



Proactive  
Support



aws Advanced  
Consulting  
Partner

veeam  
CSP PARTNER Gold | PRO PARTNER Silver

vmware  
CLOUD  
VERIFIED



ISO 20000  
ISO 27001  
ISO 27017  
BUREAU VERITAS  
Certification





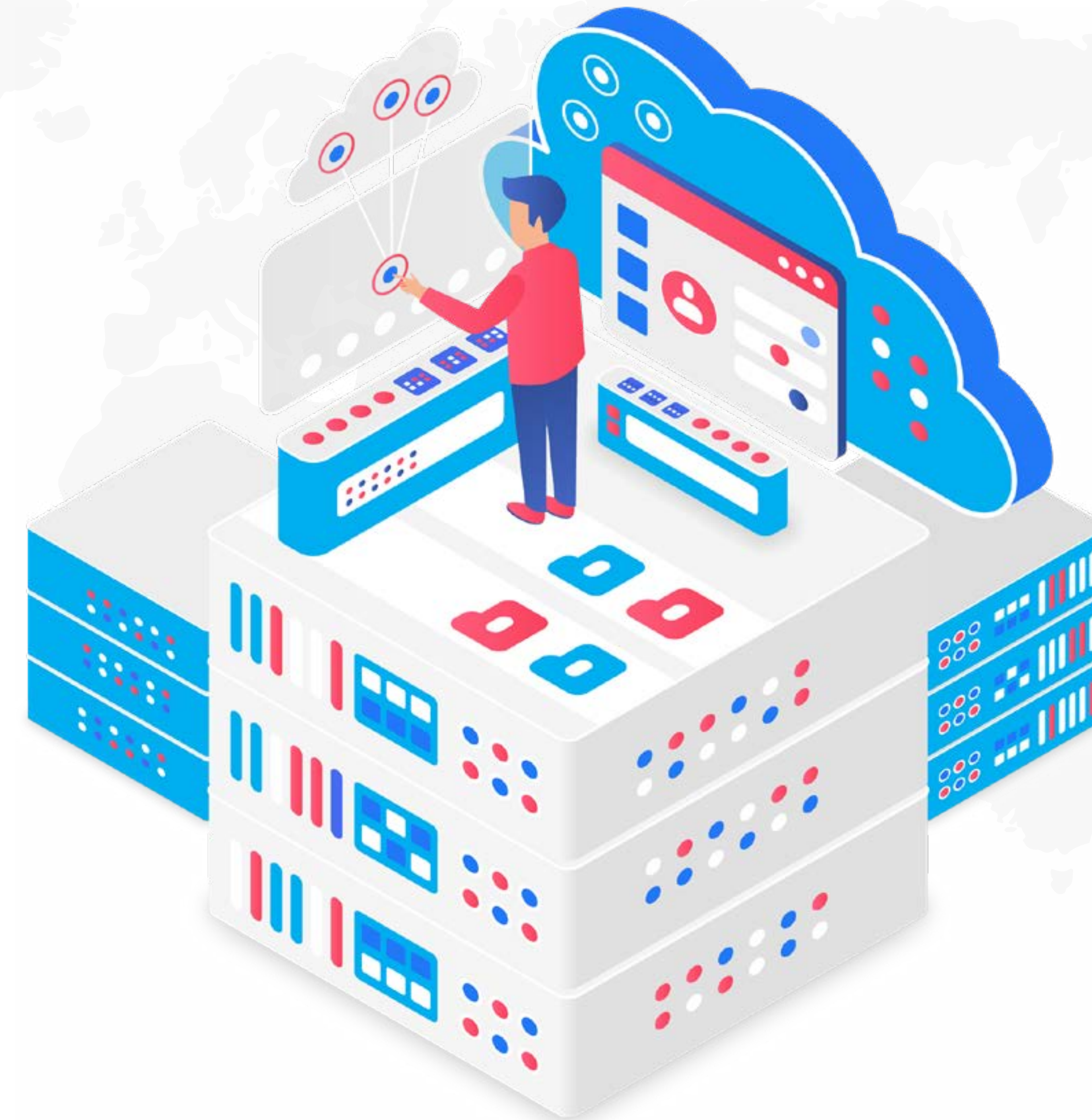
# Service Overview

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**Proactive Support service is designed for users that already own the infrastructure in AWS, 70 cloud, or some other location (on-premise, other data centers) and wish to delegate the responsibility of infrastructure management to a partner.**

The ultimate goal of Proactive Support service is to ensure efficient utilization of resources, cost optimization, meet operation quality, performance goals and compliance requirements, and overall user satisfaction.

