

MANAGED SERVICES

Premier Technical Services for TD SYNnex Public Sector’s AWS Customers

Cloud computing can be a challenging technology to envision and the same solution doesn’t work for every agency. TD SYNnex Public Sector understands the challenges involved with implementing a cloud solution and our team of experienced engineers have the knowledge and expertise needed to architect and deliver a cloud environment that fits your unique needs.

Built on the Amazon Web Services (AWS) proven framework, TD SYNnex Public Sector’s cloud platform offerings allow you to rapidly procure IT services, scale up or down as needed, and release when finished resulting in the perfect mix of cost savings, improved service deliverability, and increased productivity for your agency.

TD SYNnex Public Sector’s Managed Services supports the entire life cycle of services for the AWS platform. From design and implementation to management and support, we offer a unique “Train-Mentor-Deliver” approach that guarantees rapid customer adoption and maximum self-efficiency. TD SYNnex Public Sector also provides our customers with on-going managed services including support, monitoring and maintenance to ensure continuity and consistency within your cloud environment.



Monitor

TD SYNnex Public Sector engineers provide the following monitoring services in support of our customers’ cloud platforms:

- Platform/Instance Monitoring
 - Monitoring AWS Platform
 - Monitoring Instances
- Thresholds/Alerting
- Monthly Availability Report
- CloudWatch Spend Alarms



Manage

As part of TD SYNnex Public Sector’s end-to-end Managed Services, our engineers provide the following:

- All features from the Monitor tier
- Technical Account Manager
- OS Performance and Reporting
- Monthly OS Patching
- OS Security Patching (as needed)
- AMI Creation & Management
- System Snapshots
- CloudTrails Configuration
- System Log Management
- CloudWatch Log Aggregation
- Weekly Change Advisory Board Participation
- IAM Policy Management
- Monthly Best Practices Review
- Change Logging



Perform

This higher end, customized offering allows customers to take advantage of TD SYNnex Public Sector’s engineering skill set beyond the AWS infrastructure layer. This specific offering is tailored to each customer’s need, but can include such features as:

- All features from the Monitor and Manage tiers
- Intrusion Detection Service (IDS)
- Security Log Monitoring
- Web Application Firewall (WAF)
- Anti-Virus / Malware protection
- Ticket System Integration
- Database/NoSQL Services Support (basic management/support)
- Application Support (basic management/support)
- Authority to Operate (ATO) Support Services
- Compliance Services

MANAGED SERVICES OFFERINGS—COMPLETE LISTING

OFFERINGS	MONITOR	MANAGE	PERFORM
Platform/Instance Monitoring - Monitoring AWS Platform - Monitoring Instances	✓	✓	✓
Thresholds/Alerting	✓	✓	✓
Monthly Availability Report	✓	✓	✓
CloudWatch Spend Alarms	✓	✓	✓
Technical Account Manager		✓	✓
Monthly OS Patching		✓	✓
OS Performance and Monitoring		✓	✓
OS Security Patching (as needed)		✓	✓
AMI Creation & Management		✓	✓
System Snapshots		✓	✓
CloudTrails Configuration		✓	✓
System Log Management		✓	✓
CloudWatch Log Aggregation		✓	✓
Weekly Change Advisory Board Participation		✓	✓
IAM Policy Management		✓	✓
Monthly Best Practices Review		✓	✓
Change Logging		✓	✓
Intrusion Detection Service (IDS)			✓
Security Log Monitoring			✓
Web Application Firewall (WAF)			✓
Anti-Virus/Malware Protection			✓
Ticket System Integration			✓
Database/NoSQL Services Support (basic management/support)			✓
Application Support (basic management/support)			✓
Authority to Operate (ATO) Support Services			✓
Compliance Services			✓

For More Information:

Visit Engineering and Support page: [DLT.com/managed-services](https://dlt.com/managed-services)

Visit TD SYNnex Public Sector website: www.tdsynnex.com/na/us/td-synnex-public-sector/

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