Problem management	Incident trend analysis	-	✓
	IT service continuity management	Snapshot recovery	-	✓
	Knowledge management	Knowledge database	-	✓
	7 step improvement process	Reporting and recommendations	-	✓
	Service reporting	Incident and change statistics reports	✓	✓
	Service measurement	Response time/SLA monitoring and reporting	✓	✓

Key benefits of Support and Management for Public Cloud

Flexible cost model
Take control of your IT spend with our pay monthly option. Scale your service as you need to.

Industry recognised security accreditations
Proact is ISO27001 certified so you can trust that your data is secure.

Free-up time
Allow your IT staff to step back from day-to-day operations, allowing them to prioritise strategic projects.

Service desk
Access our award winning service desk who offer around-the-clock support.

24x7 service
Proact can provide 24x7 monitoring and management, with response times that are underpinned by our contractual SLAs.

ITIL based
We offer a choice of ITIL based packages to suit your unique needs.

Service reviews
Quality of service is assured due to regular testing and quarterly service reviews.

Up-to-date environment
Get the most out of your public cloud platform with regular patching and monitoring.

Proact is Europe's leading independent data centre and cloud services provider. By delivering flexible, accessible and secure IT solutions and services, we help companies and authorities reduce risk and costs, whilst increasing agility, productivity and efficiency.

We've completed over 5,000 successful projects around the world, have more than 3,500 customers and currently manage in excess of 100 petabytes of information in the cloud. We employ over 800 people in 15 countries across Europe and North America. Founded in 1994, our parent company, Proact IT Group AB (publ), was listed on Nasdaq Stockholm in 1999 (under the symbol PACT).

PROACT

NetApp