AWS re:Invent

NOV. 29 – DEC. 3, 2021 | LAS VEGAS, NV

COP205

Cloud operations at scale with AWS Managed Services

Paul Frederiksen
Sr. AMER AMS Specialist SA
AWS Managed Services

Sriram Iyer
Enterprise Infrastructure and Solutions Director
FieldCore

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Agenda

Common challenges for cloud adoption at scale

Introduction to FieldCore

Operational challenges

The solution

Next steps

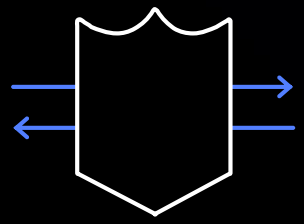
Key takeaways

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Common challenges for cloud adoption at scale

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

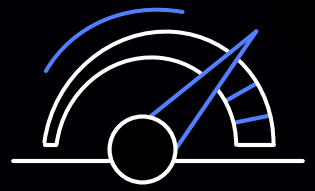
Customers want to . . .



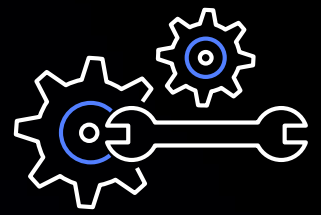
Elevate operational excellence and security



Augment cloud teams and operations



Improve operational performance and reduce costs



Have access to cloud experts and deep specialization



Increase speed and innovation

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

AMS helps customer with . . .

Operational excellence



Operational excellence with security monitoring, incident management, and response

Augmented teams



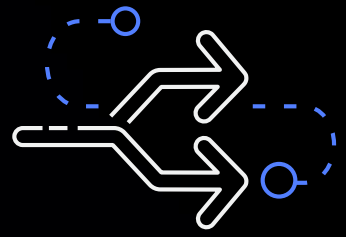
Extend and scale customer's platform and app teams

Cost-effective operations



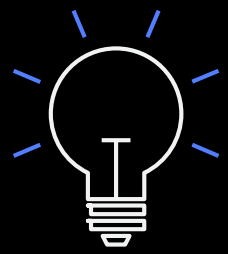
Improved operational performance and proactively achieving cost savings

Cloud experts



Focused delivery team for access to cloud experts

Speed and innovation



Cloud-ready operations in as little as 10 days

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

AMS brings innovation and customer obsession to operations

Security
150+ security and operational guardrails and compliance checks

Timely updates
100% patch conformance with expedient security updates

Incident detection
78% of incidents proactively detected

Cost optimization
Operational and AWS cost savings

Automation
96.7% automation

Deep AWS integration
Operated by the experts who built AWS

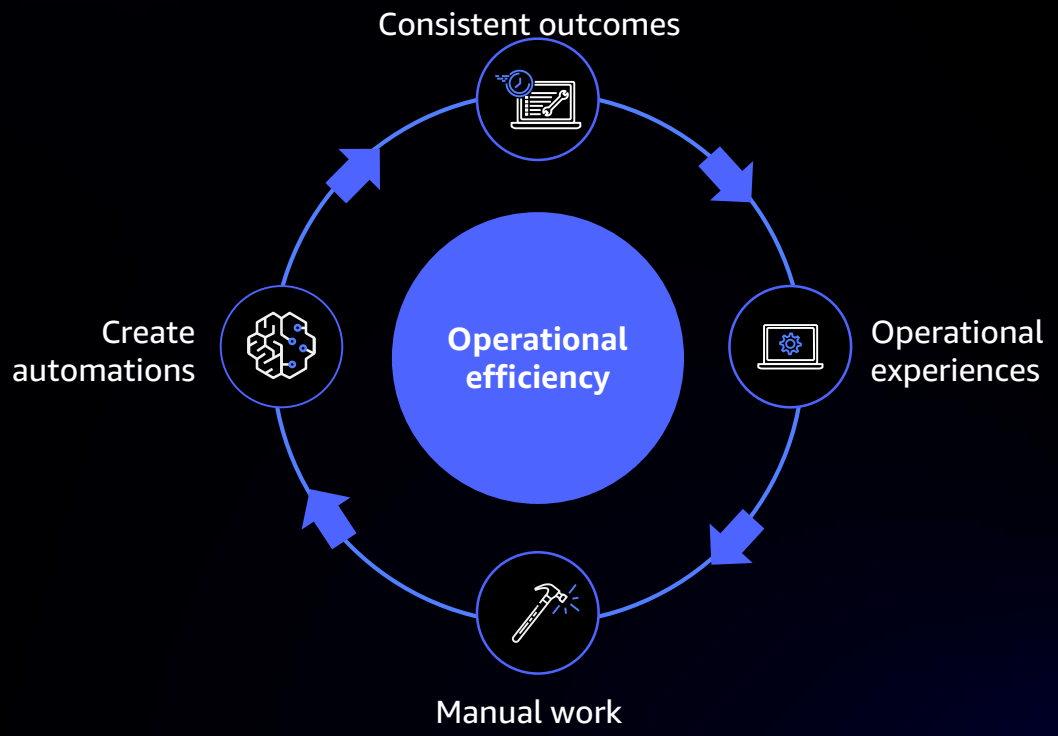
AMS is certified for: ISO, HIPAA, AICPA SOC, PCI, DigitalPreservationCoalition, GDPR, FedRAMP, HITRUST

