

Bytes AWS Enterprise Support

AWS recommends Enterprise Support to all customers running workloads in AWS. **Bytes is proud to offer Partner Led Enterprise Support on AWS** – giving you all the benefits and features offered by AWS but with a more personal and enhanced service.

Bytes Enterprise Support offers 24/7 support with a 15-minute SLA on business-critical system down events. You'll receive assistance from high-quality solution architects, tools and technology to maintain the health of your environment and reduce downtime, along with fast pass escalation to AWS.

You will also have regular contact with a dedicated Technical Architect who will know your business and environment when discussing new initiatives. As well as communicating via chat and phone calls, you will have access to a web portal to keep track of all cases in one place.

Benefits of Bytes Enterprise Support



Priority Support

SLA's – 15 min response and allocation to Senior Architect within 1 hour on Business Critical System Down Events.



Well Architected Review (WAR)

A detailed review of your architecture and guidance on how to best design your systems according to best practices.



Training

Access to online self-paced labs provided through an AWS training provider.



Trusted Advisor (TA)

Access to the full set of AWS TA checks helping you reduce cost, increase performance, and improve security by optimising your AWS environment.

Case Severity and Response Times

Business-critical system down:
< 15 minutes

Production system down:
< 1 hour

Production system impaired:
< 4 hours

General guidance/ System impaired:
< 12 hours

Want to know more about our AWS Enterprise Support? Get in touch:
tellmemore@bytes.co.uk | 01372 418500 | bytes.co.uk/BytesAWS



Below shows you how **Bytes Partner Led Support** stacks up against no support (Basic) and AWS Enterprise.

Services/Features	← AWS Partner Led Support →				Bytes Partner Support
	Basic Support	Developer Support	Business Support	Enterprise Support	
AWS Trusted Advisor Best Practice Checks					
7 Core checks	✓	✓			
Full set of checks			✓	✓	✓
Enhanced Technical Support					
Business hours** email access to Cloud Support Associates		✓			
24x7 phone, email and chat access to Cloud Support Engineers			✓	✓	✓
Unlimited cases / 1 primary contact		✓			
Unlimited cases / unlimited contacts (IAM supported)			✓	✓	✓
Case Severity / Response Times*					
General guidance: < 24 hours**		✓	✓	✓	✓
System impaired: < 12 hours**		✓	✓	✓	✓
Production system impaired: < 4 hours			✓	✓	✓
Production system down: < 1 hour			✓	✓	✓
Architectural Guidance					
General		✓			
Contextual to your use-cases			✓		
Consultative review and guidance based on your applications				✓	✓
Programmatic Case Management					
AWS Support API			✓	✓	✓
Third-Party Software Support					
Interoperability and configuration guidance and troubleshooting			✓	✓	✓
Proactive Programs and Services					
Access to Infrastructure Event Management for additional fee			✓		
Infrastructure Event Management				✓	✓
Well-Architected Reviews				✓	✓
Access to proactive reviews, workshops, and deep dives				✓	✓
Technical Account Management					
Designated Technical Account Manager (TAM) to proactively monitor your environment and assist with optimisation and coordinate access to programs and AWS experts				✓	✓
Training					
Access to online self-paced labs				✓	✓
Account Assistance					
Concierge Support Team				✓	✓
CloudHealth Access					
AWS Proactive spending alerts					✓
Access to reporting and analysis console					✓
Customisable asset, cost, usage and security reports					✓

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* We will make every reasonable effort to respond to your initial request within the corresponding timeframes.
 **Business hours are generally defined as 9:00 AM to 5:00 PM excluding holidays and weekends.
 ***Bytes Enterprise Partner Led Support are subject to a 12-month commitment.