Mission Cloud One

Let us run your cloud so you can run your business

One Solution for All Your Cloud Needs

Mission Cloud One is your comprehensive solution for cloud operations, cost optimization and security for your AWS environment. By combining support, operations, strategy, guidance, and security, we run your cloud so you can run your business.

Mission Cloud One covers all the strategic needs for managing an AWS environment

→ Continuous cost optimization, to keep your architecture efficient

→ 24/7 monitoring, incident response, and proactive support with AWS Enterprise-level SLAs, including an industry-leading SOC and compliance expertise, to keep your architecture secure, compliant, and fault-tolerant

→ Proactive system maintenance, including OS updates, patches, backups, resource management, and provisioning, to keep your architecture up to date, reliable, and free from vulnerabilities

→ Continuous guidance with foundational best practices for performance, operations, security, and governance, to keep your architecture well-architected

Your Team of Cloud Experts

Get guidance, planning, and proactive 24/7 support to help you grow efficiently and overcome challenges as they arise.

→ During regular cadence reviews with your team of Cloud Analysts, you'll get expert FinOps support and guidance for cost optimization and financial engineering.

→ During regular cadence reviews with your team of Cloud Analysts, you'll get expert InfraOps support and guidance on performance, architecture, and best practices.

→ 24/7 monitoring, attack and intrusion detection from certified SOC analysts at Alert Logic

→ A follow-the-sun proactive support team, for common AWS tasks, troubleshooting,

SUPPORT RESPONSE TIMES	AWS Enterprise	Mission Cloud One
Low General guidance	< 24 hrs	< 8 hrs
Medium System Impaired	< 12 hrs	< 2 hrs
High Production system impaired	< 4 hrs	< 30 min
Critical Production system down	< 1 hr	15 min
Business-critical system down	15 min	15 min

24/7 Monitoring and Incident Response

We use Alert Logic in combination with New Relic One to conduct round the clock monitoring for security and infrastructure incidents. Once your environment is instrumented, our CloudOps team will continuously monitor it while handling patching and backups to ensure your systems are resilient, up-to-date, and not exposed to known vulnerabilities.

When incidents occur, the CloudOps team will be notified and respond based on runbooks you develop jointly to match your preferences and business needs. They will diagnose issues, perform root cause analysis, and institute mitigations where appropriate. They will also conduct trend analysis and notify you along with your team of Cloud Analysts when recurring issues are identified, so you can formulate a plan of action to address them.

How We Secure Your Cloud

We use Alert Logic to secure your environment, which works by running separate EC2 Instances in each VPC you wish to defend. Once it's live on your environment, you get:
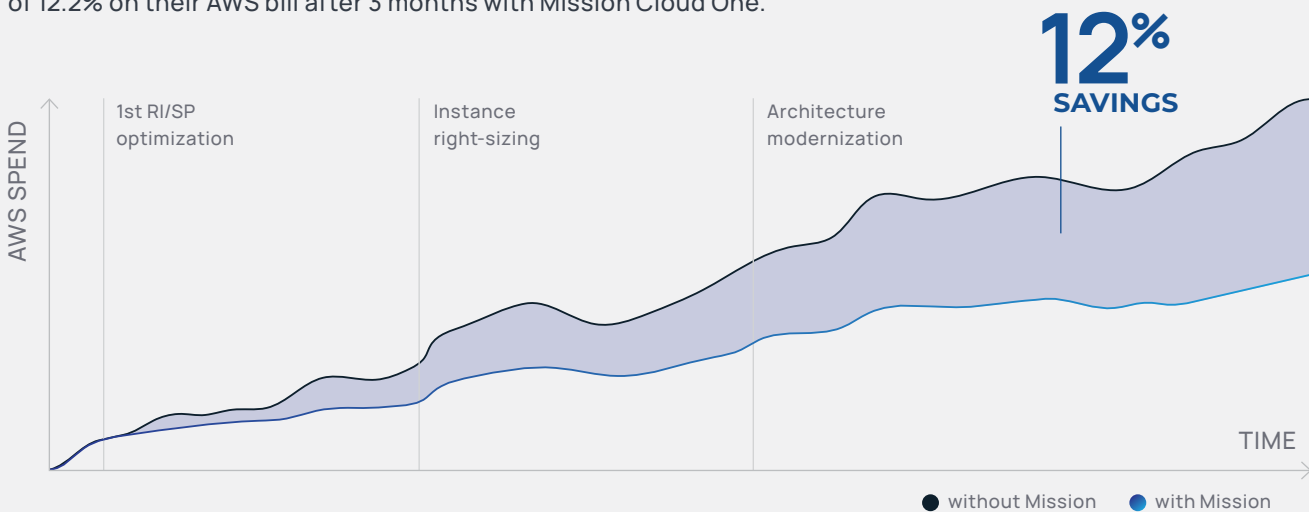
→ Continuous vulnerability scanning	→ A topology map of your systems	→ Endpoint detection for real-time monitoring
→ Intrusion detection	→ User behavior anomaly detection	→ Log review & 12-month data retention
→ Real-time reporting	→ File integrity monitoring	→ On-demand sensor & tuning optimization

The complexities of hardening an AWS environment can be overwhelming—that's why our CloudOps team handles alerts for you, flagging for your review based on seriousness and frequency and any other metrics you specify.

Cost Optimization Tooling and Expertise

With CloudHealth and Mission Control, our cloud services platform, our team of experts will help you audit, predict, and comprehensively understand your spending, then give you the guidance you need to manage your costs proactively and improve your cost trajectory.

Customers who follow our recommendations and guidance save an average of 12.2% on their AWS bill after 3 months with Mission Cloud One.

12%
SAVINGS

AWS SPEND

1st RI/SP optimization

Instance right-sizing

Architecture modernization

TIME

● without Mission   ● with Mission

Customer
Success Story

CELTICS

MEDIA & ENTERTAINMENT · **MIGRATION**

MONITORING & MANAGEMENT

"Mission has been
an incredible partner,
so much so that they've
become very much
an extension of our
own IT team."

JAY WESSLAND
CTO

CHALLENGE

The Boston Celtics recognized that a growing tech footprint from on-prem servers would lead to future management challenges and sought to simplify access to data for a dispersed user base.

SOLUTION

Mission led a successful AWS Cloud migration and implementation and has since continued to optimize the team's AWS environment. Additionally, Mission's AWS experts provided the Celtics with Managed DevOps, cloud management, 24/7 cloud monitoring, and ongoing AWS best practices around consulting and implementation.

RESULTS

→ Reduced cost of Microsoft Workloads modernization and AWS-native services adoption by **25%**

→ Curtailed growth of physical IT footprint

→ Optimized AWS environment to be more robust, secure, and reliable

→ Accelerated stat processing by **71%**, from **14 hour**s to **4 hours**

All Your Cloud Needs, Handled in One Place

There are many difficulties to managing an AWS environment as you scale and taking critical time away from business delivery to focus on infrastructure often isn't an option. With Mission Cloud One, we handle the most common blockers to operating, supporting, and hardening your environment while guiding you on the strategic dimensions of cost, performance, and reliability in accordance with AWS's best practices and the well-architected framework.

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Mission Cloud Services is a leading AWS Premier Tier Services Partner and Cloud Managed Services Provider. Through its dedicated team of expert cloud operations professionals, cloud analysts, and solutions architects, Mission delivers a comprehensive and differentiated suite of agile cloud services designed to help businesses migrate, manage, modernize and optimize their AWS cloud environments, facilitating continuous improvement and delivery across your entire cloud journey.

aws PARTNER Premier Tier Services