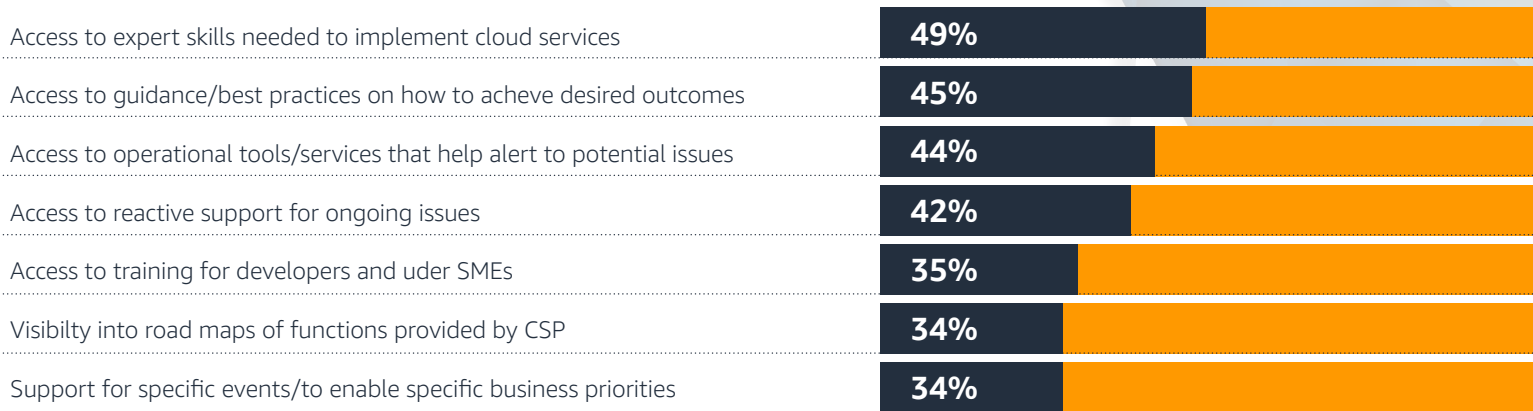# Build a Strong Cloud Foundation with
# HIGH-QUALITY SUPPORT

**Your cloud investment demands reliable expertise.** As your solutions mature, optimizing production workloads will become more important. The pace of innovation is fast in the cloud. With AWS Business Support, you can keep up to date on learning, best practices, and the new AWS services and features in the most efficient way possible.

The right kind of support is essential to success. A Forrester survey of cloud decision makers demonstrates the breadth of cloud support needs.

## What are your needs when using cloud support services?

| | |
|---|---|
| Access to expert skills needed to implement cloud services | **49%** |
| Access to guidance/best practices on how to acheve desired outcomes | **45%** |
| Access to operational tools/services that help alert to potential issues | **44%** |
| Access to reactive support for ongoing issues | **42%** |
| Access to training for developers and uder SMEs | **35%** |
| Visibilty into road maps of functions provided by CSP | **34%** |
| Support for specific events/to enable specific business priorities | **34%** |

Base: 100 cloud decision makers | Source: A commisioned study conducted by Forrester Consulting on behalf of AWS, March 2018.

## Discover AWS Business Support

Get scalable experience and targeted tools that address the full range of your needs, so you can spend less time managing infrastructure and more time differentiating your core business activities.

**Highly-trained experts to help you succeed**

The most effective support comes from those with the deepest understanding of the platform. AWS Business Support is designed and delivered by those who work with AWS systems every day. This expertise is delivered in multiple ways to help your cloud initiatives succeed, including:

| | | | |
|---|---|---|---|
| Accelerating projects and getting rapid responses by AWS experts for urgent needs | Reducing implementation and operational risks with guidance based on AWS best practices | Improving awareness and reducing costs with AWS Business Support tools like Personal Health Dashboard, Trusted Advisor, and Support API | Increasing knowledge of architectural design implications based on your specific use cases |

*"AWS Support has helped us evolve our business faster. We not only get clarity on specific technical questions, but also on the broader picture of how we can use AWS to achieve our goals. We get advice on what we need to do going forward—and why we need to do it that way. This helps us save time on infrastructure management, time we can use to focus on our core business. That time saving is invaluable."*

*- Tim Kimball, Head of Engineering, Aire*

## AWS Business Support Is a Complete Solution

Designed to meet a wide range of business and technology needs, AWS Business Support provides services that work together to help you achieve your goals.

**Trusted Advisor (TA)**
Online resource to help you reduce cost, increase performance, and improve security by optimizing your AWS environment.

**Personal Health Dashboard (PHD)**
Delivers alerts and remidiation guidance when AWS is experiencing events that may impost your environment.

**Support API**
Programmatic access to AWS Support Center feaatures to create, manage, and close your support cases and to operationally manage your TA check request and status.

**TOOLS AUTOMATION**

**PEOPLE EXPERTISE**

**STRATEGIC PROGRAMS**

**SMEs**
24 x 7 acccess to highly trained Cloud Support Engineers for help and guidance.

**Infrastructure Event Management (IEM)**
Focused planning and support for business-critical events (e.g., launches or mografions), available at additional cost.

**Architecture Support**
Guidance delivered in the context of your specific use cases.

## Realize Your Business Goals Faster

With AWS Business Support, you can make ideas a reality in less time, with less work. You can give your talented people more freedom to do what they do best. And you gain an expert team dedicated to helping you:

✓ Stay on top of the latest innovations

✓ Move faster with AWS services

✓ Optimize cost, performance, and productivity

✓ Reduce risk with proactive alerts that help avoid downtime and security issues before they happen

✓ Focus on core business objectives

Learn how AWS Business Support can help you do amazing things with AWS.
Visit **aws.amazon.com/premiumsupport/business-support.**