Our certified engineers are dedicated to running your environment smoothly, reliably, optimally, and with maximum resource utilization.





# Service Features

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## Monitoring and Alerting

Monitoring and alerting are essential for efficient cloud operations. They help us have an end-to-end view of the system's state and predict possible issues before they happen.



## Access Control

Access control ensures that all users have the right privileges needed to operate cloud resources. Cloud platforms offer fine-grained access controls that help us implement effective control.



## Backup and Recovery

Unfortunately, incidents happen. When they happen, it is crucial to have proper backup and recovery procedures to prevent data loss and long-term downtime for your company.



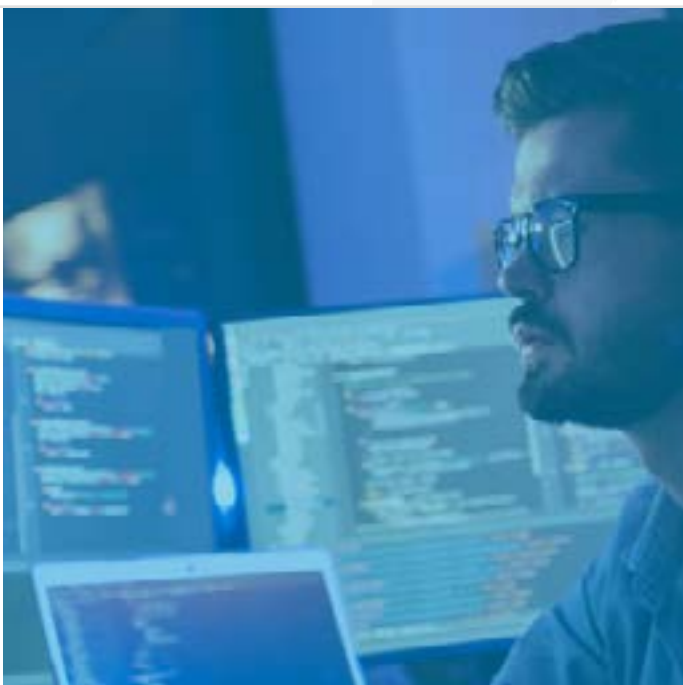
## Optimization (Cost & Performance)

Optimization ensures that your environment runs efficiently and cost-effectively; we achieve this by following the industry's best practices for performance, reliability and cost control.



## OS Management

The goal of OS management is to ensure the flawless functioning of the operating systems in the cloud. The service includes regular OS patching and reactions to security issues and vulnerabilities.



## Capacity Planning

Capacity planning helps us define and predict the optimal amount of IT resources needed to meet future demands and operate efficiently without overburdening the client's systems.





# Benefits

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We define four simple benefits of our service.



## Lower Risk of Disruption

By having the proper backup and recovery procedures and security controls, we minimize the risk of unexpected disruption.



## Simplified Management

We simplify cloud management with the use of various cloud management tools and infrastructure standardization.



## Optimal Utilization

We ensure optimal utilization of your cloud environment by following the industry's best security, performance, and operations practices.



## Cost Reduction

We reduce cloud operation and management costs with optimal resource utilization, cloud automation, and infrastructure standardization.



# Supported Platforms

Our Proactive Support service can be realized on various platforms.



## Amazon AWS

With our Proactive Support service on AWS, we empower our customers to achieve optimal performance, security, and efficiency in their AWS environment.

Our team of AWS certified experts work closely with customers to ensure they are fully leveraging the platform's capabilities.

By partnering with us for Proactive Support on AWS, customers can focus on their core business objectives, knowing that their cloud infrastructure is in good hands.

