# 2ND WATCH

**A Leader in Gartner's *Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide***

## Gartner®

# The Intelligent Managed Cloud

## Why Managed Cloud for AWS?

The key focus for enterprises that have moved from proof-of-concept to integrating the public cloud into their IT strategy is operationalizing security and governance to mitigate "cloud sprawl." Sprawl happens when companies begin to leverage the self-service nature of the cloud without security and governance in place to monitor their environments' design, deployment and management.

With 2nd Watch Managed Cloud, you can rest easy knowing that your public cloud environment is designed, built and managed with industry best practices, expert technical staff and cutting-edge technology and is optimized to save you money.

## Why 2nd Watch Managed Cloud?

Since 2010, 2nd Watch has been providing large,

### Expertise That's Far Beyond Standard

2nd Watch was among the first **AUDITED** and **APPROVED AWS Managed Service Partners** and is recognized by Gartner as a Leader among MSPs in their **Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide** report.

As one of the only cloud-native partner to earn SOC2 compliance—with a perfect score—and maintain their AWS Premier Partner status from the time they were originally selected. 2nd Watch software and services meets the high bar set by AWS for APN Premier Consulting Partner status, which includes deep technical understanding, extensive use case and practical application, customer references and certified staff.

aws partner network — Premier Consulting Partner

AICPA SOC 2

enterprise IT organizations long-term management and optimization of their AWS services, enabling them to focus on running their business rather than their underlying technology infrastructure. We believe that the customer and their unique needs come before the cloud. That's why we recruit, hire and train some of the best talent in the industry and share in the belief that the cloud is more than just a technology—it's a multi-dimensional change that reverberates across the organization and is a process of continuous improvement. As 100% AWS-focused, certified architects and engineers, we have the knowledge and practical years of experience that enable us to employ effective and efficient cloud strategies that avoid pitfalls and unforeseen "gotchas" which can slow you down, cost you money or worse – result in a security breach. With tailored solutions that meet the unique business needs of today's enterprise, we enable our clients to use cloud technology to work smarter and facilitate breakthrough successes.

# 2nd Watch Managed Cloud Platform

The 2nd Watch Cloud Management Platform is a cloud-native system that leverages cutting-edge software to reduce your risk and simplify what you have to manage. With automation and technology, we monitor your cloud environment, identify gaps, apply zero-day patching to keep you secure, and deliver technical and financial optimization at scale, in moments. This reduces risk and increases overall performance.

## Our Managed Cloud Services & Platform Give You:

- Identity Access Management
- Cloud IaaS Procurement
- Monitoring & Alerting

- Service & Incident Management
- Cloud IaaS Management & Optimization
- Financial Management

## Your Company Benefits By:

- Faster GTM
- Reducing Risk
- Eliminating Cloud Sprawl

- Reducing Complexity
- Reducing Wasted Resources
- Increasing Agility

## Levels to Fit Your Needs

2nd Watch offers three levels of Managed Cloud services through our Cloud Management Platform to simplify the process and reduce the time demands associated with self-service technology. Our expert staff will make the on-boarding process hassle-free and smooth, whether you are looking for guided services, professional services, front-line operations or programmatic infrastructure. Additional services such as DevOps, Security, Compliance, and Database Management are available.

## MONITOR

2nd Watch monitors your AWS environment & alerts you to issues & potential threats so you can manage your Public Cloud with confidence.

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| Monitoring |
| Alerts |
| Notifications |
| AWS Service Outage Alerts |
| Access to CMP - Finance Manager |
| Access to CMP - Service Manager |
| **MANAGED BILLING INCLUDED WITH AWS CAPACITY MANAGEMENT** |

## OPERATE

2nd Watch monitors & manages your day-to-day Public Cloud operations with the expertise & knowledge you expect from an industry leader.

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| Bi-Annual Operations Reviews |
| Incident Management |
| Problem Resolution |
| Zero-Day Patching |
| Identity Access Management |
| Automated Snapshots |
| Change Control |
| Crisis Management |
| ITSM Integration |
| Technical Account Management |
| **MANAGED BILLING & MONITOR INCLUDED WITH AWS CAPACITY MANAGEMENT** |

## OPTIMIZE

2nd Watch monitors, manages & optimizes the performance & cost of your day-to-day Public Cloud operations for comprehensive cloud management services.

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| Cost Optimization Reviews |
| RI Management |
| Spot Recommendations |
| Generation Refresh |
| Performance Optimization |
| Right-Sizing |
| Eliminating Waste |
| Auto-Parking |
| Anti-Virus |
| EBS Backup |
| **MANAGED BILLING & MONITOR INCLUDED WITH AWS CAPACITY MANAGEMENT** |