



MANAGED CLOUD FOUNDATIONAL SERVICES

Flexible services for managing public cloud resources while optimizing spend and utilization

As enterprises continue to migrate to the cloud, the need to manage, monitor, and optimize IT infrastructure becomes increasingly critical. Many internal IT departments lack the expertise to operate a cloud environment independently, but as their ability to manage their cloud environment on their own increases over time, the type of services needed evolves as well.

2nd Watch's Managed Cloud Foundational Services provides a simplified, flexible set of core services to manage single and multi-cloud infrastructure with the opportunity to utilize premium services to better control resource usage, spend, and utilization. The all-in-one offering maintains simplicity while addressing the key needs to better manage spend, utilization, and operations.

COMPREHENSIVE CORE SERVICES

Foundational Services provides you flexible, customizable service options. Foundational Services includes:

- Semi-annual business reviews
- Continuous monitoring and management of cloud environments
- Multi-cloud AWS and Azure platform support
- Cloud Management platform including access to financial reporting, cost governance, and self-service optimization
- Essential database monitoring, security management, sizing, and replication
- Network management including VPN and private connections
- Operating system support including configuration, patching, backup, snapshot, updates, and upgrades
- Security and storage management including zero-day patching and file, block, object and archival storage
- Account Management including Active Directory mapping to cloud users
- White glove access to Cloud Service Provider Enterprise Level Support regardless of environment size

FREEDOM TO CHOOSE

Customers can add advanced service as needed including:

ADVANCED DATABASE MANAGEMENT

Additional hands-on database management including in-engine services. This applies to RDS as well as unmanaged database instances running on compute virtual machines.

ADVANCED SECURITY

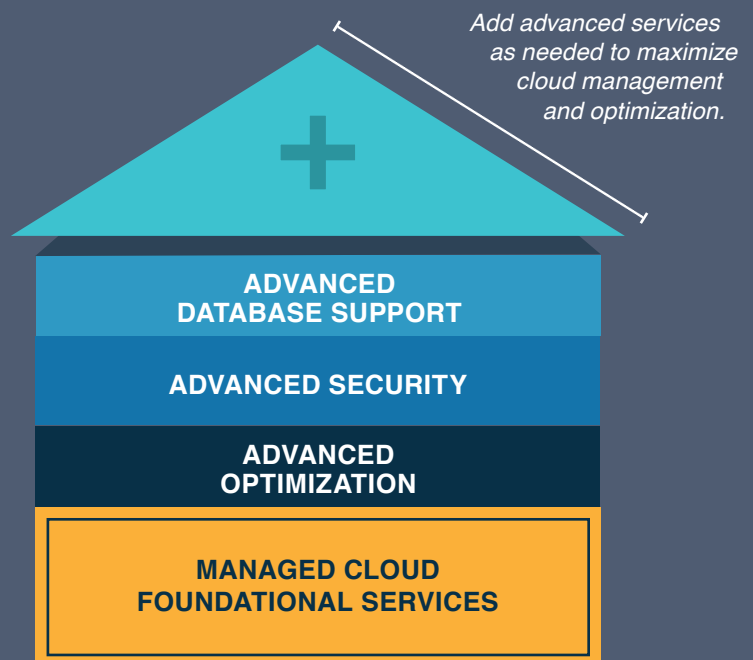
Advanced Security consists of managing and monitoring AlertLogic, RedLock, and other native security services.

ADVANCED OPTIMIZATION

Advanced Optimization consists of consulting, implementation, tools, reporting services, and remediation that delivers a solution to the challenge of optimizing cloud spend with limited visibility to the usage within an organization.

VALUE ADDED PREMIUM ADD-ON SERVICES

Our path forward is to address client needs and use cases, grow revenue and margin and maintain simplicity.



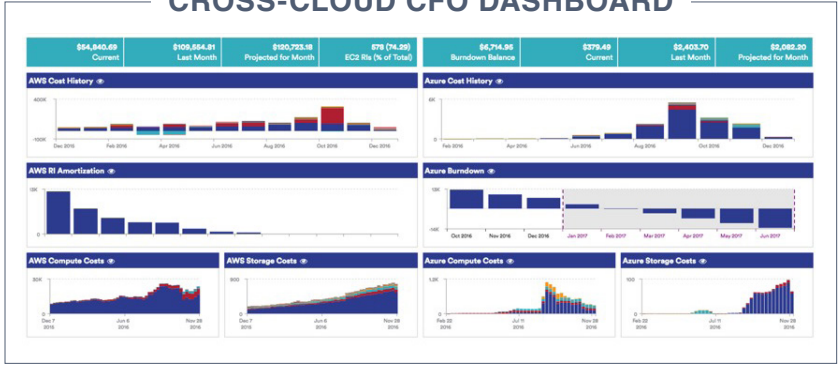
CLOUD MANAGEMENT PLATFORM

YOUR SINGLE PANE OF GLASS TO IMPROVE EFFICIENCY AND GOVERNANCE OF YOUR DIVERSE ECOSYSTEM

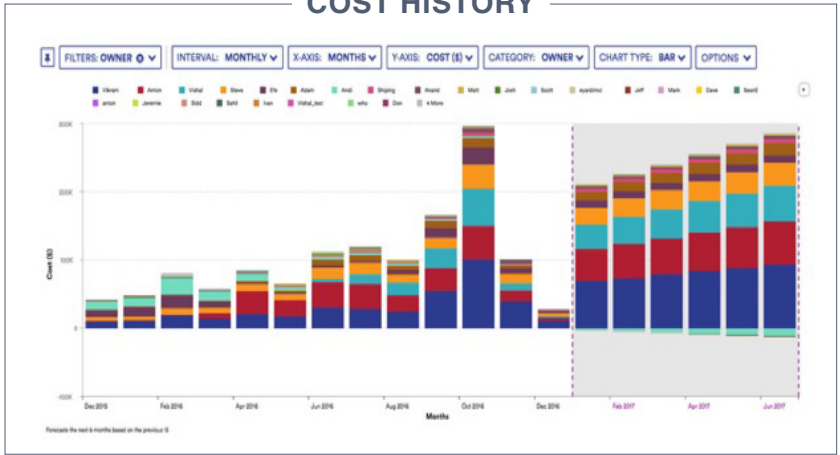
Foundational Services includes an industry-leading cloud management solution in CloudHealth by VMware. With CloudHealth, we provide a consolidated view across your dynamic and fast-changing cloud environment, so you can provide key stakeholders, like Executives and Cost Center Owners, visibility into their cost and usage trends as well as the ability to automatically identify and remediate inefficient resources and security vulnerabilities.

Without a focus on cost optimization, you could be overspending on cloud costs by more than 70%. With Foundational Services, you obtain self-service visibility across your entire cloud ecosystem to optimize resources and define governance policies for ongoing management.

CROSS-CLOUD CFO DASHBOARD



COST HISTORY



EXPERTISE FAR BEYOND STANDARD

2nd Watch is an original AWS Premier Partner and was among the first audited and approved AWS Managed Service Partners. We are a Microsoft Azure Gold Partner and recognized by Gartner⁽¹⁾ as a Leader and Challenger among MSPs in its Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide report. 2nd Watch is one of the only cloud-native partners to earn SOC2 compliance—with a perfect score.

The 2nd Watch team is AWS and Azure-trained and certified and understands the best practices necessary to ensure a world-class client service experience. Our Professional Services and Managed Cloud Services teams have extensive industry-wide knowledge while holding a variety of cloud platform certifications for AWS and Azure.



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