AWS re:Invent

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SUP201

Get the most out of AWS Support to achieve your business outcomes

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Agenda

- Getting to know you
- Common drivers and outcomes
- How AWS Support enables
- Business outcomes with AWS Support

Getting to know you

Join at
**slido.com
#4664 469**

Common drivers and outcomes

Innovation

Business demands

Cost efficiency

Security concerns

98%

C-Suite cloud buy-in

51%

Challenges in cloud implementation

Access to cloud experts

Resiliency and performance

Migration and modernization

" There is no compression algorithm for experience.

Dr. Werner Vogels

VP and CTO at Amazon.com

How AWS Support enables

Technical account managers | Subject matter experts

Reduced risk	Faster time to value	Cost optimization	Focus on what matters
Well-architected review	Infrastructure event management	Support concierge	Resiliency
Workload diagnostics	Operations review	Cost optimization workshop	Performance
AWS Health API	Tech enablement	AWS tools	Response

Security and governance

Resiliency and performance

Migrations and modernization

Cost and enablement

"Paramount Global solved business challenges with the help of AWS. Paramount Global is a global media and entertainment company. With the help of AWS Enterprise Support, Paramount Global was able to meet their business goals through leveraging AWS tools and services such as AWS Trusted Advisor, and through guidance from their AWS Technical Account Manager (TAM).

Derek Yovine

Paramount Global

Derek Yovine
Sr. VP, Cloud and Computer Services
Paramount Global

Customer testimonial

Thank you!

Please complete the session survey in the mobile app

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AWS Premium Support Plans

		Enterprise On-Ramp	Enterprise Support
		Account and Billing ✓ Concierge Support (reactive)	**Account and Billing** ✓ Full Concierge Support (proactive)
		Architecture Review (1 per year)	**Architecture Review** ✓
		Cost Optimization (1 per year)	**Cost Optimization** ✓
		Operational Review (1 per year)	**Operational Review** ✓
		Technical Account Manager (On Demand TAM Pool)	**Technical Account Manager** (Designated TAM)
		Strategic Business Review (2 per year)	**Strategic Business Review** ✓
		TAM-assisted case escalation (2 per month)	**TAM-assisted case escalation** ✓
	Business	**TAM Office Hours** (1 per month)	**TAM Office Hours** ✓
Developer	**Case Severity/Response Times** ✓ General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down:< 1 hour	**Case Severity/Response Times** ✓ General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down: < 1 hour **Business-critical system down: < 30 mins**	**Case Severity/Response Times** ✓ General guidance: < 24 hours System impaired: < 12 hours Production system impaired: < 4 hours Production system down: < 1 hour **Business-critical system down: < 15 mins**
Case Severity/Response Times ✓ General guidance: < 24 hours System impaired: < 12 hours	**Infrastructure Event Management** (Available for additional fee)	**Infrastructure Event Management** (1 per year)	**Infrastructure Event Management** ✓
AWS Service Guidance ✓ General guidance	**AWS Service Guidance** ✓ Contextual guidance based on your use case	**AWS Service Guidance** ✓ Consultative review and guidance based on your applications	**AWS Service Guidance** ✓ Consultative review and guidance based on your applications

AWS SUPPORT – PLANS AND PRICING

	Basic	Developer	Business	Enterprise On-Ramp	Enterprise
Pricing	Included	Greater of $29.00 - or - 3% of monthly AWS charges	Greater of $100.00 - or - 10% of monthly AWS charges for the first $0–$10K 7% of monthly AWS charges from $10K–$80K 5% of monthly AWS charges from $80K–$250K 3% of monthly AWS charges over $250K	Greater of $5,500.00 - or - 10% of monthly AWS charges	Greater of $15,000.00 - or - 10% of monthly AWS charges for the first $0–$150K 7% of monthly AWS charges from $150K–$500K 5% of monthly AWS charges from $500K–$1M 3% of monthly AWS charges over $1M

*All AWS customers who have not chosen a Premium Support plan are enrolled in Basic Support

AWS Incident Detection and response builds on AWS Enterprise Support
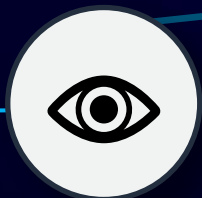
Improved Observability

- Define critical alarms on the application layer
- Observability on AWS infrastructure and services

Early Incident Detection

- 24x7 workload monitoring
- AWS engages you within 15 minutes of an incident
- Rapid help from AWS incident management engineer

