

24/7 SUPPORT SERVICES

Maximize website uptime and business continuity, and achieve your DevOps and AWS infrastructure support SLAs at a competitive rate.

- **AWS Premier Consulting Partner**
- **Free Support Services Assessment** for qualified organizations
- **No Annual Contract**



Improve user experience & reduce MTTA, MTTR, website downtime, and costs.



Achieve SLAs — acknowledgement in 15-30 minutes & resolution/escalation in 30-60 minutes.



Have AWS-certified experts as the first point of contact to handle support calls.



Increase visibility into system status with custom analytics & real-time reporting.



Reduce toil with runbook automation, proactive alerts & root-cause analysis (RCA).



Refocus engineers on innovation instead of infrastructure support.



aws partner network
Premier Consulting Partner

- AWS CloudFormation
- Data & Analytics Competency
- DevOps Competency
- Immersion Day Partner
- Marketplace Seller



aws partner network
Premier Consulting Partner

- Migration Competency
- MSP Partner
- Public Sector Partner
- SaaS Competency
- Well-Architected Partner Program



THE CHANNEL CO.
CRN
MSP 500
2022



CHANNEL
TOP 250 PUBLIC CLOUD MSPs
2021 Edition



GOLD DATADOG PARTNER MSP RESELLER



They take great care of our environment. In nClouds, we found the next level of innovation, experience, and ability to adopt new technology.”

– Marc Goodell, VP, Environments & Infrastructure, 6Connex

Maximize website uptime, performance, and stability on AWS

To delight customers and maintain a competitive edge, modern organizations know that their services must be available 24/7.

Are your customers happy with your website’s uptime, performance, and stability? If not, which of the following issues are getting in the way of your success?

- Your support team is overwhelmed, causing SLA breaches, unresolved tickets, and increased downtime and costs.
- Your engineers are providing on-call support, but you really need them focused on building new product features.
- Your support team is suffering from burnout.
- Your system has so many recurring incidents that your support team is experiencing alert fatigue.



More than half of our consulting clients use our 24/7 Support Services.

Our AWS-certified engineers will quickly and expertly handle your L1, L2, and L3 support needs so your engineers can focus their talents on developing innovative new features.

- L1 (Level 1) support engineers handle front-end issues. They determine the root cause of the issues and provide basic troubleshooting and installation support.
- L2 (Level 2) and L3 (Level 3) Site Reliability Engineering (SRE) teams handle complex back-end issues. For more details on our Site Reliability Engineering Services, click [here](#).

nClouds is your 24/7 support partner for AWS environments

nClouds is serious about 24/7 support, and we're really good at it.

We're a certified AWS Premier Consulting Partner, audited AWS MSP Partner, and AWS Well-Architected Partner, with AWS Competencies in Data & Analytics, DevOps, Migration, and SaaS.

Our 24/7 Support Services are powered by nCall, our alert and incident management platform that helps teams resolve incidents faster, reduce costs, and minimize your system's downtime. nCall can help **reduce MTTR by 10 - 40%**.

Our process — getting started

nClouds follows a three-step process to ensure you get the right support services for your specific environment.



Discovery. We establish and test communication channels between your organization's designated points of contact (PoCs) and the nClouds support team, detailing your alert/incident response management platform and current on-call support process (if one exists already). We also gain access to current runbook(s), if available.



Onboarding. A designated client engineer reviews your support runbook to ensure it contains solutions to all known issues/alerts. We also establish a process for conducting RCA of service-impacting events.



Transition. The nClouds support team starts handling alerts under the supervision of designated client engineer(s). If required, we update your runbook, documentation, and diagrams. At the end of the transition phase, nClouds assumes responsibility for handling support services for your environment(s), as defined in a mutually agreed upon SoW and SLA.

Add-ons & customizations

Let's discuss your specific needs. We'll create a plan that matches your exact requirements for:

- Customized SLAs or escalation paths.
- Enhanced monitoring.
- Detailed dashboards.
- Incident investigation.
- Root cause analysis, and more.



