

# AGILE DESIGN EFFICIENT SERVICES SUCCESSFUL OUTCOMES

Tata Communications' IZO™ Managed Cloud for AWS brings you an expertly managed, end-to-end solution, allowing your enterprise to seize the benefits of public cloud along with the reach of a global network.

- Keep your team focused on its core business - thanks to our end-to-end SLA-based service model
- Enjoy greater performance with lower TCO - through periodic re-alignment of cloud resources for optimum utilisation
- Go borderless - leverage our global presence for IZO™ Managed Cloud for AWS

## IS CLOUD STRESSING YOU OUT?

For your enterprise to stay ahead in the global marketplace, you need to leverage the cloud. But internally, IT can become a stress point. With a lack of end-to-end visibility and control, and a shortage of IT talent, it's difficult to optimise cloud usage and resources.

Service providers can add to the complexity, as they fail to give proactive advice and don't offer an end-to-end SLA-based service. Costs are a major challenge too, as the expense of building common platforms for cloud and non-cloud is becoming more and more prohibitive. All these challenges make it difficult for any enterprise to focus on its digital strategy. That has a knock-on effect for your business, potentially creating long delays in taking business to market.

## YOUR MANAGED CLOUD SOLUTION: IZO™ MANAGED CLOUD FOR AWS

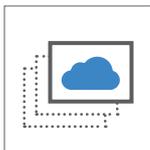
IZO™ Managed Cloud for AWS from Tata Communications brings you visibility and control over your costs and your enterprise's productivity. And because it's a fully managed cloud solution, you can manage resources efficiently and effectively too.

As an end-to-end SLA-based service, the solution gives you access to the right expertise, infrastructure and control to drive growth and improve performance. All with a lower total cost of ownership.



### Design consultation

To deliver the cloud solution that matches your business and meets your needs, our certified engineers take a consultative approach, working with you to design a bespoke IT architecture. They will look at every aspect, from end-to-end, delivering the best combination of solutions that can be deployed across public and private cloud.



### Migration and deployment

We will build your solution, installing and configuring everything you need, including the OS, middleware, databases, storage, back-up and network functions. Your data and architecture will be protected by industry-leading security. Once everything is in place, we will then carry out workload migration, helping you move seamlessly to the cloud.



### Monitoring and management

We provide 24/7/365 support, proactively monitoring AWS instances. With ITIL-based processes and a team of over 300 industry certified professionals, we make sure your service is always running at optimum performance.

You also benefit from full performance visibility. A portal gives you a comprehensive view of all resources used plus

details of end users accessing them, global locations and more. By managing resource management efficiently and controlling the cloud you can manage costs and maximise your productivity.

## STAY OUT IN FRONT

### Optimise efficiency

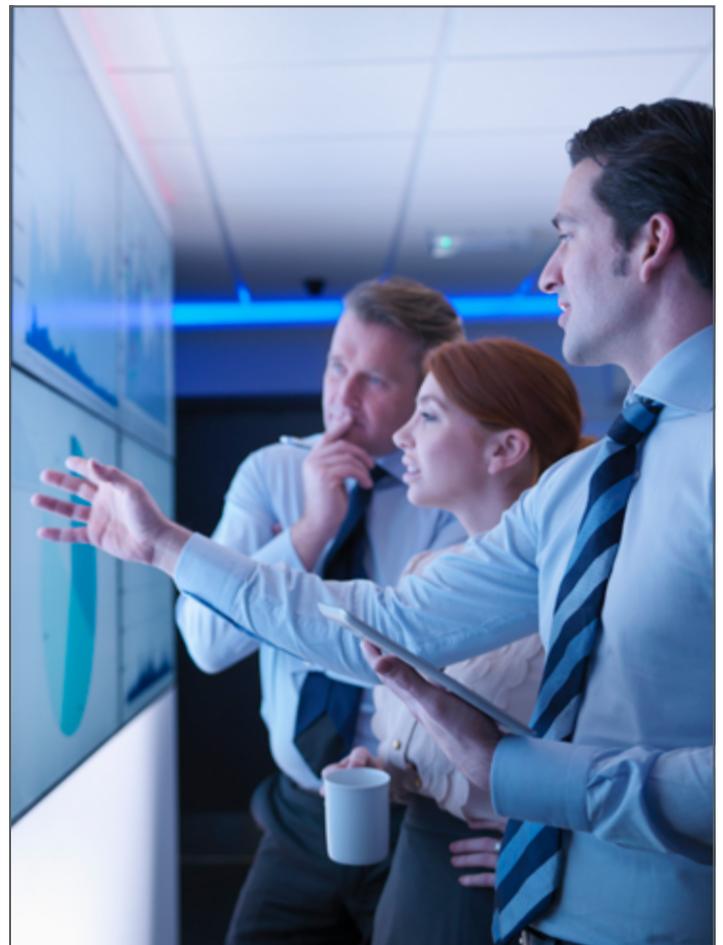
When migrating to the cloud, you want to be sure you're 100% in charge. And with our Managed Services, we give you complete control over your IT infrastructure through a single touchpoint. More control means more opportunity to use the cloud efficiently and optimise your resources to lower costs. You'll see a speedier time to market, along with application templates for faster performance.

