

# Manage your cloud with BBD



MServ is BBD's specialised cloud management service, here to manage your components in your AWS environment. Run by a dedicated unit within BBD, we manage cloud services for organisations ranging from small operations to large enterprises.

## Why use BBD as a managed cloud service provider?

Often, internal IT departments struggle to effectively monitor and maintain a cloud environment. In these situations, BBD, as an expert managed cloud services provider, can help by overseeing your cloud security, cost optimisation, computing, storage, network operations, application stacks, monitoring and reporting, recovery testing and more.

We combine our expertise with an understanding of your business needs to optimally manage your cloud setup – ensuring business flexibility and cost effectiveness. It's all the benefits of cloud technology, without the hassle.

We offer three distinct package options as well as additional upgrades to meet your operational and budgetary needs.

# PACKAGE BREAKDOWN

	Essential	Enhanced	Ultimate
Alarm configuration	✓	✓	✓
Alarm monitoring	*	✓	✓
Backup configuration and management	✓	✓	✓
Backup monitoring	*	✓	✓
Certificate management	✓	✓	✓
CloudFront	*	✓	✓
DNS management	✓	✓	✓
EKS management		*	✓
Firewall configuration	✓	✓	✓
Firewall management	*	✓	✓
Monthly cost optimisation with Trusted Advisor	*	✓	
Monthly reports	✓	✓	✓
Operating system updates	✓	✓	✓
Quarterly cost optimisation with individually focused Trusted Advisor		*	✓
Quarterly cost optimisation with Trusted Advisor	✓		
Quarterly security review	*	✓	
Quarterly Well Architected Review	✓	✓	✓
Quarterly Well Architected Review with maturity planning		*	✓
Recovery testing		*	✓
Service desk	✓	✓	✓
Secure VPN management	✓	✓	✓
Shutdown configuration	✓	✓	✓
Shutdown monitoring		*	✓
Storage management		*	✓
User security	✓	✓	✓
Weekly cost optimisation with Trusted Advisor		*	✓
Weekly security review		*	✓

*\*Available as add on*

## SERVICE DESCRIPTION

### Alarm configuration

We set up the relevant alarms so that the system automatically alerts you when a threshold is met or problems occur.

### Alarm monitoring

Don't know what to do when an alarm goes off? We will monitor and action necessary steps to keep your systems running smoothly.

### **Backup configuration and management**

It's good practice to continuously create backups. We set up your backups to run as and when they should.

### **Backup monitoring**

Unsure whether your backups are running successfully? We will ensure they've completed and rectify any issues should they occur. *\*Also available as add on.*

### **Certificate management**

Want to make sure your application or website is a trusted site for external users? We will set up and manage the necessary certificates to give your customers confidence in your brand.

### **CloudFront**

Want to quickly and easily update the content you provide to your application or website users? Or maybe maintain a smaller server and let the cloud manage your traffic load and static content? We provide a mechanism to do this securely. *\*Also available as add on.*

### **DNS management**

Give your external users a reliable and efficient way to access your application or website through a cost-effective specialised registry that we continuously manage.

### **EKS management**

We optimise your Kubernetes-based systems and applications to make sure that they're highly available and working well together. *\*Also available as add on.*

### **Firewall configuration**

Have an application or website open to the public? We configure firewalls to protect your services and systems from external security threats that can affect your availability, compromise your security, or result in you consuming excessive resources and increasing your costs.

### **Firewall management**

Not sure what to do if there is a security threat? We manage this for you by continuously refining the rules on your firewall. *\*Also available as add on.*

### **Monthly cost optimisation with Trusted Advisor**

Using automated tools, we let you know how to optimise your usage costs to get the best savings possible on a monthly basis. *\*Also available as add on.*

### **Monthly reports**

We provide you with a monthly view on the health of your system, the outcome of any queries you had, and a breakdown of your usage costs.

### **Operating system updates**

We manage your full operational environment, making sure the right updates are applied and secure.

### **Quarterly cost optimisation with individually focused Trusted Advisor**

Using automated tools, we let you know how to optimise your usage costs to get the best savings possible every three months. On top of this, we provide a personal advisor to guide on how you can save costs on a quarterly basis. *\*Also available as add on.*

### **Quarterly cost optimisation with Trusted Advisor**

Using automated tools, we let you know how to optimise your usage costs to get the best savings possible every three months.

### **Quarterly security review**

Using best practice approaches, we'll look at your security practices quarterly and compile a report that advises on any possible security issues. *\*Also available as add on.*

### **Quarterly Well Architected Review**

We conduct a quarterly assessment on the quality of your environment to highlight any loopholes, issues, and deploy updated industry best practices.

### **Quarterly Well Architected Review with maturity planning**

We compile a quarterly assessment on the quality of your environment to find any loopholes or issues, and deploy industry best practices. We also provide a roadmap that guides you on the path to building system and infrastructure maturity to meet your need for continuous improvement. *\*Also available as add on.*

### **Recovery testing**

We'll continuously make sure that your backups are healthy and reliable by making sure that you can restore them when required. *\*Also available as add on.*

### **Service desk**

Looking for a personal service desk operator to handle and escalate any queries or requests first-hand? We'll meet your needs.

### **Secure VPN management**

Need to access your environment securely when away from your office? We set up Virtual Private Networks (VPNs) to securely access your environments anywhere, at any time.

### **Shutdown configuration**

We set up configurations to take advantage of cloud benefits to optimise your costs and ensure you're not paying when you don't need to.

### **Shutdown monitoring**

Don't have the time to monitor your shutdown schedule? We'll monitor this for you to avoid any nasty surprises. *\*Also available as add on.*

### **Storage management**

We'll keep your information storage scalable, secure, flexible and performing optimally.

### **User security**

We set up and manage access to your environments through the configuration of users and roles in line with your specific company policies.

### **Weekly cost optimisation with Trusted Advisor**

Using automated tools, we let you know how to optimise your usage costs to get the best savings possible on a weekly basis. *\*Also available as add on.*

### **Weekly security review**

Using best practice approaches, we'll look at your security practices weekly and compile a report that advises on any possible security issues. *\*Also available as add on.*

## **CONTACT US**

BBD's managed cloud services exclude hosting and associated costs. If you would like to find out more about our software and cloud-based services, reach out to us at [info@bbdsoftware.com](mailto:info@bbdsoftware.com) or visit [www.bbdsoftware.com](http://www.bbdsoftware.com)

