



# AMS ONBOARDING ACCELERATOR

Onboarding Services for AWS Managed Services

**AWS Managed Services (AMS) accelerates enterprise cloud adoption** by offloading the critical task of cloud infrastructure operations to a global team of experts – allowing you to focus on your core business. AMS accelerates migration, lowers operational costs, and reduces security and compliance risk by managing “up to and including the OS” within the ITIL® framework.

The 2nd Watch AMS Onboarding Accelerator will help you assess, migrate, and operationalize your infrastructure from your on-premise datacenter or existing AWS account to AWS Managed Services. Our AMS experts support your team through the process of discovery, assessment, planning, and execution with consulting, tools, and automation to ensure the process is efficient.

## 2ND WATCH ENGAGEMENT INCLUDES:



### AMS Discovery & Planning

A 2-week discovery and planning project to help you assess if your environment and workloads are ready for AWS Managed Services. This engagement includes:

#### REVIEW OF AWS MANAGED SERVICES

- Supported Services
- Network Architecture
- Default Security Standards
- Policy Standards for PCI DSS, SOC1/2/3, HIPAA, NIST, CIS and ISO9001/27001/27017/2701 Compliance
- Service Level Agreement and Objectives (SLA/SLO)
- Change Management Process (RFC)
- Incident Management Process
- Customer Relationship Model and Responsibility Matrix (RACI)
- Demo and Training on the AMS Service Console

#### DISCOVERY AND PLANNING

- Workload/Application Discovery
- Network, Disaster Recovery, and Architecture Compatibility Assessment
- Security Compatibility Assessment
- Operations Discovery – Change Management, Incident Management Integration Plans
- AMS Readiness Assessment and Account Structure
- AMS Architecture and Infrastructure Design
- Defined Team Roles/Responsibilities for pre and post migration
- Automation Needs (integration with existing tooling)



### AMS Landing Zone

- Architecture Implementation
- AWS and AMS Account Setup
- Network Connectivity Set Up
- Access Management Design and Setup
- Tagging Strategy Implementation



### AMS Onboarding, Automation, and Migration

- Onboarding to AMS
- Automation of Stack Creation Through CFTs
- Migrating Workloads to AMS
- Setting Up Logging, Monitoring, Backups, Patching, and End Point Security
- Optional Services such as:
  - Automating RFC Creation
  - Integration with Existing ITSM or Service Catalog
  - High Availability and Disaster Recovery Planning
  - Integration with AWS Marketplace



### Operational Readiness

- Ongoing Project Management and Progress Reports
- Operations Integration for Patching, Backup, Monitoring, End Point Security, Logging, Policies, Resource Tagging, etc.
- Operations Hand-Off Workshop and Documentation

Schedule your 2-week AMS Discovery and Planning project to get started:

<http://offers.2ndwatch.com/ams-onboarding-discovery-planning-project>



## USE CASE



### Client

Independent Software Vendor delivering technology to improve service experiences to customers globally.



### Problem

In today's world, customers require reliable information quickly through the applications they interact with. ISVs are hyper-focused on providing updates, launching new services, and making it easier for end-users to interface with their applications. However, ISVs that have not refactored their applications for a truly SaaS offering on AWS face challenges managing the operations while scaling to meet customer demand.

Managing operations can delay rapid development cycles and decrease time-to-market for ISVs. The results are higher-cost, missed opportunity, and longer development cycles. Additionally, traditional ISV distribution channels can compound these effects and result in missed opportunity.



### Solution

ISVs have an alternative offered through Amazon Web Services to meet both the operational demands and the effectiveness of streamlined software deployments and management through AWS Managed Services (AMS) and the Marketplace.

2nd Watch performed a full application discovery and developed the client architecture and infrastructure design that matches both AMS structure and the client's need. 2nd Watch helped the client establish a strategy for integrating AMS operations with its existing systems and policies.

- Eliminated operational overhead of patching, backup, monitoring, end-point security, logging, policies, resource tagging, etc.
- Delivered AMS Landing Zone integration including network connectivity, access management, logging, monitoring, and backups
- Built Cloud Formation Templates (CFTs) for their base AMS stacks (and then some)
- Developed migration strategy, schedule and completed the migration to AMS
- Analyzed need for DR/HA and implemented redundant AMS environments to support client's needs
- Integrated client's ITSM solution with AMS to streamline and automate alerting, monitoring, change requests and incident management
- Developed integration between Marketplace order, client internal processes and AMS stack deployment to fully automate the customer onboarding process for the client's SaaS service
- Provided a full RACI and operations hand over to enable the client and AMS to continue forward



### Outcome

The sign up of an end-customer from the Marketplace through the client's internal processes and onto AMS is a single automated workflow reducing time to delivery and increasing customer satisfaction. Client management of infrastructure was offloaded to AMS, leaving them time to focus on their software development.