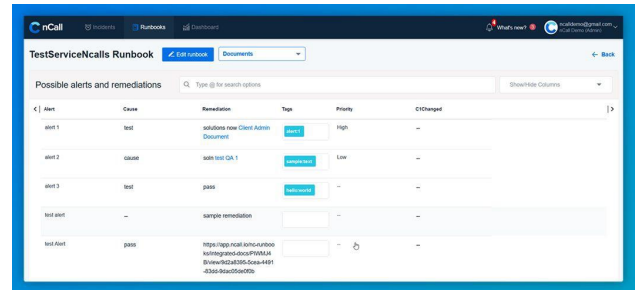
nClouds is our extended team that manages DevOps services and provides ongoing support of our AWS infrastructure. This partnership has leveraged the Yewno team to focus on product innovation for our AI platform offering. This focus, combined with powerful automation like our CI/CD pipeline, has helped us deliver faster, with reduced costs, and better predictability."

– Brendan Volheim, CTO,
Yewno

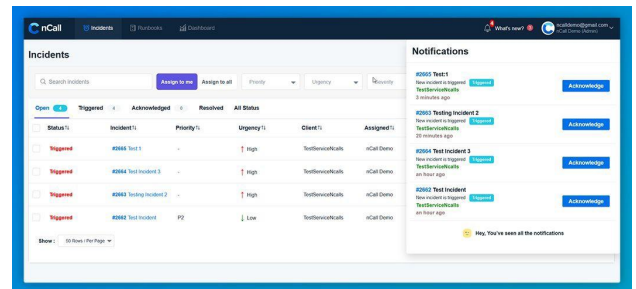
nCall is our 24/7 Support Services team's "secret sauce" driving innovation in service delivery



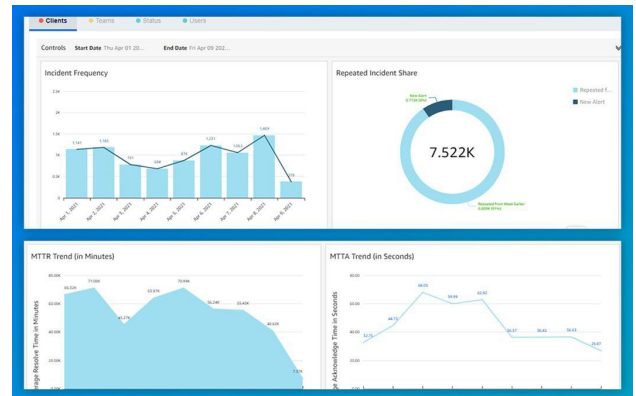
Integrated Runbooks accelerate resolution and improve mean time to resolution (MTTR) to maximize your system's uptime and business continuity.



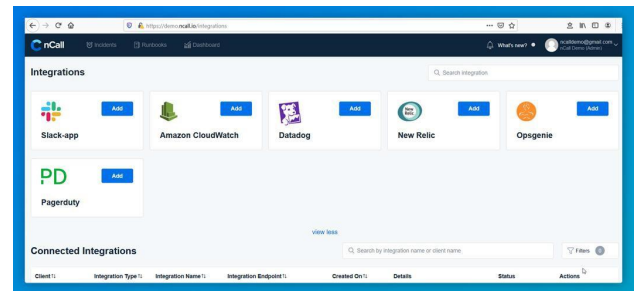
Automation quickly identifies, categorizes, investigates, notifies, and provides the necessary remediation steps.




Interactive dashboard and analytics provide you with real-time insights on MTTR trends, incident frequency, recurring incidents, and more — vital when difficulties arise and important decisions must be made.




Integrations with third-party apps and tools — like Datadog, Amazon CloudWatch, PagerDuty, New Relic, and OpsGenie — seamlessly sync alert data and streamline workflow.




Learn more — free Support Services Assessment




Email us



nClouds web



6Connex case study



Yewno case study