AWS re:Invent

GPSTEC330

Modernizing and optimizing your AWS MSP's support operations

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AWS re:Invent

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aws

Agenda

Why optimize (read: modernize) operations?

The cost of doing nothing

Transforming support to a revenue generator

Maximizing operations efficiencies

Next steps

Related sessions

GPSTEC303 – Overcoming the challenges of being a next-generation MSP

12/2/19 (Monday) 4:00 PM - Aria, Level 2 East, Mariposa 1

GPSBUS202 - Delivering customer value through next-generation managed services

12/4/19 (Wednesday) 1:45 PM - MGM, Level 3, Chairman's Ballroom 364

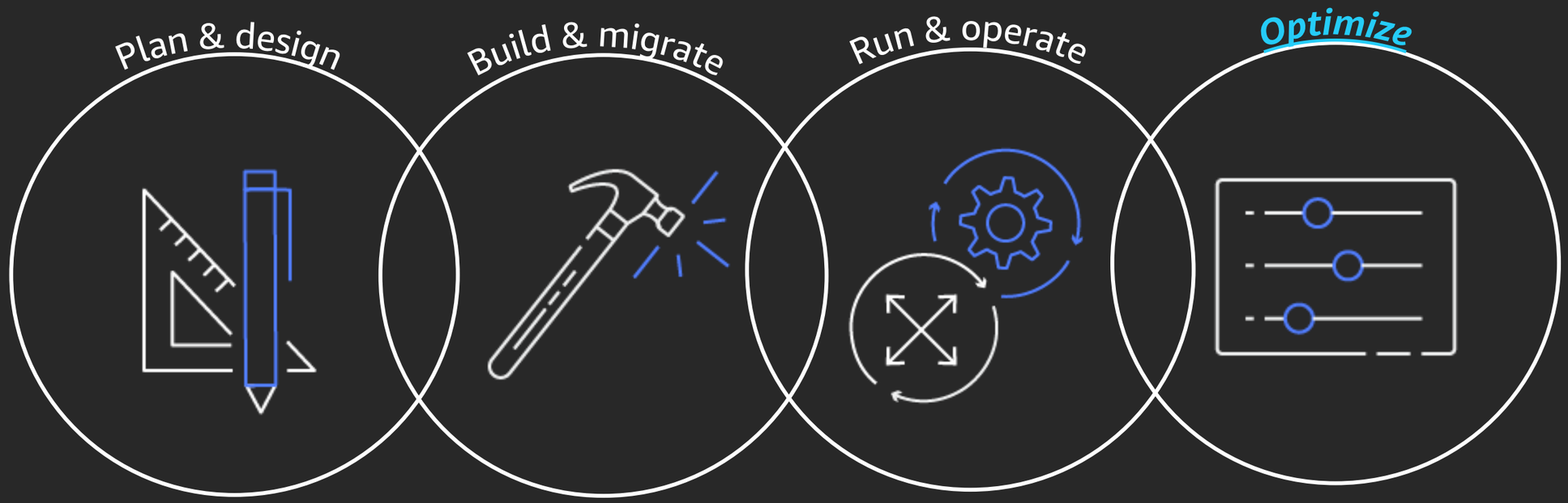
Why ~~optimize~~ *modernize* your operations?

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Managed Services are *rapidly* evolving

Traditional MSP	Next-Generation MSP
Run and operate focus	Design, architect, ***automate***
Hardware-based solutions	Cloud- and software-based ***solutions***
Centralized operations	***Distributed*** operations and resources
Device-based SLAs	***Solution/application***-based SLAs
Complex, manual change management	DevOps, CI/CD, ***self-healing*** solutions, ***infrastructure as code***
Static monitoring with fixed thresholds	***Dynamic monitoring***, anomaly detection, machine learning
Security risk mitigation	Security by design, ***continuous compliance***
Outsourcing vendor	***Trusted advisor*** and partner

