

The Cloudsoft Managed Run Service operates your applications in the AWS cloud, using Cloudsoft's trusted expertise with our experts in applications, automation and AWS.

To on-board an application will require a professional services engagement like the Migrate service. This ensures that your application has been blueprinted, adheres to best practices and is running in a properly managed AWS account. This is true even if the application is running on AWS already, as often applications running in AWS are missing practices and patterns that Cloudsoft use, and using the Migrate service fixes these issues.

Benefits

- AWS Certified Professional experts will continuously assess and improve your application on AWS.
- Standard operational activities are table stakes: we provide all the expected features such as customer portal, MSP management processes.
- We provide advanced, pro-active application management to save you money and improve the performance and availability of your application.
- Continuous recommendations on the latest technologies to improve your application.
- A safe, easy and reliable way to transform to cloud and embrace cloud benefits, including increased agility and reduced spending.
- Completely managed solution with as little or as much visibility as you like
- Easy processes for engineers to upgrade, test, and debug – or we can do it for you.
- All the management automation and alerts you want, backed by our experts responding 24/7

Deliverables

- At least one application managed by Cloudsoft. A new shared responsibility model that leaves your Application Developers in charge of the application, with full transparency of the platform.
- Professional customer management system with a portal plus Slack channels for real-time team engagement such as during operational challenges.
- Embedded use of blueprinting technology from Apache Brooklyn.
- Easy off-boarding process. We don't lock you in. We want you to stay because it's worth it.

Target Audience

Leaders who prefer to off-load undifferentiated heavy lifting such as application and cloud operations to the experts.

Roles and Responsibilities

- Cloudsoft Run Specialists will provide technical and operational support.

- Customer needs to provide available application owners/specialists and (if available) their Cloud Administrators.
- Cloudsoft Account Manager will maintain the regular cadence of improvement and communication.
- respond to changing business needs and new cloud innovations.
- We recommend the Cloudsoft Managed Run Service to run your application and add the Evolve service for more benefits.

Key Activities

Action	Responsibility
<i>Kick off</i>	All
<i>Onboarding</i>	Cloudsoft and Customer App Owner and Operations
<i>Go live</i>	Cloudsoft (plus customer shadow)
<i>Service Management</i>	Cloudsoft
<i>Continuous Improvement</i>	Cloudsoft

Pricing and Scope

- Cloudsoft will resell the AWS resource consumption to you, this cost of resources are variable according to your application needs.
- Pricing is available on request.
- Cloudsoft are a proactive Managed Services Provider and will propose additional professional services to continuously improve your application in the cloud.
- We recommend adding the Cloudsoft Evolve Service to collaborate with your business and application specialists to refactor your application architecture to