

# SITE RELIABILITY ENGINEERING (SRE) SERVICES FOR AWS

Our AWS-certified experts keep your systems fast and reliable, with maximum uptime as they scale — so your engineers can focus on innovation.

- Reduce MTTD & MTTR.
- Accelerate incident response.
- Special offer: Free Site Reliability Engineering Assessment.

## How we help with site reliability

nClouds' SREs are AWS-certified developers, DevOps engineers, SysAdmins, and Solutions Architects. We quickly and expertly handle complex infrastructure issues, freeing your engineers to focus their talents on developing innovative new features.

Members of our SRE team apply their expertise to the 24/7 support of your AWS infrastructure to improve website uptime, reliability, and scalability. **Our SREs work proactively and apply best practices.**



Work with your team to **define SLOs** (Service-Level Objectives) and **SLIs** (Service-Level Indicators).



Implement monitoring & provide rapid response to alerts to **reduce Mean Time To Detect (MTTD) and Mean Time To Recover (MTTR)**.



Work with your developers to red-light or green-light launches **based on SLOs** (Service-Level Objectives).



Integrate new tools & services for observability and automated runbooks to **accelerate incident response**.



**Maintain the infrastructure** with patching & responding to maintenance alerts.



**Support and optimize cloud operations 24/7.**



**Provide incident management** to limit business disruption.



**Conduct blameless postmortems** to prevent repeat incidents and improve future responses.



**AWS Well-Architected**

## Innovate fast, innovate reliably.

While speed to market for new features provides a competitive edge, the velocity of changes to the application can jeopardize its reliability. An unstable application degrades the customer experience. And an unhappy customer is a risk to your company's reputation and profits. It's imperative to balance speed to market with application reliability. That's why an SRE strategy is so essential.

## What we mean by SRE

Site reliability engineering (SRE) is a culture and a set of practices to ensure system reliability and maintainability. The SRE team implements best practices, automation, and metrics to find creative solutions when sites slow to the point of user frustration. The team strikes the right balance between reliability and feature velocity.

## Our process — getting started with SRE

nClouds follows a three-step process to ensure you get the right support services for your specific environment.



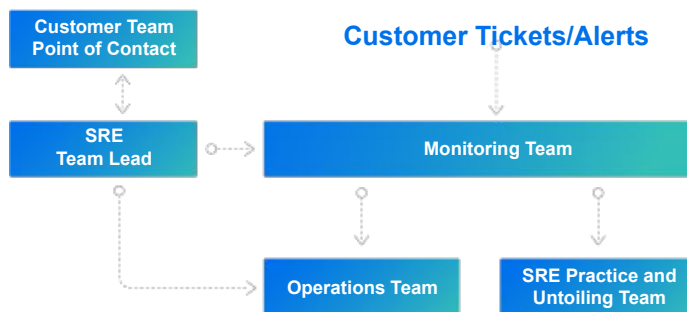
**Discovery.** You provide us with an infrastructure overview. We establish and test communication channels between your organization’s designated points of contact (PoCs) and the nClouds support team, detailing your alert/incident response management platform and current Level 2 (L2) and Level 3 (L3) support process (if one exists already). We also gain access to the current runbook(s), if available.



**Onboarding workshop.** We discuss how to define, measure, and track availability and user happiness, including defining SLOs, establishing an incident management process, and setting up monitoring, observability, an automated runbook and documentation.



**Transition.** The nClouds SRE team starts handling alerts under the supervision of designated client engineer(s). If required, we update your runbook, documentation, and diagrams. At the end of the transition phase, the nClouds SRE team assumes responsibility for maximizing reliability and support services for your environment(s), as defined in a mutually agreed-upon statement of work (SoW) and Service-Level Agreement (SLA).



## nClouds is your Site Reliability Engineering partner for AWS environments

nClouds is serious about Site Reliability Engineering.

You'll be amazed by our team. In fact, straight from our client, “the team members we have on our account are really good. There is no way I would be able to find that level of talent and experience anywhere else.”

We're a certified AWS Premier Consulting Partner, audited AWS MSP Partner, and AWS Well-Architected Partner, with AWS Competencies in Data & Analytics, DevOps, Migration, and SaaS.

We love AWS infrastructure, and we're eager to support yours.

## Our toolkit for SRE Services



## Learn more — free Site Reliability Engineering Assessment



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