

# Bytes AWS Managed Services. 24/7 support.

Agile, available, on-demand IT and cloud support.

The cloud platform flexes to fit your computing needs. Your support package should do the same. Bytes AWS Managed Services works with customer requirements, whatever they are, wherever they occur.

#### As flexible as the cloud

Prepare for future problems today. Our customised Managed Services packages include online consultation time to match your business needs, not AWS infrastructure size.

#### Stay compliant online.

We keep your production workloads AWS compliant through our Well-Architected Reviews (WAR), and knowledge of best practices.

#### Everything you want.

We review millions of AWS data points for every new client, highlighting opportunities for increased cost-effectiveness, and security, backup, and disaster recovery needs.



Bytes enabled us to make strategic business decisions by providing unambiguous and comprehensible cost options for migrating to the cloud and the cost of consumption once in the cloud. Furthermore, being an AWS Partner, Bytes made us familiar with the multiple funding programmes that AWS runs, giving us the clarity and confidence to move our existing environment to the cloud and reduce overall TCO of doing so.

**Tim Mahoney,**  
Head of Technology, Riviera Travel



## Four support levels:

Choose one that works for your business.



### Technical Architect as a Service (TaaS)

- 24/7 (365) call answering service is available to raise requests with next day progression.
- Buy a package of hours to use, as and when over 12 months.
- Top up your hours at any time.
- Use our Zendesk support system to log and track requests.
- Say no to long term contracts, and yes to senior solution architects on call.
- Our consultancy service puts the experts you need to succeed within reach.



### Just for Devs: Dedicated Development Support

- 24/7 (365) call answering service is available to raise requests with next day progression.
- Monthly application well-being and health check.
- Review of any OS/IOS/Android releases that may impact your application.
- DevOps pipeline management.
- Regular Service Management Reviews.
- Senior architect and customer success manager access.



### Go Pro: Get Professional Support

- 24/7 (365) call answering service is available to raise requests with next day progression.
- Responses and reactions during supported times
- Add monitoring, backup, and proactive security when you need it.
- Full coverage, just when you need it.



### Premium Service: Elite Support

- Full 24/7, 365 days a year, Elite managed services.
- Proactive monitoring included using AWS native services.
- Backup of critical services included with proactive alerts when jobs fail<sup>1</sup>
- Includes Alert Logic proactive MDR (Managed Detect Response) ensuring that your critical workloads are protected by a dedicated SOC team.<sup>2</sup>



# Bytes AWS: Managed Services. Support on Call.

Need help solving problems or improving performance? Optimise your cloud presence with expert support from security, DevOps, network, and infrastructure specialists.

## Bytes AWS Managed Services: Benefits at-a-glance

	TaaS	Dev	Pro	Elite
Access to a 24/7 service desk	✓	✓	✓	✓
Senior architect access	✓	✓	✓	✓
Monthly summary of hours usage	✓	✓	✓	✓
Ticket management/tracking via the service desk	✓	✓	✓	✓
Access to customer success manager	✓	✓	✓	✓
WAR worth \$5000*			✓	✓
SLA-backed response times on logged tickets**			✓	✓
Regular Service Management Reviews		✓	✓	✓
Analysis reviews on security and spending optimisation***		✓	✓	✓
Constant availability of architect escalation				✓
Monthly application wellbeing/health check		✓		
Proactive monitoring to ensure business continuity				✓
Configured alert triggers on key metrics				✓
DevOps pipeline management		✓		✓
Managed backup, DR, IDS, and IPS				✓

## Why Bytes?

As an AWS Advanced Consulting Partner we have rich AWS transformation experience. Tap into Bytes specialist security, DevOps, network and infrastructure teams.

AWS Managed Services enable improved visibility, internal team capabilities, and cloud migration savings.

Our in-house AWS team can accelerate your cloud journey, while our AWS lifecycle support extends from migration and Well-Architected Reviews to governance, FinOps, and development.



Advanced  
Consulting  
Partner

Digital Workplace  
Competency

Microsoft Workloads  
Competency

Well Architected

Public Sector Partner

Solution Provider

Want to know more about our AWS Managed Services?

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**01372 418500**

**bytes.co.uk/cloud/amazon-web-services**



\*Applies to onboarding and checking services only, other conditions apply. \*\*Excludes bank holidays. \*\*\*For customers on Bytes managed billing 1. 20 backup agents included with scope to add more. 2. Includes 30-day POC, then 5 MDR agents included for critical workloads.