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Automation flywheels drive operational efficiency and scale

OUR ENGINEERS WORK TO CONVERT MANUAL WORK INTO REPOSITORIES OF AUTOMATIONS IN 10 DISTINCT FOCUS AREAS

- Security response
- Detective guardrails and remediation
- Monitoring alerts and events
- Deployment automation
- Proactive incident management

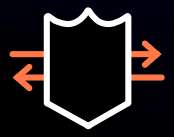


- Patching
- Backup and disaster recovery
- AWS service depth
- Operational tooling
- Financial and capacity management

aws

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

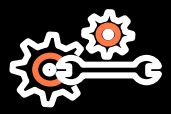
AMS Accelerate features



Safety mechanisms through preventative and detective controls



Proactive incident response, backup, and help desk



Operates pre-existing workloads



Reporting



Patching (add-on feature)



Rapid onboarding with workshops and GameDays



Native access to all AWS services and API



Automated resource tagging and instance configuration



Option to add on AWS Control Tower operations and more with Operations on Demand



Focused Cloud Service Delivery Manager and Cloud Architect



Enhanced change logging



Pay-as-you-go and cost-optimization



Continuous learning to become more effective

aws

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.



FIELD SERVICES REENGINEERED:

THIS IS FIELDCORE

FieldCore
a GE company

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

FieldCore maintains and upgrades power generation equipment



Wind



Hydro



Aeroderivative GT



Heavy-duty gas turbine

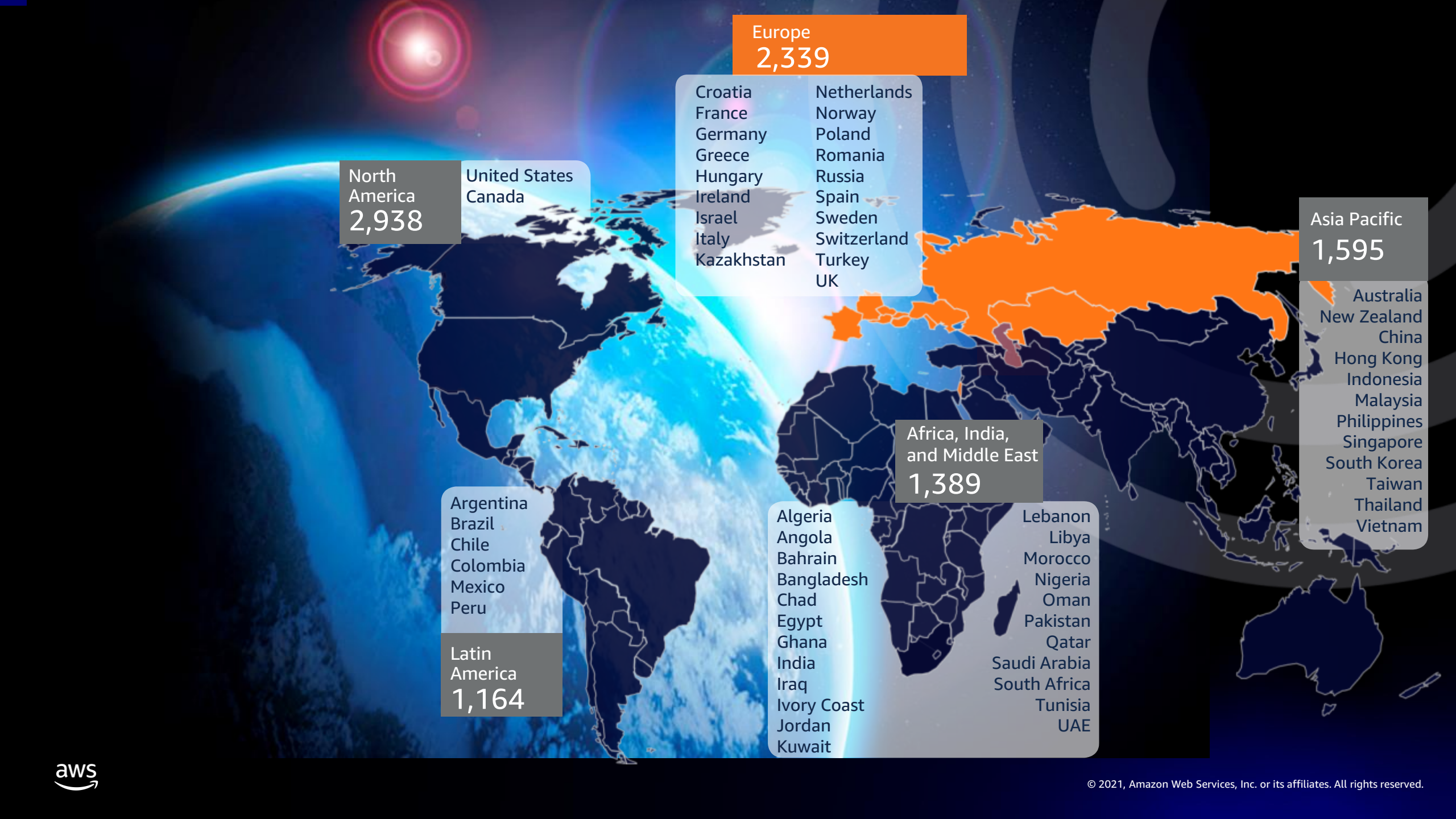


Steam turbine – nuclear



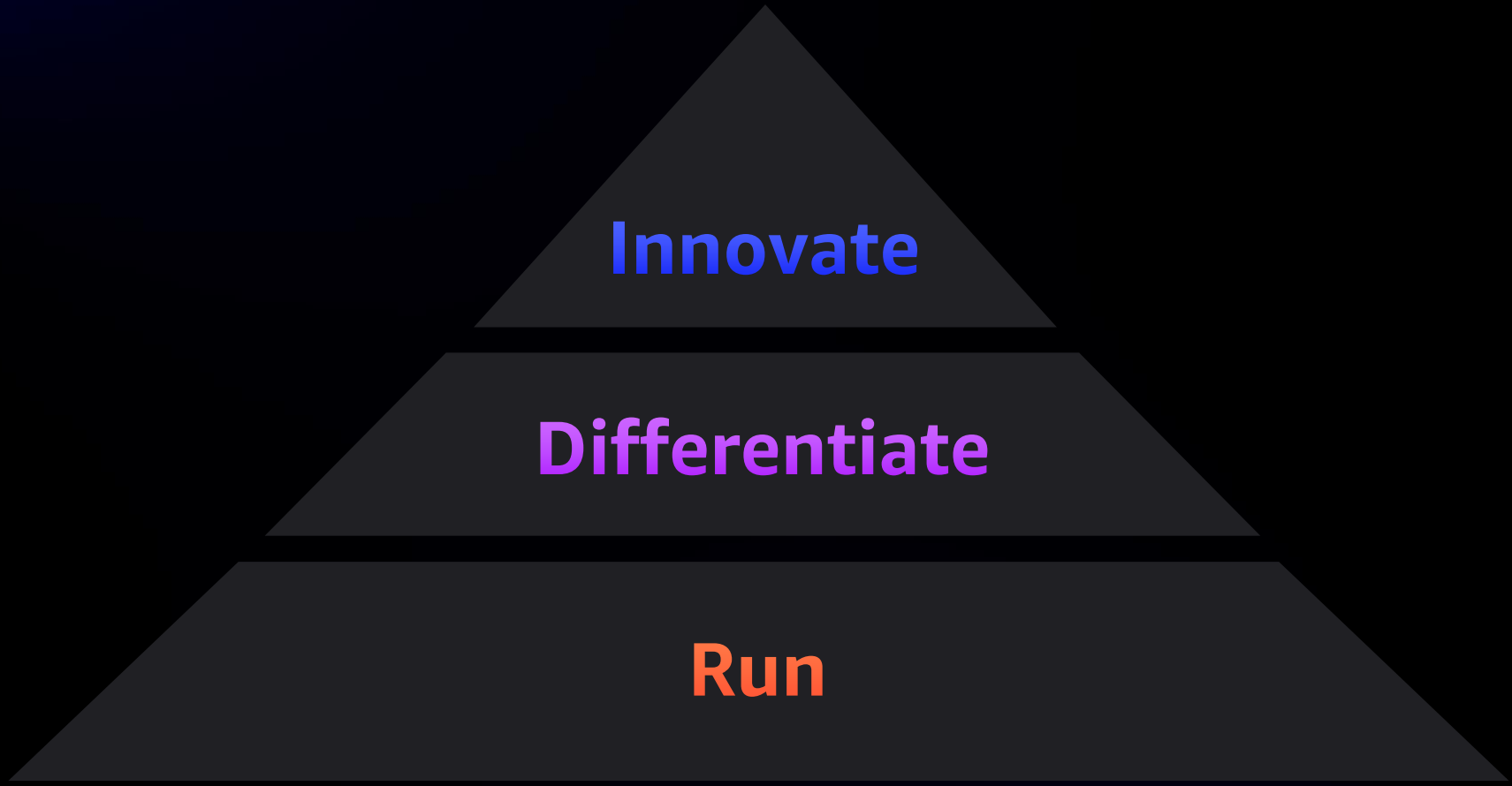
Steam turbine – coal

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.



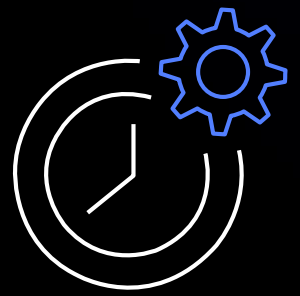
© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

FieldCore's IT strategy

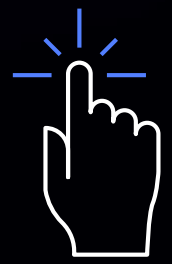


© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

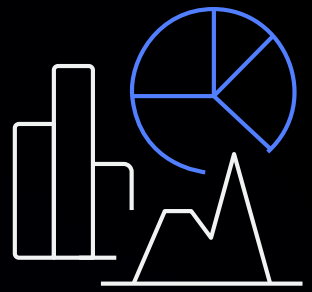
In the past (pre-AMS)



Lack of
24/7 coverage



Security and
compliance



Focus on
operations rather
than business value



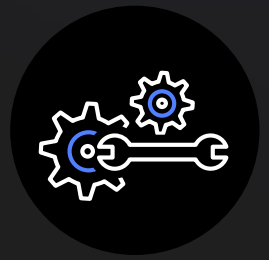
Finding competent
third-party vendors

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

You don’t know what you don’t know

THE CHALLENGE

Operations



AWS services



Monitoring



Reliability



Automation as a new concept



Staff resources

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

The decision



OR



Internal

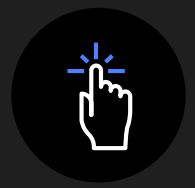
Managed

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Adopting a cloud operating model



