



Audited AWS Managed Service Provider



Premier
Consulting
Partner

- IoT Competency
- DevOps Competency
- Big Data Competency
- Education Competency
- Healthcare Competency
- Migration Competency
- Microsoft Workloads Competency
- Storage Competency
- MSP Partner
- Public Sector Partner
- Marketplace Partner
- AWS Channel Reseller

The move to the cloud forces you to re-evaluate your IT Operations strategy, as you're transitioning the responsibility for some parts of your infrastructure operations to AWS. Onica's Cloud Ops & Cloud Pilot Managed Services Programs provide access to a dedicated team of 24/7 certified AWS experts to help customers deploy tactics from a cloud native mindset to achieve the maximum business value from the cloud and reach operational excellence.

We do everything from training to automation to handling all aspects of running in the cloud. As an AWS Managed Service Provider, our team has met the rigorous AWS Managed Service Program requirements, including a third-party audit of our capabilities. We have vast experience with ITSM integration, application migration, and application operations, and help enable our customers. We remove the complexities of running the cloud, allowing you to take full advantage of the cloud's speed and agility, while maintaining strict control over costs, security, compliance, and uptime.

Cloud Ops

"Your eyes and ears on the cloud"

Cloud Ops is an out of the box operational suite, backed by Onica's certified AWS engineers.



24/7 global support team



Guaranteed SLAs & rapid response



Cloud management platform



Dedicated PM & long-range planning



AWS cost optimization



AWS Enterprise Support built-in

What sets Onica apart:

- ✓ Collaborative 'do with' vs. Outsourced 'do for' approach to Cloud Managed Services
- ✓ Enablement & transformation focus
- ✓ Program of ongoing innovation
- ✓ Partner with customers on long-term planning, automation & creating cloud native consumers
- ✓ Low customer volume & high customer touch



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Cloud OpsPilot

What if you could have a team of 'on-demand,' highly-skilled AWS engineers, solutions architects, and project managers dedicated to continually innovating, evolving, and improving your AWS environment?

Cloud Pilot is a highly custom and tailored service helping you on your way to achieving operational excellence and cloud nirvana.

Infrastructure Builds	<ul style="list-style-type: none">✓ Deploy new/additional infrastructure or applications into the environment✓ Change infrastructure for cost, performance, and/or scaling optimization
DevOps & Automation	<ul style="list-style-type: none">✓ Manage, maintain, and enhance automation systems for operational effectiveness, stability, and/or security✓ Changes to and/or net new build-outs and automation of systems
Performance Management	<ul style="list-style-type: none">✓ Identify performance targets and continuously adjust infrastructure to deliver the desired performance at the optimal cost✓ Application-level tuning and detailed analysis of application-level performance problems
Database Management	<ul style="list-style-type: none">✓ Database scaling, performance management, and maintenance✓ Build-out of new/additional database clusters, read slaves, etc.
Application Operations	<ul style="list-style-type: none">✓ Manage configuration patching of common, off-the-shelf applications✓ Custom upgrades and patches of off-the-shelf applications, and build out configuration frameworks and methodologies for custom applications
Security Management	<ul style="list-style-type: none">✓ Maintain security of the environment and respond to security incidents✓ Deploy third party security tools, assist with audits, and perform customer-directed security scans
Disaster Recovery Planning	<ul style="list-style-type: none">✓ Build out new disaster recovery solutions, extend existing solutions, and/or customer-directed tests of disaster recovery systems
Planned Maintenance	<ul style="list-style-type: none">✓ Perform all preventative maintenance required for the stable and secure operation of the infrastructure, databases, and applications✓ Perform optional maintenance and customer-directed changes
Cost Optimization	<ul style="list-style-type: none">✓ Implementation of architectural changes to support cost management decisions
Major Event Support	<ul style="list-style-type: none">✓ Enhanced monitoring, responsiveness, and management-level support of major events (launch, etc.)✓ Daily collaboration and task management, integrated response plan, and continuous business hours engineer availability
Advice & Support	<ul style="list-style-type: none">✓ Answer questions related to AWS usage, best practices, etc.



Contact us today to learn more about how Onica can help you achieve operational excellence and become cloud native.