Optimization must be in your next-gen MSP's DNA



The cost of doing nothing

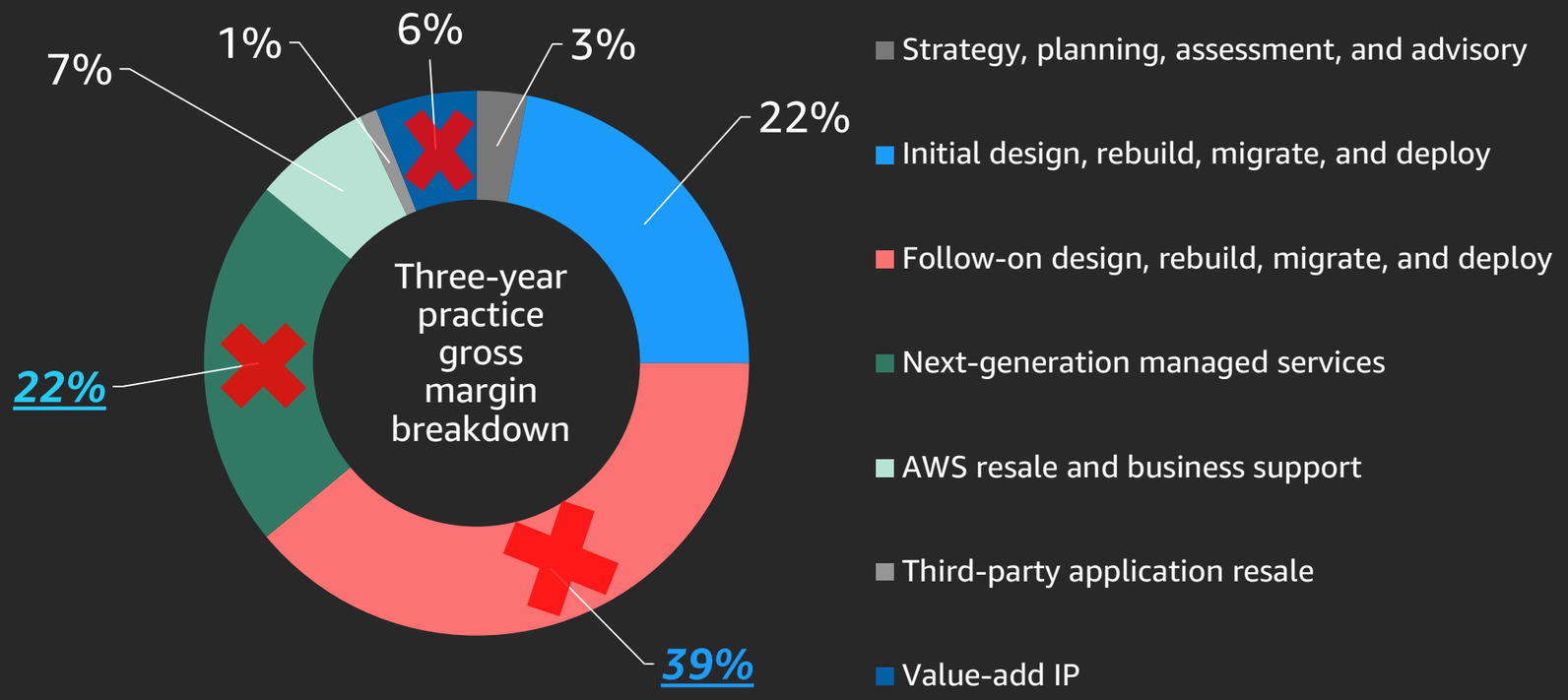
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MSP partner opportunity

57%
Managed services gross margin

50%
Practice gross margin

35%
Practice operating margin



Forrester Consulting: The Business Case for Next-Generation AWS MSPs: A TEI Study for AWS APN Partners, 2017

What do you mean by low-value tasks?



Task execution / processes such as:
- *CPU alert investigation*
- *Patch management*
- *“Is it up?”*
- *“Let’s log in to parse logs”*
- *“What processes are running?"*

38 hours lost per shift

114 lost hours per day
X
$30/hour (hypothetical salary)
X
365 days/year

=$1,248,300 lost wages per low-value task

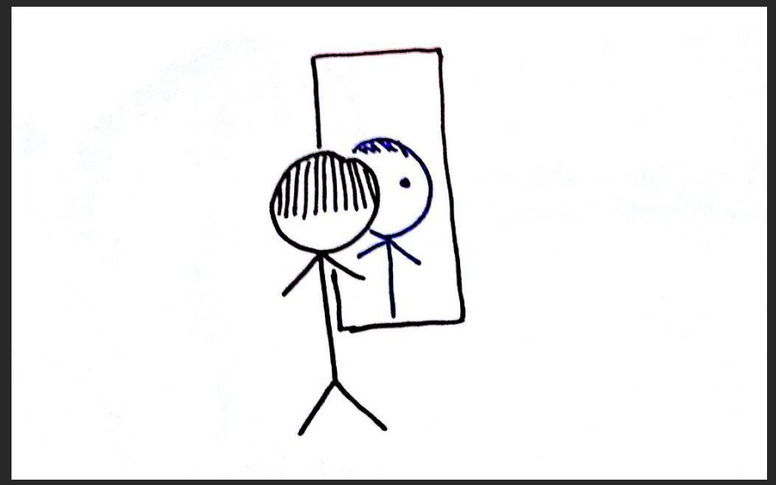
What would your practice do with an extra $1M?

