



ServiceSolv[®]

AWS Professional Services Through ServiceSolv

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Housekeeping



If you have any technical issues/questions, please message Felicia directly in the chat.



All lines are MUTED for the duration of the webinar, however, if you have questions throughout the presentation, feel free to drop them in the Q&A or chat field.



This session is being recorded. The recording of the webinar will be made available 1 week after the live session.

Agenda

- Benefits of partnering with TD SYNnex for Professional Services & General Team Capabilities
- AWS Services Capabilities and Proficiencies
- Data and AI Services
- Training and Education
- Managed Services & CSS
- Engagement
- Q&A

Benefits of Partnering With ServiceSolv

Simple

- ✓ Non-Competitive Channel Focused Service Delivery
- ✓ 1 company, 1 process, and 1 invoice
- ✓ 1,000 + static SKUs

Scalable

- ✓ Geographic coverage across 180+ countries
- ✓ Deep catalog of services from the endpoint to the cloud
- ✓ Dedicated PM

Flexible

- ✓ Use us only when you need to
- ✓ No minimum deal size
- ✓ Product purchase from TD SYNnex not required

Easy-to-Buy, and Easy-to-Sell

Create, Augment, Compliment, Extend



Comprehensive IT Solutions and Services



Cloud
Managed
Services



Network and
Wireless
Installations



Cybersecurity
Solutions



Digital
Signage and
AV Support



Hardware &
Software
Integration



IT Lifecycle
Management



PC/Laptop
Setup and
Configuration



Cloud
Assessments
and
Optimization



Incident
Response and
Disaster
Recovery



24/7
Monitoring
and Support

End to End Support

AWS Services Approach

Consulting & Assessments

- Readiness, Security, Upgrade
- Proof of Concepts & Pilot Implementation
- Block of Hours
- Compliance

Implementations & Migrations

- API Integration
- Infrastructure Migration
- Data Migration
- Site Recovery & DR

Optimization

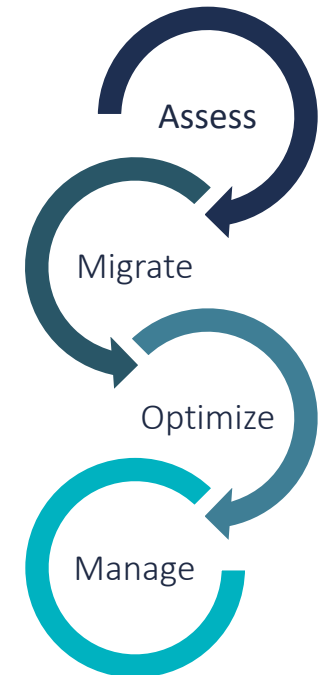
- Cost & Performance
- Application Modernization
- Application Development
- Container Services
- DevOps / DevSecOps

Management & Support

- Training
- Technical Support
- Admin and End User
- Managed Services

AWS Vendor Program Support and Delivery

- Proof of Concept Environment Deliveries
- Well Architected Framework Reviews & Remediation
- Migration Acceleration Program (All Phases)
- AWS Storage Gateway – Data Migration Services



AWS Proficiencies

- Compute**
 - Amazon EC2
 - Amazon EC2 Autoscaling
 - Amazon Elastic Container Service
 - Amazon Elastic Container Service for Kubernetes
 - Amazon Elastic Load Balancing (ELB)
 - Amazon Lambda
 - Amazon Elastic Beanstalk
- Database**
 - Amazon DynamoDB
 - Amazon ElastiCache
 - Amazon RDS
 - Amazon Aurora Global DB
 - Amazon Redshift
- Desktop**
 - Amazon AppStream 2.0
 - Amazon Workspaces
- Networking**
 - Amazon API Gateway
 - Amazon CloudFront
 - Amazon Route 53
 - Amazon VPC
 - Amazon VPC Private Link
 - Amazon Direct Connect
 - Amazon Transit Gateway
 - Amazon VPN
- Storage**
 - Amazon Elastic Block Store (EBS)
 - Amazon Elastic File System
 - Amazon FSx
 - Amazon Simple Storage Service (S3)
 - Amazon S3 Glacier
 - Amazon Backup
 - Amazon Storage Gateway
 - Amazon Snowball
- Management Tools**
 - Amazon CloudWatch
 - Amazon CloudFormation
 - Amazon CloudTrail
 - Amazon Config
 - Amazon Systems Manager
 - Amazon Trusted Advisor
 - Amazon Service Catalog
 - Amazon OpsWorks
- Migration**
 - Amazon Application Discovery Service
 - Amazon Database Migration Service
 - Amazon Transfer for SFTP
 - Amazon Migration Hub
- Application Integration**
 - Amazon Simple Notification Service
 - Amazon Simple Queue Service
- Security, Identity & Compliance**
 - Amazon Identity & Access Management (IAM)
 - Amazon Directory Service
 - Amazon Single Sign-On
 - Amazon Shield
 - Amazon WAF
 - Amazon Key Management
 - Amazon Certificate Manager
 - Amazon Organizations
 - Amazon Inspector
 - Amazon GuardDuty
 - Amazon Cognito
- Developer Tools**
 - Amazon CodeBuild
 - Amazon CodeCommit
 - Amazon CodePipeline
 - Amazon CodeStar
 - Amazon CodeDeploy

Data Journey

Foundational

Modernized

Insight driven

AI-integrated

Consulting & Assessment

- Identify Problems (Cost, Efficiency, etc.)
- Is the proper infrastructure in place?
- What are the next steps?

