

## Term

- 12 months

## Cloud platforms

- AWS

## Available services

- Security and compliance management
- Infrastructure change management
- 24x7x365 monitoring
- Architecture recommendations
- Patch management
- Regular reporting on operational metrics
- Application and infrastructure modernization

Additional details:

[SHI.com/AWS-service-guide](https://www.shi.com/AWS-service-guide)

## SHI Cloud Managed Services

SHI's Cloud Managed Services for Amazon Web Services (AWS) offer flexibility, simplicity and control. Our service levels enable you to leverage the power of AWS without having the operational burden of managing it by yourself.

Free your in-house IT teams to focus on the activities that support the growth of your business. Moving to AWS frees up IT from having to manage physical hardware. With SHI's Cloud Managed Services for AWS, you can leverage our expertise and scale to monitor and manage your cloud infrastructure.

Service tiers	Managed	Professional	Basic
SLA	As low as 30 minutes	As low as 30 minutes	8 business hours
Simplified billing	✓	✓	✓
SHI One cloud management portal	✓	✓	✓
Self-service technical support	✓	✓	✓
Cloud platform support (managed escalations)	✓	✓	✓ <sup>1</sup>
Priority support (SHI support engineers)	✓	✓	
Technical account manager	✓	✓	
Annual architecture review	✓	✓	
Operating system support	✓		
Management and monitoring	✓		
Cloud optimization	optional add-on	optional add-on	optional add-on

<sup>1</sup> Included with Azure when purchasing under our Azure CSP Program.