### Make accessing expertise easy

Relieve the strain on your internal talent by accessing certified experts from outside your enterprise. We'll also deliver resources focused on industry best practice, dedicated to driving continuous improvement.

### Be ready for tomorrow, today

The technology is constantly changing, and so are your business requirements. To keep you ahead of the curve, we'll regularly evaluate your public cloud portfolio and IT footprint to help you evolve and adapt.



## CHOOSE THE RIGHT SERVICE PLAN FOR YOUR BUSINESS

S No.	Services	Silver	Gold
1	Cloud architecture and design consultation	Standard templates, documentation and recommendations*	Customised solution templates, documentation, and recommendations
2	Customer portal	WIP	WIP
3	Proactive monitoring and management	✓	✓
4	Managed deployment of AWS resources	✗	✓
5	Managed OS	✓	✓
6	Managed Storage and Backup	✓	✓
7	Managed database/RDS	✗	✓
8	AWS migration support**	✓	✓
9	Onboarding assistance	✓	✓
10	Resource optimisation	✗	Quarterly recommendations based on monitoring reports
11	Incident response time	Major: 4 hrs Minor: 1 business day Troubleshooting request: 3 business days	Major: 60 min Minor: 180 min Troubleshooting request: 1 business day
12	24x7 technical support (Phone / Web / Email)	✓	✓
13	Change request per instance under management (per month)	1	3
14	Support Request for PaaS*** Services -Any Testing or New /Change configuration	1	3

\*Silver plan customers can subscribe to custom solution design services at an additional charge

\*\*Migration services are to be subscribed to separately in addition to Managed services to AWS

\*\*\*Only for services defined in the Scope in the solution document

### Details of AWS products supported by Tata Communications

01

#### Compute and Serverless

- EC2- Elastic Cloud Compute
- Lightsail
- Lambda

02

#### Database

- RDS-Relational Database Service

03

#### Networking and Content Delivery

- VPC- Virtual Private Cloud
- CloudFront
- Load Balancer
- Direct Connect
- Route 53

04

#### Storage

- S3- Simple Storage Service
- EBS- Elastic Block Store
- Glacier
- Storage Gateway

## THE TATA COMMUNICATIONS' ADVANTAGE

Choose Tata Communications' IZO™ Managed Cloud for AWS and benefit from a world-leading service that offers:

- **Full choice of cloud** – public, private or hybrid
- **Range of deployment models** – standard, flexible and fit for business
- **End-to-end solution provider** – covering network, infrastructure, security and emerging technologies
- **Depth of technical expertise** – with more than a decade of experience in IT technologies and niche services
- **Broad customer base** – 2000+ enterprise customers globally with 47,000+ SMEs in India
- **Ease of business** – complete transparency in contract structure and a smooth customer onboarding process
- **SLA-driven service commitments**
- **Customers in 190+ countries**
- **44 data centres** with more than 1 million sq. ft. of space

**Get in touch today to learn more about how Tata Communications' IZO™ Managed Cloud for AWS can give your enterprise the competitive edge.**

## ABOUT TATA COMMUNICATIONS

Tata Communications Limited (CIN no: L64200MH1986PLC039266) along with its subsidiaries (Tata Communications) is a leading global provider of A New World of Communications™. With a leadership position in emerging markets, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global and pan-India network to deliver managed solutions to multi-national enterprises, service providers and Indian consumers.

The Tata Communications global network includes one of the most advanced and largest submarine cable networks and a Tier-1 IP network, as well as nearly 1.5 million square feet of data centre and collocation space worldwide.

Tata Communications' depth and breadth of reach in emerging markets includes leadership in Indian enterprise data services and leadership in global international voice.

Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India.

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**For more information, visit us at [www.tatacommunications.com](http://www.tatacommunications.com)**

**Contact us**