



AWS CERTIFIED PARTNERS

***Always Ahead***



# CirrusHQ AWS Cloud Managed Services

Enabling you to develop, scale  
and innovate faster.

# AWS Cloud Managed Services



Our cloud managed services proactively help to keep your AWS workloads optimised and running 24x7, with improved cost control and security.

## You are in good hands

We remove the complexity of managing your AWS Cloud Infrastructure so you can focus on what really matters; driving your organisation's objectives and strategic initiatives.

Organisations have relied on our Managed Services experience, expertise, and culture for **over 14 years** to help them grow in public, private and hybrid cloud.



**1000's**

Service 1000's of customer requests a month



**+78**

Outstanding Customer Satisfaction Levels: +78 NPS score (highly rated)



**13 of 25**

Operate in 13 of 25 AWS regions, supporting worldwide customers



**100%**

AWS experts - exclusively AWS



**50+**

50+ staff Certifications



**10**

10 AWS Partner Certifications

# A partnership that fits around you

Our Managed Services aim to reduce the expense, time and training of your own in-house support team with access to our widely skilled and certified expert engineers. Our objective is to become your business partner to supplement your in-house expertise, and fully manage your AWS infrastructure, services and platforms, or work in partnership with, or augment, your existing IT teams.

“CirrusHQ is like an extension of our team for AWS needs.”

Derek Morgan  
CEO, MovieGlu

## Customer challenges we help address



Wasted spend



Maintaining in-house expertise



Compliance with best practice



Managing multiple AWS accounts



Immediate response to service issues



Ensuring 24/7 operations and out of hours response



Working with 3rd Party partners



Ensuring appropriate Security for Cloud platforms

# How our Managed Services are aligned to you

## We help you take care of what matters

Cost, performance, security and innovation with a proactive MS partner.



### Take control of your cloud

We always set out to develop a partnership that supports your sustained success through regular reviews of your immediate issues and opportunities and longer-term objectives. Our reviews highlight areas that will improve the operational efficiency, performance, cost and security of your platforms as standard.



### Optimum performance by following best practice

This is at the heart of everything we do. Your accounts and workloads will always be aligned to AWS best practice to support your critical business needs. As an AWS Well Architected Service Partner we can undertake a Well-Architected Review to audit, optimise and manage your workloads, working with you to ensure agreed business outcomes are delivered and SLAs are met. AWS recommends you conduct a Well Architected Review every 12-18 months and, if you have not already had one, we will provide it free of charge.



### Keeping you secure to avoid downtime

We help customers understand the AWS Shared Responsibility Model and the best practices that keep your infrastructure secure and stable and compliant. Our Guardian Secure access platform enables us to securely automate monitoring and cross account and cross customer management on behalf of customers - removing a significant barrier to customers managing their AWS estate. For customers requiring levels of security beyond those provided with the AWS platform, CirrusHQ has partnered with the industry's leading security providers to ensure your organisation can meet even the most stringent of requirements.



### Cloud Cost Control

We help ensure you are only paying for what your organisation needs. Our Insight Portal Platform receives and monitors over a million AWS service transactions a day providing detailed insight in how our customers' platforms are operating. Using our expertise, along with dedicated tooling, we help you avoid unnecessary AWS costs including understanding and controlling where money is being spent, selecting the most appropriate and right number of resource types, analysing spend over time, and scaling to meet your needs without overspending. Organizations without a plan for cloud cost management may be overspending by 70% or more - Source: Gartner research.

# Key Managed Service Features

Our services cover all workloads from non-production to production, ensuring the right controls are in place.

-  UK based AWS certified Engineering Service Desk
-  Software release deployment support
-  24/7 Observability and Monitoring of AWS services
-  Priority based SLAs
-  24/7 Incident, Request and Change Management
-  Service Reporting
-  Patching
-  Regular Service Reviews and Service planning meetings

Our consultants are also experts in multiple areas, including the full lifecycle of Cloud services, from Cloud Strategy and Design to DevOps, Migration, Management and Optimisation.

“100%. They are always supportive. They are there for us when needed. Really can't fault the advice or service. Thank you.”

**Tony Staneff**  
White Rose Maths

## Service desk integration & reporting

Our Service Desk can be integrated into your existing communication channels to support appropriate governance around support team integration as well as providing a seamless and single point of contact. 24/7 reporting is also readily available to easily track KPIs and provide transparency of service.

## AWS Marketplace Access - Simplified software licensing and procurement

CirrusHQ is a Consulting Partner with AWS Marketplace, which enables you to benefit from our expertise to help you deploy the best solutions for your organisation and simplify procurement. AWS Marketplace is a curated digital catalogue where you can launch pre-configured software with just a few clicks, and choose software solutions in Amazon Machine Images (AMIs), software as a service (SaaS), and other formats. The AWS Marketplace simplifies software licensing and procurement with flexible pricing options and billing and payments appearing on your AWS bill.



"CirrusHQ are friendly, approachable and knowledgeable - what more can you ask for."

**Darren Edmondson**  
CIPFA

## AWS Billing

CirrusHQ can handle the intricacies of AWS billing on your organisation's behalf at no additional cost and without any uplift on the official AWS price.

# Why CirrusHQ

Our Solutions Architects have 14 years experience in Managing AWS Services across a wide variety of organisations and understand the intricacies of managing and optimising the AWS Cloud. With 50+ staff certifications, we are also an AWS Advanced Consultancy and 100% AWS focused, necessary to provide our customers with deep insights into this constantly evolving technology platform.

## Flexible services for scalable growth

Experience in small to highly scaled environments means our Managed Services can grow with you. We can help scale services cost-effectively adding or removing resources when required to support your growing organisation.

## Do more with less

Our flexible pricing model means our Managed Services can best fit your organisation's needs and budget. Our pricing provides a cost effective solution so organisations of all sizes can aim for constant, seamless availability, reliable data protection and cybersecurity to ensure their organisation thrives – without unexpected IT strategy gaps or excessive, expensive service capabilities you won't use.

## Accelerate your Cloud journey with funding support

We have access to internal AWS funding programs that can help or cover the cost of using new AWS services, deploying new projects or migration of a legacy platform.

## Public Sector Support

We are a Crown Commercial Service Supplier and can provide services through the G-Cloud Framework.

## Managed Services Advocacy

We help improve customer in-house knowledge and skills by explaining what we are doing and why that choice is the best practice. Also, with a clear understanding of an organisation's objectives, inform of potential services that could improve operations throughout the AWS stack using our familiarity with all AWS services.



## High standards of customer service

This dedication is reflected in our Net Promoter Score (NPS) – our customers rank us as excellent, giving us an NPS of +78 (range: -100 to +100).



## Easy Onboarding process

From migration to existing AWS cloud, our onboarding process will capture your unique business priorities and what's critical to you - to seamlessly provide a managed service that best supports your organisations immediate and longer term objectives.



Contact us to start your onboarding and accelerate your cloud journey.

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