Faster Resolution

- Access to experts to guide you through recovery
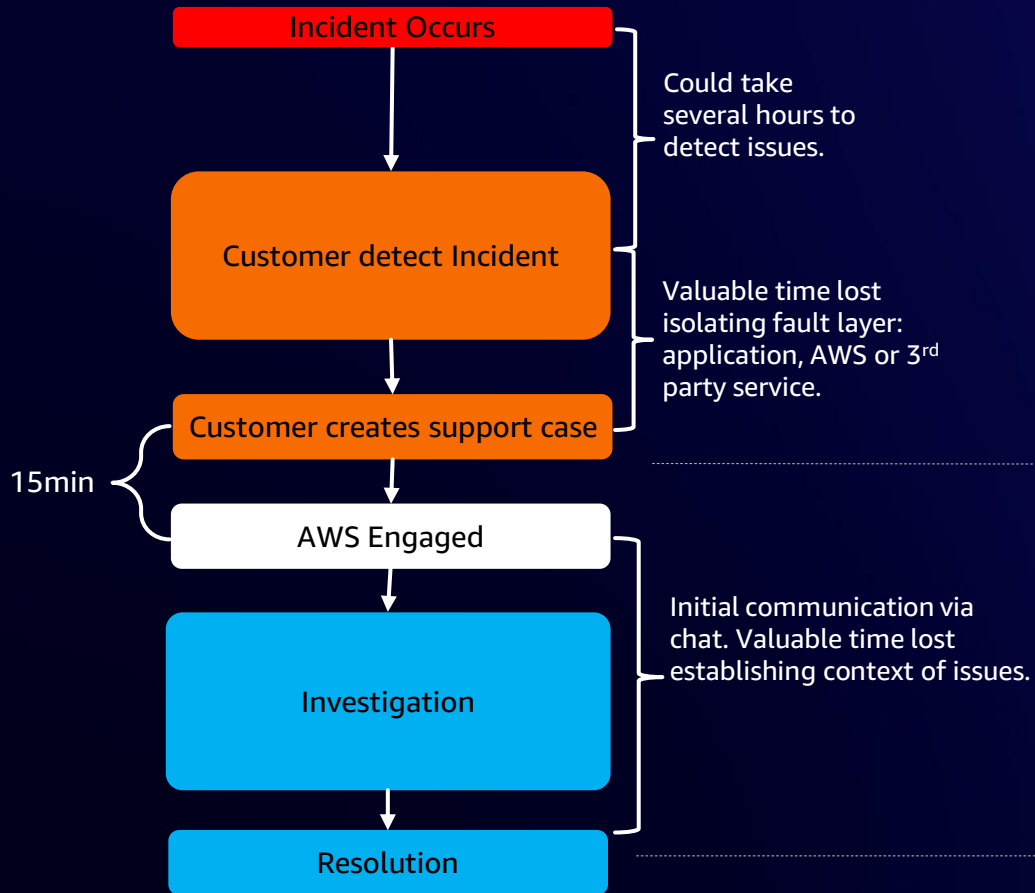- Pre-defined response plans and runbooks
- Live engagement

Reduced Potential for Failure

- Continuous learning mechanism
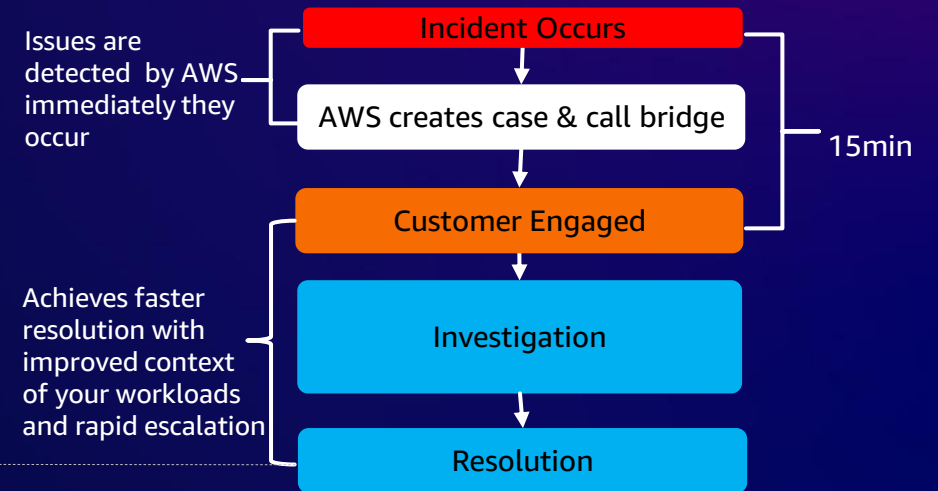- Proactive services
- Post-incident review

Accelerated recovery path

Without AWS Incident Detection & Response

Incident Occurs

Could take several hours to detect issues.

Customer detect Incident

Valuable time lost isolating fault layer: application, AWS or 3rd party service.

Customer creates support case

15min

AWS Engaged

Initial communication via chat. Valuable time lost establishing context of issues.

Investigation

Resolution

With AWS Incident Detection & Response

Issues are detected by AWS immediately they occur

Incident Occurs

AWS creates case & call bridge

15min

Customer Engaged

Achieves faster resolution with improved context of your workloads and rapid escalation

Investigation

Resolution

Significantly reduces time from incident generation to resolution.

Customer | AWS | Joint

AMS brings innovation and customer obsession to operations

Security
150+ managed guardrails and security checks, optimized across a core set of runbooks

Proactive Incident Management
80% of incidents proactively detected and notified

Automation
1.35M SSM docs executed per month, up to 97% automated

Deep AWS Expertise
24x7 global coverage with tier 1 response and remediation

Cost Optimization
10-15% annual operational and AWS cost savings

Timely Updates
95% patch SLA for premium accounts, with 92% overall patch conformance

AMS operational compliances:

ISO | HIPAA Health Insurance Portability & Accountability Act | AICPA SOC | PCi | GDPR | FR FedRAMP | HITRUST

AMS Features

Safety mechanisms for CICD and non-CICD deployments through preventative and detective controls

Proactive incident response and remediation with baseline monitors and AWS Incident Detection and Response

Automated resource tagging and instance configuration

Enhanced change logging

Backup and restoration

Monthly and on demand reporting

Actionable cost optimization

Continuous iteration and improvement

Operating system patching and upgrades (Add on)

Operations on Demand: Control Tower Operations, EKS and more (Add-on)