

CLOUDWISE

CloudWise

AWS Managed Services

www.trackit.io

Why Choose TrackIt to be your AWS Managed Cloud Service Provider (MCSP)?

Using managed cloud services enables organizations to leverage the power of cloud computing while keeping internal resources focused on core business operations. By choosing TrackIt, customers gain a dedicated team of experts committed to helping them maximize the benefits of AWS.



AWS Expertise

Our deep understanding of AWS workflows and system requirements allows us to continuously improve cloud performance and uptime. When issues arise, our team of experts is ready to respond 24x7 with qualified support.

Cost Optimization

Finding new efficiencies is a continuous effort. With tools like the TrackIt Cost Management App, Tagbot, and Well-Architected Reviews, we ensure client systems stay efficient and remain cost-effective.

Visibility & Reporting

A reliable system for monitoring performance is vital when running critical infrastructure on the cloud. We make it simple with a customized dashboard, programmable alerts, and regular reporting through exclusive TrackIt applications.

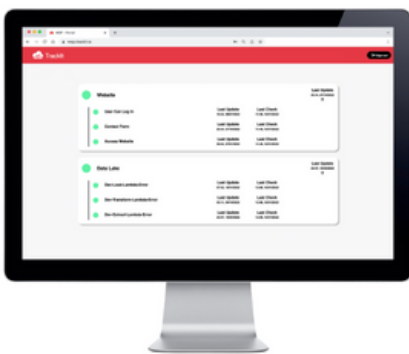
Data Security

The protection of data is always a paramount concern. We offer improved assurance with quarterly security reviews, ensuring that clients can rest easy knowing their content is secure.

AWS EXPERTISE

Qualified AWS experts ready to support your business 24x7x365

If your business runs on AWS, you might be dedicating costly internal resources to keeping your services running, up-to-date, and secure. We are here to help. Founded in 2014, TrackIt is an Amazon Web Services Advanced Tier Services Partner and a trusted managed cloud service provider. With staff located in North America, South America, and Europe, we are ready to respond 24x7x365 with qualified support.



Limited downtime and fast remediation

While downtime can never be fully averted, our MCSP web portal provides access to proactive monitoring of 10 health checks that identify and alert potential failures, and minimize service interruptions. When disruptions do occur, fast recovery is essential. Expert cloud engineers are available with a quick response time of 4 hours or less.

Annual Well-Architected Reviews

Expert insight into your AWS cloud resources is provided, along with recommendations on how the latest architecture improvements and industry best practices can be implemented using the Well-Architected Framework. An initial well-architected review is conducted at the start of the service agreement and repeated annually.



COST OPTIMIZATION

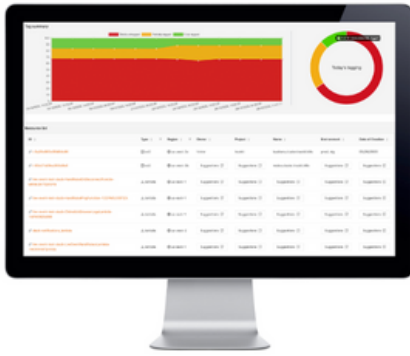
Affordable managed AWS cloud environments

We offer a choice of 24x7 AWS-managed services to ensure the performance of your AWS cloud environment. Our services scale to accommodate changing requirements, with selectable tiers and customized monitoring options at pricing that fits most budgets. Recommendations from our cloud experts help optimize your environments for efficiency, productivity, and robustness. These recurring efforts can result in savings on your AWS expenses.

(Monthly TrackIt App cost analysis , Monthly Tagbot App coverage reports, Monthly cost reviews, Annual architecture reviews)



AWS Infrastructure resource tag reports through the Tagbot application



Tagbot enables the identification of resources and granular reporting of the AWS cloud. As deployments grow and become more complex, the number of AWS services typically increases. Tagbot tags and tracks these resources and even identifies possible missing tags to help improve the reporting of cloud costs.

