



## DLT Managed Services

Cloud computing can be a challenging technology to envision and the same solution doesn't work for every agency. DLT understands the challenges involved with implementing a cloud solution. Our team of experienced engineers have the knowledge and expertise needed to architect and deliver a cloud environment that fits your unique needs.

Built on Amazon Web Services' (AWS) proven framework, our cloud platform offerings allow 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.

DLT Managed Services supports the entire life cycle of services for the AWS platform. From design and implementation to management and support, we offer a unique "train-mentor-deliver" approach that guarantees rapid customer adoption and maximum self-efficiency.

DLT also provides our customers with ongoing managed services including support, monitoring and maintenance to ensure continuity and consistency within your cloud environment.



DLT 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

As part of DLT's end-to-end managed services, our engineers provide the following managed services:

- 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

This higher end, customized offering allows customers to take advantage of DLT'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:

- Intrusion Detection Service (IDS)
- Security Log Monitoring
- Web Application Firewall (WAF)
- Anti-Virus / Malware protection
- Ticket System Integration
- Database/NoSQL Services Support (basic installation/support)
- Application Support (basic installation/support)

## Managed Services Offerings

|  | Monitor | Manage | Perform |
|--|---------|--------|---------|
| Platform/Instance Monitoring <ul style="list-style-type: none"> <li>Monitoring AWS Platform</li> <li>Monitoring Instances</li> </ul> | ✓       |        |         |
| Thresholds/Alerting  | ✓       |        |         |
| Monthly Availability Report  | ✓       |        |         |
| CloudWatch Spend Alarms  | ✓       |        |         |
| Technical Account Manager  |         | ✓      |         |
| Monthly OS Patching  |         | ✓      |         |
| OS Performance and Monitoring  |         | ✓      |         |
| 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   |         | ✓      |         |
| Intrusion Detection Service (IDS)  |         |        | ✓       |
| Security Log Monitoring  |         |        | ✓       |
| Web Application Firewall (WAF)   |         |        | ✓       |
| Anti-Virus / Malware Protection  |         |        | ✓       |
| Ticket System Integration  |         |        | ✓       |
| Database/NoSQL Services Support (basic installation/support)   |         |        | ✓       |
| Application Support (basic installation/support)   |         |        | ✓       |

## About DLT Solutions

For more than 20 years, DLT Solutions has been dedicated to solving public sector IT challenges. Guided by our relentless focus, we have grown to be one of the nation's top providers of world-class IT solutions. Leveraging our strategic partnerships with top IT companies, we develop best-fit solutions for our customers. Our sales, integration, and support experts have the certifications and experience in helping customers at any level of any agency. We have both deep subject matter expertise and in-depth knowledge of government-mandated requirements and initiatives in areas such as a cloud computing, cybersecurity, and consolidation. As the government and IT landscape evolves, DLT Solutions will continue to adapt and provide emerging technology solutions to our customers.

### Interested in learning more?

Contact our Managed Services team directly at 888-472-4358 or by email at [Managed-Services@dlit.com](mailto:Managed-Services@dlit.com).

