

REAN helps customers migrate their workloads to AWS and operate those workloads efficiently by following AWS operational and security best practices, while looking for ways to continuously optimize and save infrastructure related expenses. As an Advanced AWS Consulting Partner, REAN meets the highest service standards, and possesses deep AWS knowledge in conjunction with the right IT Service Management capabilities to deliver cloud managed services.

REAN Managed Services	Developer	Business	Enterprise
Support Staff Coverage	8x5 (email)	12x5 (email and phone)	24x7 (email and phone)
General Management Activities	x	x	x
Infrastructure Maintenance	x	x	x
Problem Management		x	x
Performance Management	x	x	x
Change Management	x	x	x
Service Reporting		x	x
System Monitoring		x	x
System Patching and Maintenance		x	x
High Availability/Disaster Recovery		x	x
Security Management			x
Client Specific Services			x
Web Servers (IIS, Apache, etc)			x
App Servers (.Net, Sharepoint, Tomcat, etc)			x
DB Servers (MS SQL, MySQL, Oracle ,etc)			x

For more information on REAN Managed Services, please contact us at info@reancloud.com or visit reancloud.com/rean-managed-services/

