

NEXT-GEN MANAGED CLOUD SERVICES

Why a Business would want a Next-Gen MCS with Innovative...

- ✓ Access to a team of AWS-Certified Cloud Engineers
- ✓ They get a designated Account Manager
- ✓ Reduce their AWS spend and prevent cost overruns
- ✓ Increased performance and security of their AWS environment
- ✓ Ongoing support to deliver best practices
- ✓ Proactive capacity planning and alert monitoring
- ✓ Advanced operational intelligence



Well-Architected Remediation Services

Well-Architected Remediation Services included (2) advisory sessions per month with your designated Innovative technical account team. Innovative will provide consulting and advisory services focused on solving critical remediation items originally identified during the WAR process.



Cost Optimization Review Services

Cost Optimization Review Services consists of (2) sessions per month to review and analyze your cloud spend in an effort to identify relevant cost optimization opportunities. The goal of these monthly services is to provide clarity, predictability and economic opportunity for your cloud spend.



Cloud Advisory Services

Cloud Advisory Services include (2) scheduled consultations with an Senior Cloud Architect who will provide a review of the performance and utilization of your cloud environment. The goals of these sessions, is to identify how the current workloads is performing for end users and other relevant stakeholders. Any forthcoming projects and initiatives will be added to a Cloud Services Backlog as directed by the client. On a monthly basis, the customer has the opportunity to direct Innovative to complete backlog items of their choosing.



Reactive Technical Support

Innovative will provide four hours per month of reactive support to be used as needed and at the direction from the customer. This includes cloud environment support, break-fix, service requests, consultation and/or technical advisory services. This requires appropriate access to the customers environment. The hours do not roll over month to month. In the event that additional hours are needed, Innovative will provide the customer with a separate statement of work.