
AWS
re:Invent
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PEX118

The evolution of next-generation managed service providers

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Agenda

Defining next-generation managed services

Customer demand for next generation AWS MSPs

Partner transformation journey

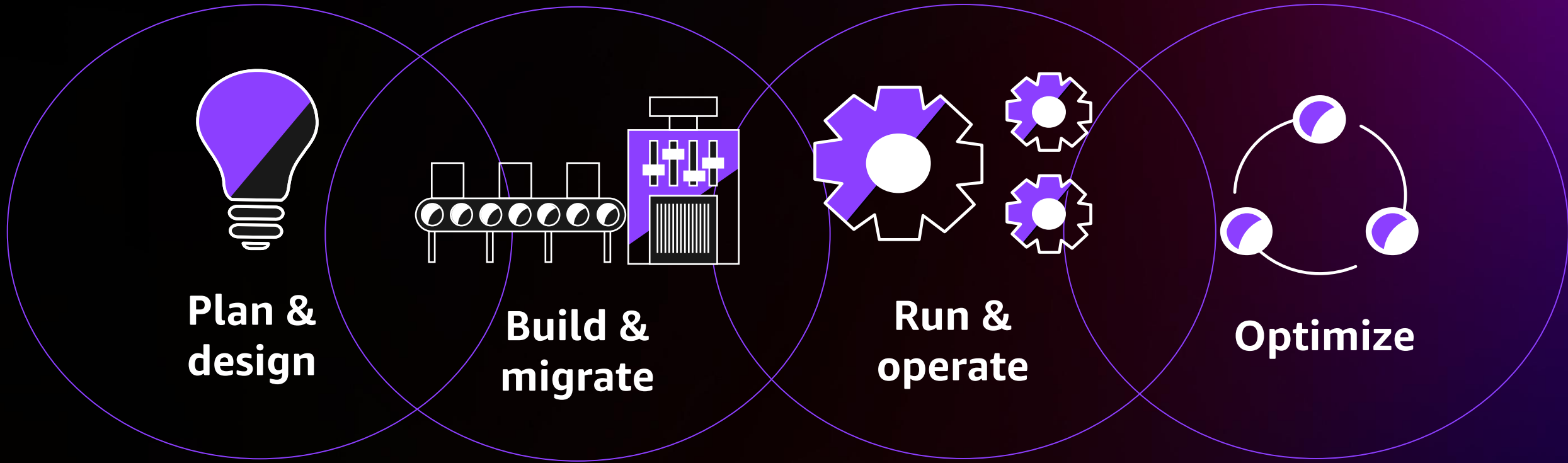
Leveraging the AWS MSP Partner Program

Q&A

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What are next generation managed services?

"I need help migrating, running, and optimizing my AWS workloads"



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Managed services are rapidly evolving

