



Application Migration Professional Services

Cloud Assist - Support



Introduction

This Data Sheet introduces the service - '**Cloud Assist - Support**', as a part of Cloudwick's portfolio of **Application Migration Professional Services** for migrating customers on premise's applications to AWS.

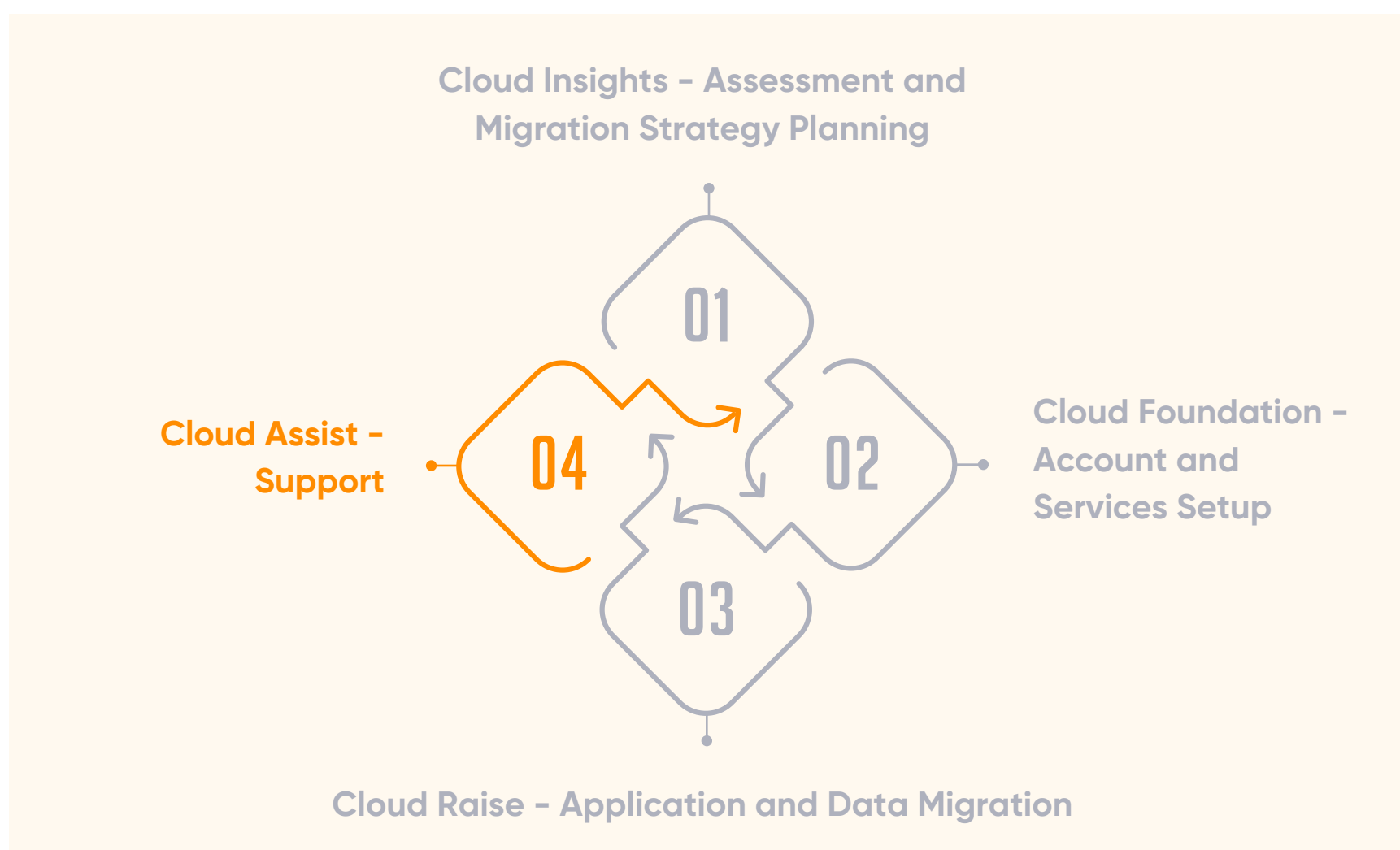


Figure: Cloudwick-AWS Cloud Assist - Support

Cloud Assist – Support

Objective: This engagement is proposed to equip the customer with high-quality dedicated or shared 9/5 or 24/7 cloud support. Customers can integrate the Cloudwick operations suite into their cloud environments or leverage their existing operations tools and systems. Provide infrastructure monitoring and management to realize improved reliability and efficiency. Enable customers to automate, optimize, improve and stay compliant to security standards.

Deliverables:

1. Service catalogs
2. Operation runbook
3. Cloud standards

Methodology:

- Understand application architecture and prepare an operation runbook.
- Identify metrics and thresholds to monitor and enable the following monitoring system.
 - a. User access monitoring
 - b. Application monitoring
 - c. Infrastructure monitoring
 - d. Network monitoring
 - e. Security monitoring
 - f. Configuration monitoring
 - g. Cost and budget monitoring
- Enable customers to about automated application deployment and delivery.
- Publish catalogs for frequently requested resources, environments and technology stacks in self service portal.
- Establish a service desk to enable phone, email, and chat options to customers.
- Identify relevant operational reports for the customer and make them available.
- Perform periodic maintenance activities and disaster recovery tests.

Engagement Consultants:

1. Solutions Architects – Infrastructure, Security
2. DevOps Engineers

Duration: TBD – based on Assessment