



Cloud Express

Public Cloud Managed Services

Introduction

Cloud Express is Tech Data's 24 x 7 Public Cloud Infrastructure support offering. Available for both AWS and Azure Cloud, our services enable partners to optimise IT resources and reduce cloud spend.

Public clouds are built to provide high performance infrastructure, integrating hardware, software applications and any supporting infrastructure. As such, they are increasingly the most cost-effective and agile business solution for organisations around the world. Once your customer has purchased and configured their public cloud environment, they need to think about how to provide their business with administrative support.

If your customer doesn't already have these skills in their organisation it can cause challenges, which can distract internal teams from development, innovation and testing new ideas.

Tech Data has a Cloud Managed Service offering, provided by our highly skilled engineers, covering necessary administrative support to host and manage a Public cloud environment.

Regardless if your customer has been operating in an existing cloud environment or has recently migrated, Tech Data's support team can then take on comprehensive administration.



Value Proposition

Tech Data's Cloud Express Managed Service is applicable for both AWS and Microsoft Azure environments and enables partners to grow, innovate and transform their public cloud business while benefiting from higher margins. Our service is delivered using an advanced digital platform that accelerates the onboarding of cloud estates and provides high levels of automation to reduce problem resolution times and cost.

Features

Virtual Machine Monitoring & Management

Listed below are the monitoring and management services:

- 24X7 monitoring of client infrastructure in Cloud
- Alert monitoring, prioritization and escalations to client and internal teams
- Notification to client about outages on Azure/AWS datacenters and affected resources
- OS-level health checks
- Disk utilization management (attached disks to VMs)
- Alarms/errors/notification management

Preventive Maintenance & Proactive Management

Tech Data performs regular preventive maintenance in patch management and anti-virus management on the IaaS VMs.

Windows and Linux servers patch management:

Tech Data will scan the servers for missing patches every Wednesday and the patch scan results will be uploaded to the partner portal. The solution provider must approve the missing security and critical patches for the server in the partner portal.

Anti-virus updates:

This activity includes checking the anti-virus definitions on the server and updating the definitions on a scheduled basis.

- Depending on the automation schedule (by default), anti-virus/anti-malware definitions will be updated daily
- Any issues (corruption or license expiry) that are observed with the anti-virus/anti-malware application or definition update will be provided to the solution provider.

Security Monitoring

Tech Data believes protection and compliance are an essential part of Cloud Express services and being secure provides the opportunity to reduce risk. As part of this service, Tech Data relies on some of the cloud-native tools for monitoring and controlling the security vulnerabilities.

- Managing and responding to security alerts
- Security policy management in Azure Security Center or AWS Guard Duty
- Monitor and report Security Center or Guard Duty recommendations
- Monitor and report any resource security health issues
- Manage visibility into missing updates on virtual machines
- Periodic updates of rule-sets for effective threat detection



Cost Optimisation

Tech Data leverages modern tooling for providing insights into various cost elements associated with Azure/AWS cloud platforms. A quarterly optimization report will be provided with evidence and analysis of the billing reports. Below are some of the cost optimization areas that will be focused in the recommendations provided:

- Tagging/re-tagging of virtual machine instances
- Run optimization reports quarterly
- Recommend best practices based on right-sizing (type/family)
- Recommend snoozing
- Upgrades to newer VM instance families/types based on workloads /app requirements
- Reserved instance planning recommendations
- Highlight achievable outcomes when optimization scenarios are implemented

Backup Service Management

Tech Data provide proactive monitoring and management of backup services within Azure/AWS platforms using native tools like Azure Backup Service or AWS Native Snapshots. This enables a faster and reliable way of taking backups of the VM volumes.

- Evaluate existing backup jobs for various workloads
- Azure virtual machine backup and restore management
- Microsoft Azure backup server management
- Monitor and manage backup jobs schedules and troubleshoot any failures
- Health check of backup server and storage allocated
- AMI backup and restore management
- EBS life cycle management
- Backup/restoring the EBS volumes using snapshots
- Perform test restore periodically to assess the integrity of the backup snapshots

Cloud Storage Management

Tech Data monitors and manages the following services, as part of cloud storage management.

- Monitoring storage analytics to trace requests, analyze usage trends, and diagnose issues with storage account
- Configure and view metrics by parameter
- Monitor storage health
- Monitor capacity and availability
- Monitor performance
- Troubleshoot service health issues



Cloud Network Management

As part of cloud network management, resource-level monitoring comprises of four features - diagnostic logs, metrics, troubleshooting, and resource health.

- Troubleshoot network gateway and connections
- Watch the cloud network
- Monitor the cloud network performance
- Report NSG flow
- Watch/report IP flow (Destination IP, Source IP, Destination Port, Source Port, and Protocol)
- Monitor diagnostic logs

Cloud Environment Management

Certificates used in cloud services and for authenticating management APIs, need to be renewed or recreated periodically. Certificate Management services include:

- Service certificates
- Management certificates (API)
- Export and import secure socket layer (SSL) certificates within the client subscription
- Manage SSL certificate validity and renewal

SLA's

Priority	Target Service Response Time (90% of cases)	Customer Notification
P0: Critical	15 Min	Call within 15 Min
P1: High	2 Hours	Email sent and Ticket updated within 2 Hours
P2: Medium	4 Hours	Email sent and Ticket updated within 4 Hours
P3: Low	12 Hours	Email sent and Ticket updated within 12 Hours



Out of Scope

- Applications monitoring and management
- Resource provisioning or services setup
- Azure/AWS technical architect support
- License management for windows, RDS Cals
- Implementation of cloud optimization recommendations (Implementation can be done with a professional services contract)

Costs

The managed VMs are charged at a rate per VM/ hour. That means you will only be charged for time that the VM is managed. The cost incurred can be optimised by turning VMs off.

A one-time on boarding fee will be charged and this is a factor of the Managed Services monthly recurring revenue.

Fees include the cost of all the management tools used for the service (including CloudCheckr licenses for cost optimization).

There is no minimum deal size.

Why Partner with Tech Data?

Unparalleled Expertise

Tech Data provides insights and the option to white label solutions to our partners - to help you to identify, deliver, and expand IT opportunities.

Our focus is to help Business Partners build profitable revenue streams and create a community of happy customers. Armed with the best technology and extensive cloud development and integration expertise, we work with our Partners to provide the right blend of public, private and hybrid cloud capabilities to accelerate business growth.

For more information about the Cloud Express Public Cloud Managed Service, get in touch with Tech Data's Advanced Solutions Service Country BDM.



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