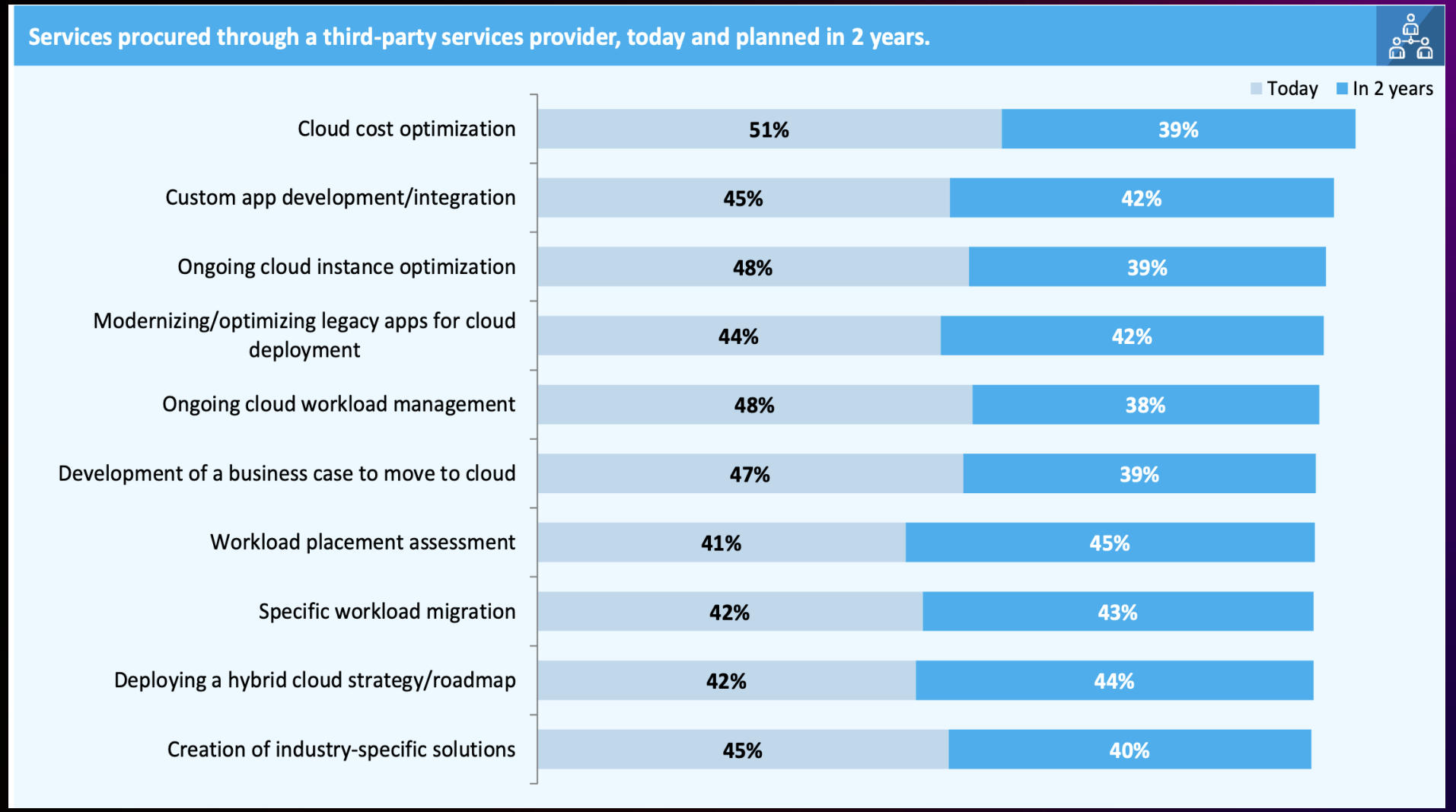
Traditional MSP	Next-generation MSP
Run and operate focus	Design, architect, automate, operate
Hardware-based solutions	Cloud and software-based solutions
Centralized operations	Distributed operations and resources
IT service level agreements (SLAs)	Solution and application-based SLAs
Complex, manual change management	DevOps, continuous integration and continuous delivery (CI/CD), self-healing solutions, infrastructure as code
Static monitoring with fixed thresholds	Dynamic monitoring, anomaly detection, ML
Security risk mitigation	Security by design is continuous compliance
Outsourced vendor	Trusted advisor and Partner

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What customers need from their MSP