24/7 operations



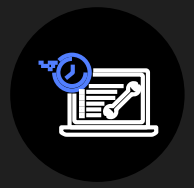
Compliance



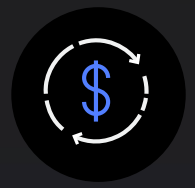
Patch



Tagging



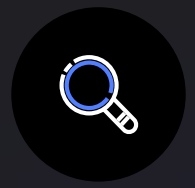
Backup



Cost-optimization



Monitor/alerting baselines



Transparency

aws

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Results



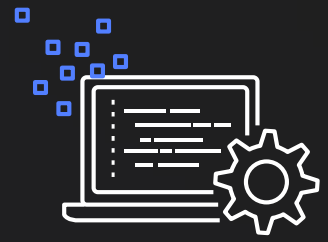
- AMS support for all AWS services; one stop for all AWS scope
- AMS is empowered to make recommendations to GE

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

What's next?

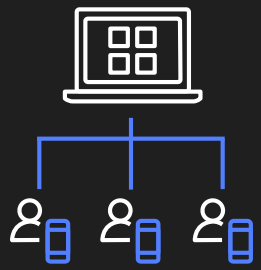
Complete integration with ServiceNow

Integrate Professional Services solutions seamlessly into AMS



Cross–business unit data sharing

- Eliminate data silos
- Insights



SAP cluster management

- Patching
- Operations

More workloads

Multi-Region disaster recovery environment

aws

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Recap

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Key takeaways

- Understand your IT operations strategy early on in your cloud journey
- Design your operation model around your strategy
- Look for a partner that can augment your operational and application teams

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Thank you!

© 2021, Amazon Web Services, Inc. or its affiliates. All rights reserved.