



Embrace the evolution of your business in the AWS Cloud in a managed, secure and reliable way

## Main benefits

### AWS Cloud operations support evolution and management

AWS IT OPS is S2E's service to accelerate the evolution of businesses within the AWS Cloud, enabling them to make the most of the cloud provider's wide range of services for both business critical and non-business critical operations. We assist companies both in managing their Cloud operations, ensuring full operability, efficiency and sustainability, and providing active support to deploy AWS services for new business initiatives.

### Scope

The service is aimed at medium and large companies size companies with complex infrastructures in the AWS Cloud that need expert support in managing and evolving their workloads. The ease of using and experimenting with new AWS services requires a competent and excellent partner to guarantee business continuity and cost structure optimisation.

### Challenges facing companies

The high volumes of workloads and the vast catalogue of AWS cloud services often make it difficult to navigate one's cloud journey with confidence. Specific skills and experience in managing complex infrastructures are difficult to find on the market, facilitating loss of control over one's cloud operations, as well as low optimisation of operating costs. An incomplete knowledge of the catalogue precludes the startup of business initiatives with a view to digital transformation.

### The advantages offered

The IT Manager acquires qualified operational support for the management of cloud operations, as well as an easing of the workload and responsibility on his operational structure. Users of the services provided through the AWS Cloud benefit from a fully managed, reliable and efficiency-oriented IT Operations service.



## S2E: approach and proposed methodology

Thanks to our excellence expertise and customer orientation, S2E is the ideal partner to support companies in their Cloud Journey with Amazon Web Services (AWS), of which we are an Advanced partner. We guarantee the involvement of certified employees who are experts in the selection, implementation and management of AWS cloud services. We are convinced that the streamlining of Cloud operations, as well as the deployment of new innovative services, requires careful evaluation and monitoring of the evolution and impact on the client company's cost structure, as well as preserving business continuity and service reliability through a rigorous, analytical and needs-oriented approach.

### Future development benefits

The main advantages of AWS IT OPS are:

1. Reduction of disservices and incidents caused by inefficient infrastructure management.
2. Proactive monitoring in identifying critical issues and inefficiencies.
3. Consultative standing in supporting the company to maximise the potential of the AWS Cloud.
4. Control of the cost structure, avoiding unusual and unforeseen charges.
5. Flexible service cost according to customer needs: choose between a pay-as-you-go or fixed, predictable model.

### Offer model

AWS IT OPS is offered both as a fixed-fee managed service and as a pay-as-you-go model.

In the fixed-fee formula, we identify the company's infrastructure and service SLA requirements, following an analysis phase.

In the consumption model, we charge a fixed price for each service we manage, differentiated according to its criticality for business continuity.

## Meet the team: our expertise

Our team is made up of people with decades of experience in the implementation, migration and management of complex Cloud infrastructures, who lead our customer initiatives alongside young professionals capable of handling challenging tasks independently. This mix of experience, seniority and skills underpins our ongoing commitment to people empowerment and growth, one of the hallmarks of our corporate vision. All our professionals are certified experts in Amazon Web Services, qualifying us as one of the most authoritative AWS partners in Italy.



## Our service levels

The table shows the service levels we commonly offer our customers. Each service level can be customised at the customer's discretion.

Priority	Description	Types	Response	Solution
Critique	<ul style="list-style-type: none"> <li>Scenario: complete blocking of the service.</li> <li>Impact: all service users.</li> </ul>	<ul style="list-style-type: none"> <li>Incident</li> </ul>	2 hours	12 hours
High	<ul style="list-style-type: none"> <li>Scenario: Users are prevented from using a specific service functionality.</li> <li>Impact: all users using a specific functionality.</li> </ul>	<ul style="list-style-type: none"> <li>Incident</li> </ul>	4 hours	24 hours
Average	<ul style="list-style-type: none"> <li>Scenario: one or more users are partially prevented from using a feature, or a work-around is available to circumvent the problem.</li> <li>Impact: more than one user.</li> </ul>	<ul style="list-style-type: none"> <li>Incident</li> <li>Service request</li> <li>Problem</li> <li>Request for change</li> </ul>	8 hours	15 days
Low	<ul style="list-style-type: none"> <li>Scenario: an incident or change that does not prevent the use of the service and can be considered a request for improvement. The response is not to be considered critical.</li> <li>Impact: more than one user.</li> </ul>	<ul style="list-style-type: none"> <li>Incident</li> <li>Service request</li> <li>Problem</li> <li>Request for change</li> </ul>	5 days	N / A