Managed
AWS Cloud

24/7 Operations Support -
Average Response Times Under 5 Minutes

When you become a Mission Managed AWS Cloud customer, you are assigned a team of AWS-certified CloudOps Engineers for less than the cost of a single full-time employee. Our team will monitor, manage, and maintain your infrastructure on a routine basis, providing regular performance reporting so you always know how things are running. And when issues do come up unexpectedly, we're always ready to respond, 24 hours a day, 365 days a year.

Lightning-Fast Response & Resolution Times

Below is our average incident response time for our Managed AWS Cloud customers. How do your current incident response times compare?

- Mission's average incident response time in 2020 is **4.64 minutes.**

- Mission's average incident resolution time in 2020 is **1.325 hours.**

- In 2020, **100% of incidents** have been within our SLA commitments for both response and resolution.

What Does Mission Managed Cloud Include?

Best Practices Account Management

We'll configure your accounts using proven AWS best practices for security, compliance, networking, and reporting.

Expert Account Configuration

Rest easy knowing that our team has implemented customized incident response to meet your specific technical requirements.

Comprehensive Monitoring and Support

Our 24/7/365 CloudOps NOC is always watching your environment, ready to respond to incidents.

Continuous Consultation and Reporting

We sort through alert clutter and provide regular performance reporting that highlights only what you need to pay attention to.

Worry-Free Managed Backups

Automated and on-demand instance and database backups mean you never have to worry about your data.

Next-Gen AWS Managed Services

Leverage the latest technologies and services from AWS to keep your cloud fast, efficient, and optimized.

Benefits of Managed AWS Cloud with Mission

Peace of Mind

Our 24/7/365 CloudOps NOC actively monitors alerts and is at the ready to respond to incidents, regardless of the day or the time.

Optimized Cloud Environment

We'll proactively apply updates and patches and run automated backups and routine infrastructure maintenance to ensure your cloud environment is running smoothly.

Reduced Operational Burden

We leverage runbooks to cut through the noise of alert management and notifications, making sure that you're only seeing meaningful updates.

About Mission

Mission is a leading AWS Premier Consulting and Managed Services Provider with offices in Los Angeles and Boston. Through its dedicated team of expert cloud operations professionals and solutions architects, Mission delivers a comprehensive suite of services to help businesses architect, migrate, manage, and optimize their AWS cloud environments.

Next Steps

To begin leveraging Mission Managed Cloud for your business, contact Mission for a 1-hour consulting sesssion:

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