Implementation

- Design
- Develop
- Deploy

Support

- Management
- Optimization
- Continuous Improvement

Data & AI Services

Data Management

- Data Catalog
- Data Governance
- Data Privacy
- Data Quality
- Data Labeling
- Data Sources
- Data Integration & Ingestion
- ETL Pipelines
- Structured/Unstructured Data
- APIs

Data Stores

- Data Warehouse/Data Lakes
- Cloud/On-Prem
- Data Mesh & Fabric
- Archiving

Reporting & Analytics

- Business Intelligence
- Visualization
- Decision Trees
- Regression
- Optimization
- Programming

AI Deployment

- Containerization
- Serverless Architecture
- Scalability & Load Balancing

AI Security & Compliance

- Data Encryption
- Data Access/Control
- AI DevOps
- Continuous Development
- Confidential Computing

AI Development

- Machine Learning
- ML Ops
- Deep Learning
- Neural Networks
- Computer Vision
- Natural Language Processing
- Chat Bots
- RPA
- LLMs/GenAI – RAG
- Model Evaluation
- Bias

AI Monitoring

- Logs, Metrics, Predictions
- Alerts
- Performance Monitoring
- Resource Monitoring

More Services are Required –



Endpoint

- On-Premise Infrastructure
- Edge Compute
- Data Collection
- Networking & Storage

Advanced Solutions

- Public Cloud, Hybrid Cloud, On-Premise Infrastructure
- Automation

Cyber Security





- Penetration Testing
- Vulnerability Assessments
- Zero-Trust
- SOCaaS

Training and education services



What we offer

Upskill your team and stay ahead of the IT curve

-  Cost-effective training and education services across technical, industry, vendor skills and certifications
-  Flexible and convenient training delivery methods
-  Authorized training provider for select vendors
-  Authorized technical and certification readiness content from vendors

How it works

Empowering customers to achieve their training and certification goals and meet the needs of their customers - with easy, flexible, and profitable training solutions.

Partners can resell all training services.

Why it delivers

One-Stop shop for all your training needs

We help companies bridge the gap between the skills they have and the skills they need to enter new fields or markets.

With our suite of vendor, industry, and professional IT skills training services, you can learn, specialize, and evolve to meet the demands of today's complex IT solutions.

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Confirmed Stateside Support

TD SYNnex Public Sectors Confirmed Stateside Support (CSS) is an unrivaled support advantage that delivers U.S.-citizen, U.S. –soil, ITAR compliant technical support, 24x7x365.

Established in 2005, the TD SYNnex Public Sector Operations Center is the epicenter for multiple vendor support programs and cloud/managed service offerings tailored towards government agencies mission and technical requirements.

TD SYNnex Public Sector at a Glance



- Support calls answered by a live person on U.S. soil
- Industry Leading Service Experts 24x7x365
- Single phone number for all services and products impact alerts
- Monitoring of all service activity
- Specialized reporting and activity
- Discounted pricing for support, training, consulting services, and additional OEM products.

Managed Services For Public Sector

Premier Technical Services for TD SYNnex Public Sector AWS Customers

Built on the Amazon Web Services (AWS)

Proven Framework, TD SYNnex Public Sector's cloud platform offering allows you to rapidly procure IT services, scale up or down as needed, and release when finished resulting in the perfect mix of cost savings, improved service deliverability, and increased productivity for your agency.



Monitor

TD SYNnex Public Sector engineers provide the following monitoring services in support of our customers' cloud platforms:

- Platform/Instance Monitoring
 - Monitoring AWS Platform
 - Monitoring Instances
- Thresholds/Alerting
- Monthly Availability Report
- CloudWatch Spend Alarms



Manage

As part of TD SYNnex Public Sector's end-to-end Managed Services, our engineers provide the following:

- All features from the Monitor tier
- Technical Account Manager
- OS Performance and Reporting
- Monthly OS Patching
- OS Security Patching (as needed)
- AMI Creation & Management
- System Snapshots
- CloudTrails Configuration
- System Log Management
- CloudWatch Log Aggregation
- Weekly Change Advisory Board Participation
- IAM Policy Management
- Monthly Best Practices Review
- Change Logging



Perform

This higher end, customized offering allows customers to take advantage of TD SYNnex Public Sector's engineering skill set beyond the AWS infrastructure layer. This specific offering is tailored to each customer's need, but can include such features as:

- All features from the Monitor and Manage tiers
- Intrusion Detection Service (IDS)
- Security Log Monitoring
- Web Application Firewall (WAF)
- Anti-Virus / Malware protection
- Ticket System Integration
- Database/NoSQL Services Support (basic management/support)
- Application Support (basic management/support)
- Authority to Operate (ATO) Support Services
- Compliance Services

Support and Managed Services Continued...

The ServiceSolv team knows that “Service” never truly stops in today’s high demand CX world. Let the Support and Managed Services Team help you grow your “trusted client” list with world class technical support and managed services offering.

Goldseal Support: Industry & Channel Leading Tech Support

- Vendor Approved Support programs
 - Same Selling Motion
- TDS “Organic” Support Options:
 - VAR can white label as needed
- TDS Solves Your Customers’ Cases
 - Case reports sent to VAR
- Industry, Vendor, and Gov’t certified Tech Support Engineers



TDS Public Sector Offering: Confirmed Stateside Support

- Support calls answered by US Based Operations Center
- Industry Leading Service Levels: (24x7x365) option in most programs
- One Unified Platform/800# for multi vendor case management
- Compliance Focused: 20+ Years Public Sector post sales support experience

Thank you!

Any questions or service inquiries can be sent to:

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Q&A

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