

# Mission Enterprise Support

Go beyond break-fix support

Mission Enterprise Support provides proactive support around best practices and preventative services designed to help you achieve business outcomes faster and with greater peace of mind about your cloud environment.

With Mission Enterprise Support, you get...



## Full Support for AWS

Mission offers 24x7 phone, email, and web access to 100% AWS-certified Mission support resources for troubleshooting guidance, questions, and issue resolution.



## Architectural and Operational Guidance

Throughout the partnership, we will proactively guide you on how to apply AWS best practices to your AWS architecture and operations to optimize performance, increase security, and reduce costs.



## Launch Support

Mission expertise on standby to guide you every step of the way for upcoming launches and migrations so you can avoid common pitfalls and achieve the outcome that you want.



## Well-Architected Consulting

An annual consultative review of your application architecture and cloud operations, and advice for improvement based on industry best practices combined with suggested priorities.



## Technical Account Manager (TAM)

With Mission Enterprise Support, you get a Mission TAM who will be your go-to technical advisor, internal advocate, and main escalation point to all other Mission subject-matter experts.



## Regular Account Review

A regularly scheduled meeting with your Mission team to review the state of your AWS environment, discuss your business objectives, and find ways to help you gain competitive advantage.



## Cloud Optimization Support

Access to resources and tooling designed to help you reduce costs, uncover security gaps, and identify other improvements.



## Reserved Instance (RI) Support

Mission Cloud Optimization resources to assist you with customized RI recommendations and implementation in order to drive down your compute costs.

## Next Steps

Schedule a free consultation with Mission to learn how you can get started with Mission Enterprise Support | 855-MISSION (855-647-7466)

sales@missioncloud.com | www.missioncloud.com/saod