



AWS Enterprise Support

Your proactive partner to successfully adopt cloud computing & transform your business

To reap what cloud computing has to offer, it is critical to close skills gaps

Enterprises adopt cloud computing to digitally transform, reduce costs and risks, and gain agility. The very innovation the cloud provides also presents challenges in the form of skills gaps. If not adequately addressed, these skills gaps can have unwanted business impact:

LOSS OF AGILITY

A lack of expertise can hold you back from keeping up with the pace of innovation. Skill shortages remain the largest single barrier to achieving cloud success.

INCREASED COSTS

Without skilled resources, it can be difficult to keep your environment right-sized, causing you to pay for more than you need.

INCREASED RISKS

Insufficient security and compliance skills open the door to events that can negatively impact your company.

DECREASED COMPETITIVENESS

Skills gaps can leave you without the necessary resources to pursue critical business initiatives required to stay competitive.

To what extent are the following aspects of cloud implementation and management challenging for you?



Base: 100 cloud decision makers
Source: A commissioned study conducted by Forrester Consulting on behalf of AWS, March 2018

AWS Enterprise Support closes skills gaps and changes the game on how customers are supported

With a long history of award-winning customer service, Amazon is the world's most customer-obsessed organization. AWS Enterprise Support continues that tradition in the B2B technology world. It breaks the paradigm of technical support as a reactive break-fix service and transforms it into a proactive partnership that enables customers to successfully adopt cloud computing and the innovative technologies that come with it.

AWS Enterprise Support is both comprehensive and flexible, giving you the right amount of help you need, when you need it. It includes a mix of tools and automation, knowledgeable people and subject-matter experts, and strategic planning and guidance services to fill any skills gaps and reap the benefits of cloud computing while maintaining your focus on your core business.

AWS Enterprise Support delivers significant business value

“ One of the things that Support has done for us is that, as we build products in the cloud, Support has been the tip of the spear for showing our engineering team what the latest and greatest feature sets are. That type of **personal support is really a differentiator** for an enterprise like us.”

“ AWS Support has proactively found ways to **reduce our infrastructure spend by 50%** over 2 years.”

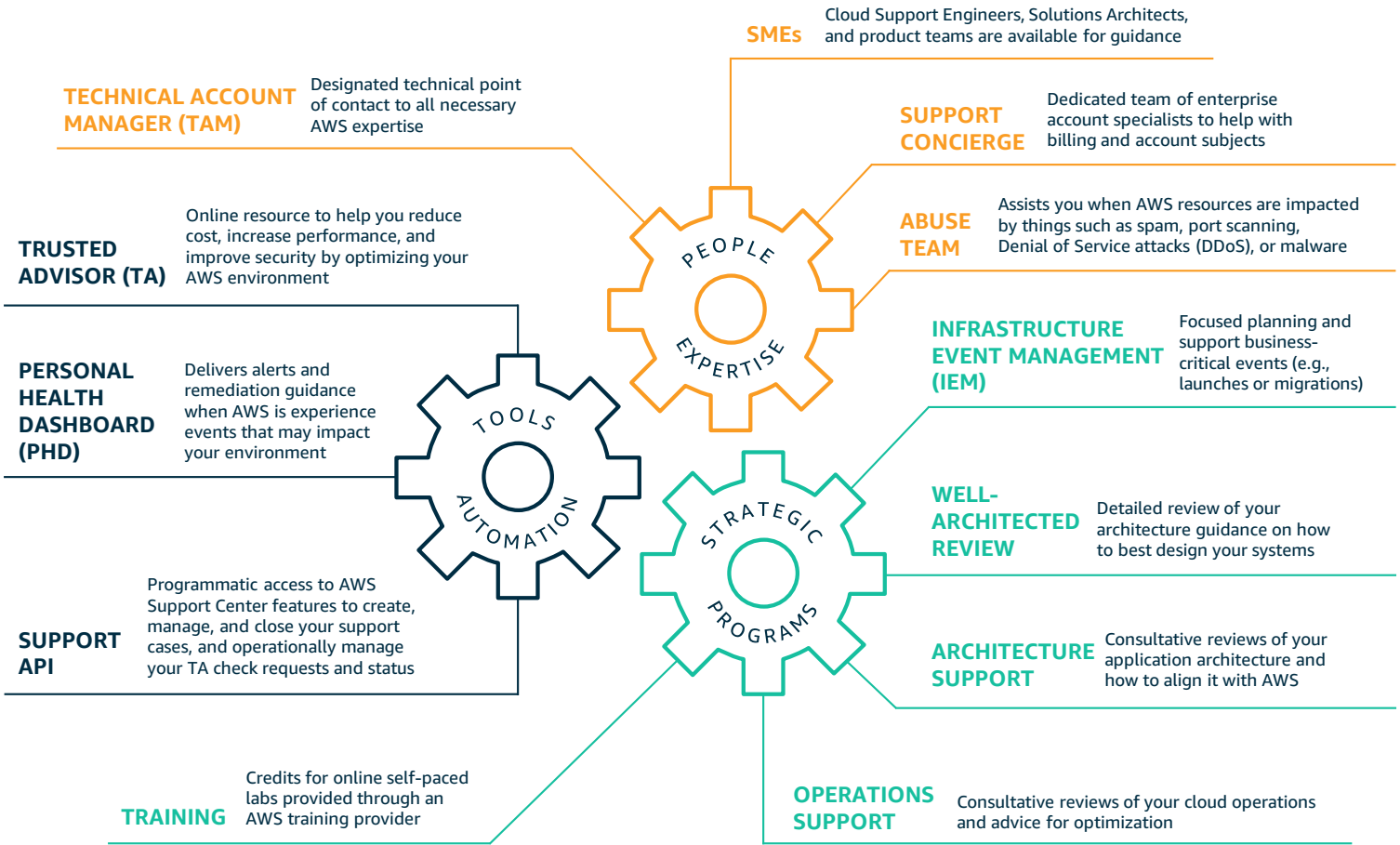


SHAOWN NANDI
Chief Information Officer
Dow Jones & Co.



STEVE HUNT
Director of Infrastructure
FanDuel

AWS Enterprise Support: Greater than the sum of its parts



“With AWS Support, we were able to launch our programs on time, and with high performance.”

SREENIVAS YALAMANCHILI
Global Technical Manager, Digital Marketing Services, Unilever

BENEFITS OF AWS ENTERPRISE SUPPORT



COST OPTIMIZATION

- Proactive architectural recommendations
- Right-sizing of AWS environment
- Trusted Advisor checks for areas to save costs



RISK REDUCTION

- Proactively plan for best practice compliance
- Get programmatic access to architectural and operational guidance to avoid downtime
- Leverage Support tools to monitor, alert, and remediate security issues



FASTER TIME TO VALUE

- Gain agility with access to expertise on new services without waiting to build internal expertise
- Improve return on investment with proactive cost-cutting suggestions from AWS experts
- Influence product roadmaps with access to product and service teams via your TAM



FOCUS ON YOUR CORE BUSINESS

- Strengthen competitiveness by operating your business versus worrying about infrastructure
- Drive innovation by leverage new technologies early
- Find new ways to grow and serve your customers with AWS as your partner