## AWS Certification

- **6x Pro level certificates**  
(Solution Architect and DevOps Engineer)
- **10x Associate level certificates**  
(Solution Architect and SysOps Administrator)
- **9x Foundation level certificates**  
(Cloud Practitioner)



## Hepta Cloud

Our Proactive Support in Hepta Cloud offers customers expert assistance with their environment.

We ensure optimal performance, security, and efficiency by continuously monitoring and proactively detecting and resolving issues. This allows our customers to focus on their core business objectives, while we take care of their Hepta Cloud infrastructure.



## Other Platforms (Private, Public, Hybrid)

Our Proactive Support can be realized on other platforms and environments.

If you have a unique environment that needs special personnel, there is a high chance that we can help. Our team of certified engineers deals with many specific workloads and can assist with various platforms and environments.



The background is a solid blue color. Overlaid on this are faint, light blue circuit board patterns that flow across the frame. On the left side, there is a semi-transparent image of a hand holding a tablet, with the hand's index finger pointing towards the center of the image.

Run your cloud environment by the  
industry's best practices ensuring  
cost reduction, optimal utilization,  
and simplified management.



# Objectives

With Proactive Support service, we achieve important objectives.



## High Quality

Our certified professionals ensure the highest quality of services.



## Security

We are monitoring the security of the cloud environment.



## Efficiency

We ensure efficiency with proper resource utilization.



## Standardization

Common infrastructure is standardized.



## SLA

We are securing that your service level agreement is being meet.



## Cost Optimization

Costs are optimized with optimal resource utilization.



## Backup

We establish efficient backup and recovery procedures.



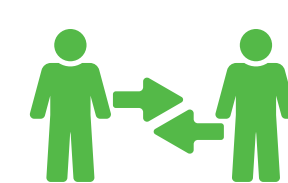
## Automation

The processes that are used often are automated.



## Minimal Downtime

We perform software and hardware updates with minimal interruption to the service.



## Transparency

We ensure total transparency with an end-to-end view into your cloud's resources and costs.

# Proactive Support Service Workflow

## 1. Analysis

Proactive Support service onboarding starts with analysis. When assessing your AWS solution, we use standardized AWS Well-Architected review. For other platforms, we use our assessment methodology based on our experience in various projects.

Based on the findings discovered in the analysis, we identify high-risk issues and propose solutions for solving them.



## 2. Definition

The second step is the definition of all important service parameters such as scope, reporting, communication channels, responsibilities, escalation and RACI matrix.

This step is important to clearly define the scope of work, the responsibilities between involved parties, and the parameters that will be included in the report we deliver at the end of each month.



## 3. Testing & Sign-Off

The last step, before production, is to test the proper functioning of alarming and reporting tools. We need to ensure we have established an end-to-end view of the customer's infrastructure.

After we confirm a successful testing phase, we deliver sign-off documentation to the customer. By signing the documents, the customer acknowledges that the service is implemented, and we can go into the production phase.



## 4. Production

When the service is in production, we do everything defined in the scope and take care of the environment.

At the end of each month, we deliver a monthly report specifying all the work done and an overview of all discovered problems, optimization and improvement options.





# Why Should You Work With Us?

We are a team of IT experts focused on providing high-end IT services based on cloud technology. With the right amount of knowledge, experience and quality, we continually deliver successful IT projects.



**PARTNER**  
Advanced Tier  
Services

## AWS Advanced Consulting Partner

Heptabit is one of the four largest AWS partners in the CEE region.  
As a client, you receive the service according to rigorous AWS quality standards.



## Flexibility

Our infrastructure and operations teams are composed of people with vast experience across many different industries and technologies.



## Knowledge and Expertise

Our certified AWS and VMware experts are here to deliver IT solutions based on the industry's best practices.



## Technology Partner

We act as your technology partner, helping you solve real business problems and deliver concrete benefits.



## High Quality

Our services are compliant with industry-leading IT management and cloud/information security ISO standards.



# Contact Us

If you have any questions, do not hesitate to contact us.  
We shall be glad to help you!



## CALL US

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**heptabit**  
by Sedmi odjel