Transforming support to a revenue generator

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Focus on solving your customer's *business* problems—by default—first

You can’t solve your customer’s *business* problems if you do not provide value







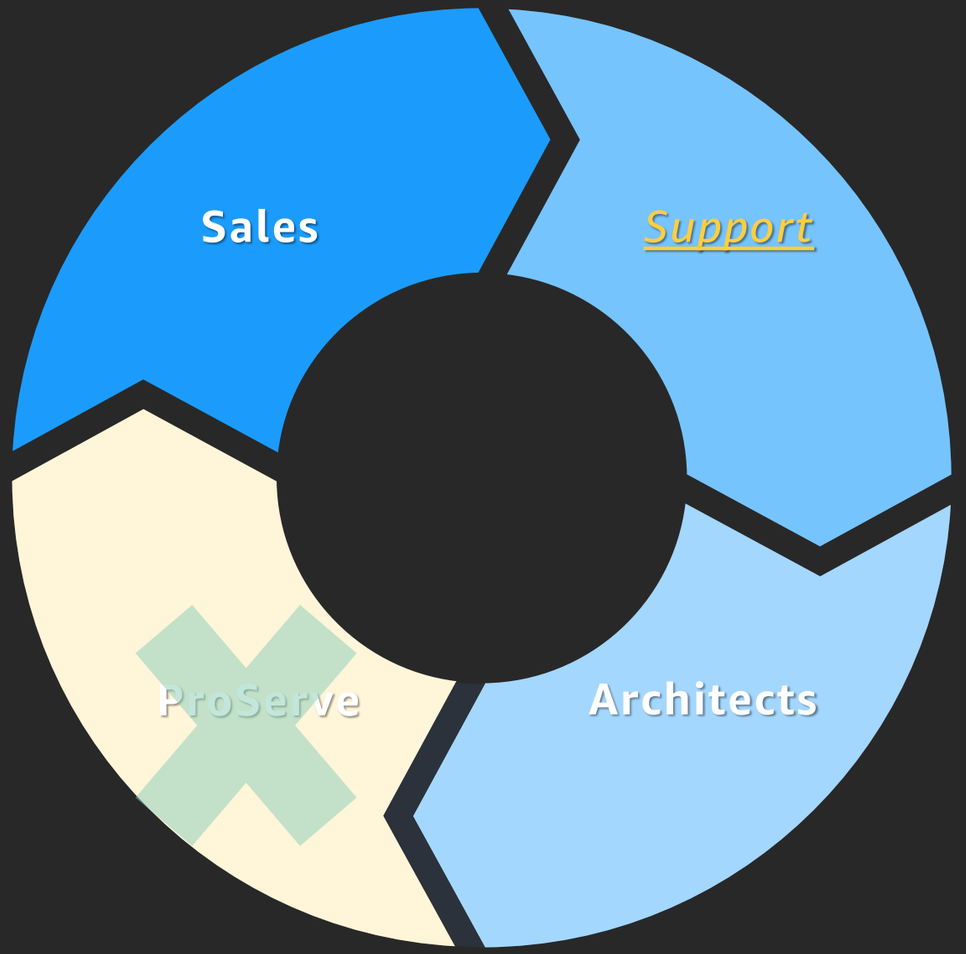




Your MSP's Support & Operations team's impact should be *felt* - constantly



How Well-Architected should work



Maximizing operations efficiencies

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The usual MSP support/operations day



Patch management



Scheduled maintenance



Configuration management



Inventory management



Intelligent Monitoring



Auditing

There is no value in undifferentiated heavy lifting

Things that must be done	AWS services can do it for you, so that you don't have to
Remote instance access	AWS Systems Manager Run Command, Session Manager
Patch management	AWS Systems Manager Patch Management, AWS Config
Scheduled maintenance	AWS Systems Manager Maintenance Windows
Configuration management	AWS Systems Manager State Manager, AWS Config, Amazon Inspector
Inventory management	AWS Systems Manager Inventory
Auditing	Amazon CloudWatch Logs, AWS CloudTrail

If you already have investments in technology – use them!

Remote instance access

Patch management

Scheduled maintenance

Configuration management

Inventory management

Auditing / Compliance

























Open discussion

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Homework / Call-To-Action



There's probably

a service for that

OR

You probably already

have an investment

you can use

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Global Tech Lead MSP PSA

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NA MSP SME

pdm@amazon.com

Your PDM!

Thank you!

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