R&D Solutions' AWS Support options

AWS MANAGED SERVICES – SUPPORT OPTIONS

Service	Basic	Standard	Advanced
Technical Account Manager *(A contact person for all types of questions regarding your subscription)*	✓	✓	✓
Contact via email *(business hrs)*	✓	✓	✓
Disaster recovery, backups and business continuity *(Configure the necessary backup policies for the necessary AWS services and ensure they are executed properly. Help clients define and implement RTO and RPO)*	✓	✓	✓
Networking Operations Management *(Create and maintain additional VPCs, ensure the networks are configured properly and the necessary firewall rules are applied to the corresponding services)*	✓	✓	✓
Monthly Reports ● *AWS Account Spending (1)* ● *SLA (1)*	✓	✓	✓
Incident Management *(life-cycle management of all service requests,* *keeping a customer informed of progress and advising on workarounds)*	✓	✓	✓
Change Management *(track relationships among aws resources and review resource dependencies prior to making changes)*	✓	✓	✓
CM Config Management *(control changes introduced to aws resources through version selection and version control)*	✓	✓	✓
Support Requests *(unlimited number of support request with our Certified Cloud Engineers)*	*Email only*	*Email* *Service Desk* *Phone*	*Email* *Service Desk* *Phone*
Organization Contacts	*1*	*2*	*Unlimited*
Service Desk *(self-service customer portal for tracking requests)*		✓	✓

Phone Support *(call us any time)*		✓	✓
AWS Developer Support			✓
Live Chat *(stay connected with our cloud and devops engineers)*			✓
Support 24 x 7 x 365 *(available all the time)*			✓
Compliance *(Helping you pass certifications as PCI DSS, ISO 27001, G5)*			✓
Server monitoring *(Implement basic or detailed monitoring for supported AWS services)*			✓
Security *(Auditing & Best Practices implementation)*			✓
Architecture and Design *(Architect and Design a solution so that it fulfills your requirements and in the same time is compliant with AWS best practices like high availability, redundancy, scalability, elasticity, etc)*	OPTIONAL	OPTIONAL	✓
Infrastructure as code (DevOps) *(Provisioning resources and / or environments through machine-readable definition files)*	OPTIONAL	OPTIONAL	OPTIONAL
Build Automation (DevOps) *(Automating the software build process - building the source code, packaging it, running automation tests against the package and receive feedback)*	OPTIONAL	OPTIONAL	OPTIONAL
Deployment Automation (DevOps) *(Automate the deployment process across different environments and ensure continuous iterative releases)*	OPTIONAL	OPTIONAL	OPTIONAL
Application Management *(Manage the installation, patching, versioning, upgrading and monitoring of third party software)*	OPTIONAL	OPTIONAL	OPTIONAL
Migration *(Migrate your environment, data and/or application on the cloud using the most appropriate AWS services)*	OPTIONAL	OPTIONAL	OPTIONAL

ARE YOU INTERESTED IN A TEST DRIVE?

We do provide a 30 days Free Trial of our Standard Tier *AWS Managed Services* and we'll be glad to show you off our value.

Reach out to us: Europe: +44 203 514 5372 or send an email to contact@rnd-solutions.net and we'll get in touch shortly.