



SIMPLE FOR AWS | FAQ

What is Simple for AWS?

Simple for AWS is a global SoftwareONE service aimed at any customer already using or thinking of using Amazon Web Services as an IT service platform for their workloads. SoftwareONE is an Advanced Consulting Partner and Authorized Commercial Reseller of AWS services.

Why would a customer take Simple for AWS instead of just using cloud-native tools themselves on the AWS Marketplace?

1. Marketplace tools are likely to charge a premium (% of spend) and with multiple tools needed the cost could easily multiply. We provide access to PyraCloud free of charge and GorillaStack free for 12 months.
2. Setting up the tools can be complex. During customer onboarding we set up access to PyraCloud and GorillaStack and get customers started. Advanced and Premium customers also have access to a Service Success Manager for further cost saving opportunities.
3. In order to replicate all the functionality of Simple for AWS customers would need multiple tools from several vendors, requiring integration. With SoftwareONE these are all under one roof.

What challenges does Simple for AWS help to solve?

Simple for AWS is ideal for customers looking for:

Cost Control and Optimization

- Transparency and simplification of their AWS invoices and payment in local currency including VAT.
- Detailed analysis of their existing AWS cloud usage with the ability to identify and allocate spend to country, departments, groups or internal users

- Cost optimization recommendations of their current AWS platform spend to ensure they are not paying more than they need.

A Trusted Advisor to help with their cloud journey

- Expert advice and assistance on getting started with or making the most of AWS
- Professional services to accelerate migrating workloads to AWS

High Quality Support from a trusted AWS Partner

- Continuous support over the life of their contract.
- High quality 24x7 technical support, led by SoftwareONE and backed by AWS (as required)
- Allows internal support staff to focus on their core business

Security

- Advice and support on best practice regarding overall governance of AWS environments
- Assistance with securing their AWS platform from Malware or other security issues by our Trend Micro Cloud Workload Server Security service.

How does Simple for AWS support work?

Many customers begin their AWS journey with a single, simple project, perhaps paying with a credit card (Pay As You Go) and supporting themselves using in-house resources. As usage increases this model becomes unsustainable.

AWS provides a choice of direct support options from Developer, through Business to Enterprise Support. Through Partners such as SoftwareONE customers have a wider choice of support options. Simple for AWS Advanced and Premium Support provides direct support to customers for all their AWS requirements which is backed off to AWS as and when needed through our partner agreement.