- Dedicated tool for tagging AWS environments
- AI engine ensures tags remain clean and consistent
- Dashboard provides easy-to-use consolidated view

DATA SECURITY

Security Assessments and Monitoring

AWS cloud deployments are a continually evolving collection of services that create a more flexible and powerful way to run your business. However, this evolution comes with risk and requires vigilant monitoring and updating of your security posture. Stay updated with the latest security, risk, and compliance techniques.

- Quarterly security assessment (AWS W-Architected Framework)
- Security monitoring with monthly reporting



VISIBILITY & REPORTING

Infrastructure monitoring and alerts

Health and performance data collection is scheduled regularly from servers, virtual machines, containers, databases, and other AWS services. When an important state change is detected, notifications are sent to designated on-site operators and the TrackIt support team.

AWS uptime reports

Monthly reports are provided with the percentage of minutes during the month in which AWS products and services were available. Regular reviews can be scheduled with the TrackIt support team to assess reports and provide recommendations.



LEVEL SERVICES

STANDARD	PREMIUM
24x7 AWS infrastructure monitoring	24x7 AWS infrastructure monitoring
4-hour incident response	4-hour incident response
Monday to Friday 8:00 AM – 5:00 PM PT	24x7x365
Configuration changes and provisioning requests	Configuration changes and provisioning requests
Monthly AWS reporting and cost optimization review	Monthly AWS reporting and cost optimization review
Bonus: 4 consulting engineering hours per month*	Bonus: 8 consulting engineering hours per month*

* Consulting engineering hours are in addition to incident resolution time and expire at the end of each month

Discounts are available for service agreements of 24 months or longer

Consulting Engineering

Available on a project, retainer, bucket of hours, or time & material basis

Additional Benefits for Media & Entertainment Workflows

Studio in the Cloud services for Editorial, VFX, and Animation deployments:

- Studio in the Cloud
- AWS Thinkbox Deadline

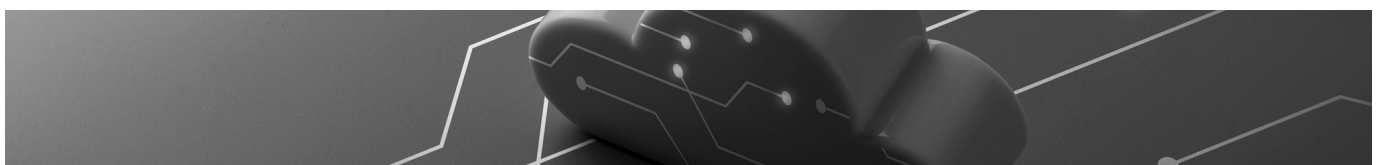
AWS User Latency Reports

Exclusive TrackIt designed application for monitoring the elapsed time between a request and the associated response is returned on AWS. Thresholds are established and alerts are sent when the latency time falls below acceptable levels.

Monthly AMI Revisions




Upon client request, TrackIt will update Amazon Machine Images (AMIs) once per month.

- Operating System patches and updates
- Additional software components



SHARED RESPONSIBILITY MODEL

Our Managed Cloud Support & Cloud Architect Manager offerings can help relieve the operational burden of cloud deployments through a shared responsibility model between TrackIt, our customer and AWS.

CUSTOMER	 TrackIt MANAGED CLOUD SUPPORT	 TrackIt CLOUD ARCHITECT MANAGER	
CUSTOMER DATA	IDENTITY & ACCESS MANAGEMENT	ARCHITECTURAL BEST PRACTICE GUIDANCE	SERVICE AVAILABILITY
APPLICATION	NETWORK & FIREWALL CONFIGURATION	COST OPTIMIZATION REVIEWS	HARDWARE
	OPERATING SYSTEM, DB ENGINES & PLATFORMS	OPERATIONAL STANDARDIZATION	NETWORK
	MONITORING	STRATEGIES	VIRTUALIZATION
	LOGGING	PLANNING	AWS CONSOLE
	BACKUPS	EVALUATIONS	AWS GLOBAL INFRASTRUCTURE
	SYSTEM MAINTENANCE	KNOWLEDGE SHARE	REGIONS
			AVAILABILITY ZONES
			EDGE LOCATIONS