87% outsource



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Modernize your MSP practice

01



Full stack player

02



CCOE

03



Automation & standardization

04



AWS Specialized Practice

05



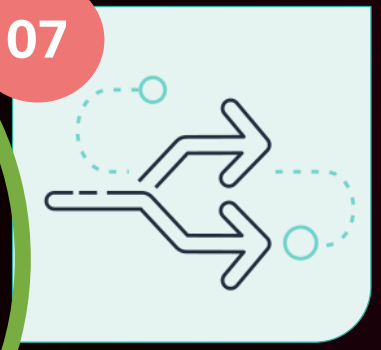
MSP flywheel

06



Organizational transformation

07



Sales compensation model

08

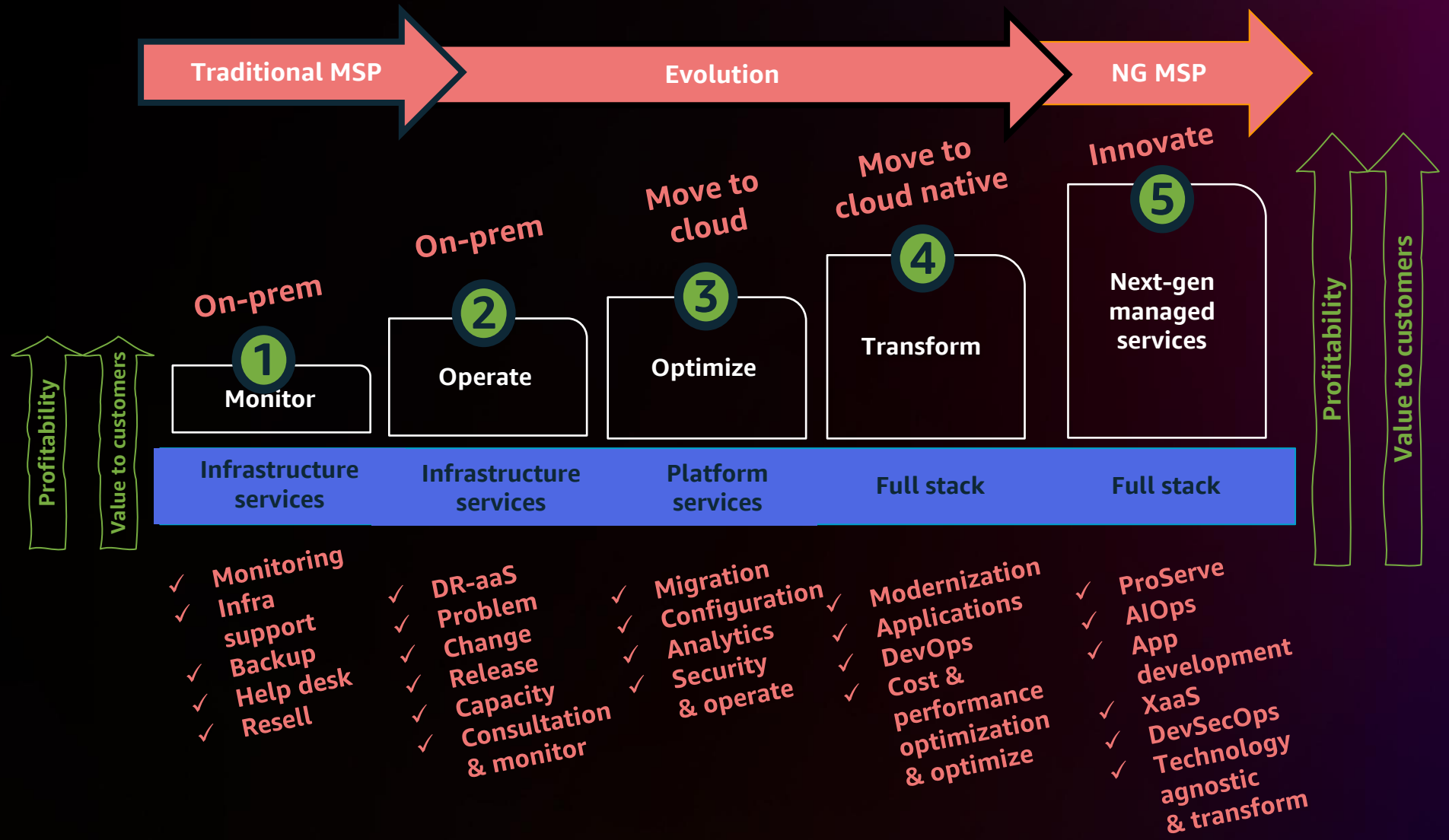


Consulting -> full lifecycle support

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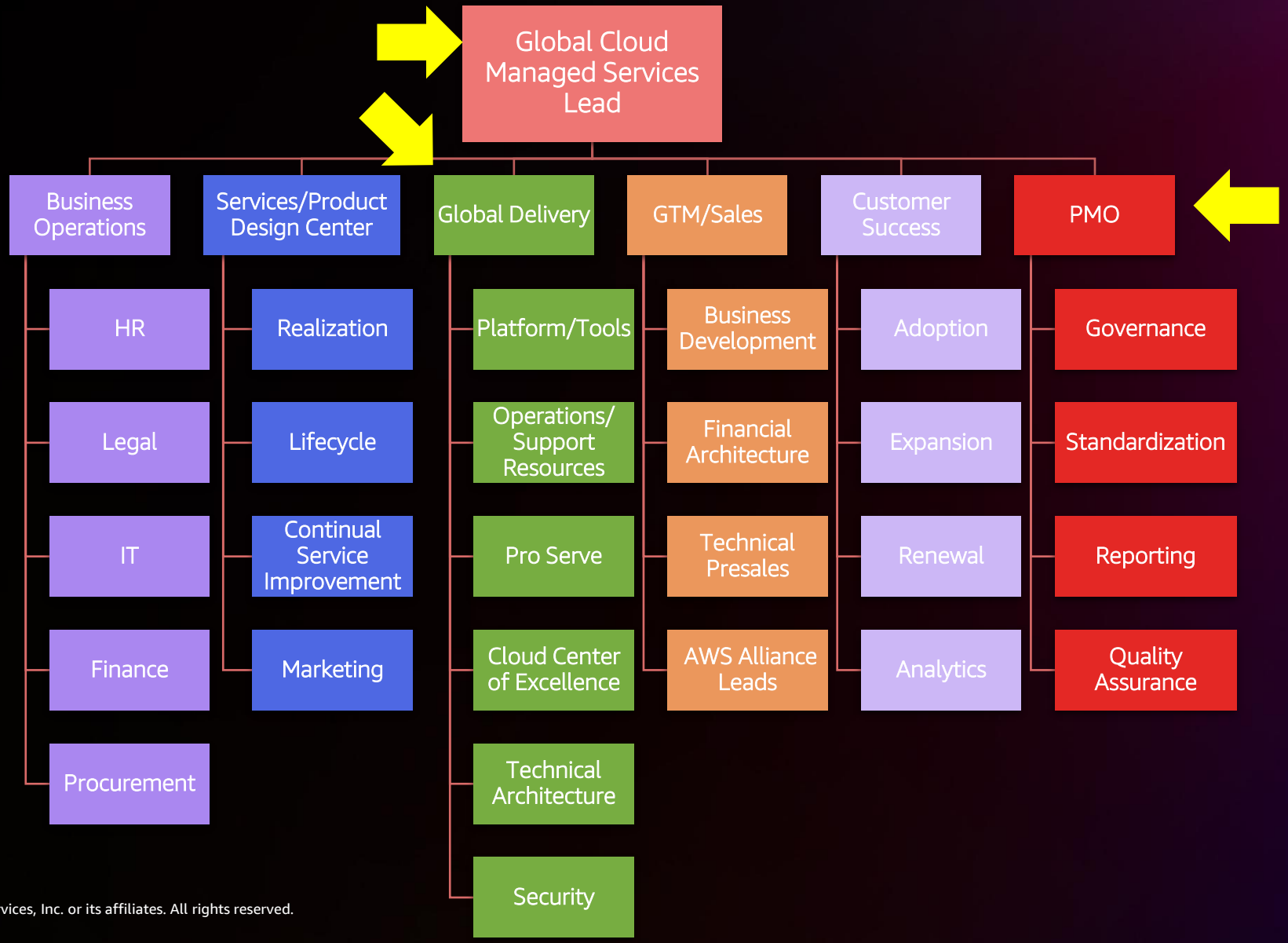
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Evolution of an MSP Partner



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A typical MSP organization structure

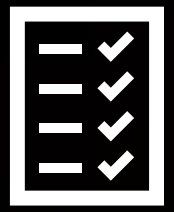


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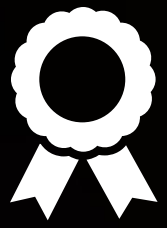
Become an AWS Next Generation MSP



Join the AWS Partner Network to begin accessing program resources



Evaluate your practice against VCL v5.0 and establish a plan to close any gaps



Become a validated AWS MSP and take advantage of program benefits that help grow your practice

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Q&A



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Thank you!

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Resources

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- Former re:Invent talk: Delivering Customer Value through Managed Services
- Read AWS MSP Partner Program Validation Checklist – Version 5.0
- Download AWS MSP Partner Program Validation Checklist 5.0-Self-Scoring Checklist
- Read AWS Partners Success Stories
- Find AWS MSP Partners
- Review Forrester's Business Case for Next-Generation AWS Managed Service Providers

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