



**HIDDEN LAKE**  
TECHNOLOGY



CASE STUDY

# *A Partnership for AWS Professional Services*

*Hidden Lake Technology has contracted with DLT Solutions to provide professional services in support of DLT's Amazon Web Services customer base. These engineering services will support the Amazon Web Services platform and related customer challenges including consulting, migrations, security and cloud optimization. This strategic partnership brings a top services delivery team into the DLT Partner Network, expanding capabilities and maximizing value for customers.*



# BACKGROUND

## HIDDEN LAKE TECHNOLOGY

For 15 years Hidden Lake Technology has worked with customers and industry partners to provide state-of-the-art professional IT engineering services and maximize use of technology across government and corporate America. Through partnerships with industry leaders like DLT Solutions, HLT is able to focus on maintaining expertise across a wide array of technologies and provide efficient and effective solutions regardless of the IT challenge.

HLT has delivered solutions in cloud since its inception, staying current with industry thought leaders and cutting-edge technologies as cloud evolved to the large, public-facing enterprise it is today. With Amazon Web Services, HLT offers services from the first business decision to full migrations and subsequent ongoing management. Whether a customer is interested in cost savings, performance, reliability or any of the dozens of native services within AWS, HLT maintains the expertise and availability to deliver professional engineering that exceeds expectations.

Partnering with DLT Solutions brings HLT a new customer base in need of professional services proficiency and a new, accomplished partner for mutual strategy and support in the pursuit of cloud business.

## DLT SOLUTIONS

For more than 25 years, DLT Solutions has been dedicated to working with the U.S. Public Sector to solve IT challenges including cloud migration, protection against cybersecurity threats, and datacenter optimization and consolidation. By selectively partnering with only the top innovators in the industry, DLT is differentiated by acquiring deep subject matter knowledge and providing solution delivery to better serve public sector partners.

With its product portfolio, multiple procurement vehicles and award-winning track record, DLT is able to confidently support clients with the technology they need, when they need it. This strategic partnership brings HLT's expertise into DLT's already diverse technology offerings, driving additional value to customers in the public sector.

Partnering with Hidden Lake Technology further expands DLT's delivery capabilities with respect to Amazon Web Services professional engineering, helping maintain the highest levels of customer satisfaction and making DLT truly a one-stop-shop for all things AWS.

## CASE STUDY: DLT ASSISTS HIDDEN LAKE WITH AWS PARTNER STATUS



This strategic partnership promotes business agility for both teams and maximizes value for our customers.

DLT Solutions is a Premier Consulting Partner within the Amazon Partner Network with a large market presence in the public sector, enabling them to provide flexibility and affordability to their government, education and nonprofit customer base. DLT has established a broad partner network of their own to diversify their offerings portfolio, deepen their engineering capabilities and expand their sales reach. Through association with this network, Hidden Lake Technology gained the requisite exposure to both customers and Amazon Web Services to quickly meet all requirements for upgrade to the Standard Partner Tier within the Amazon Partner Network. This access and exposure includes marketing activities, customer contact, joint strategy sessions, cloud services business model consultation and professional services engagement subcontracting. While typically not proprietary or trade secrets, the assistance and relationship DLT Solutions offers to Hidden Lake accelerates its growth in the cloud business beyond what they could achieve on their own. The mentorship continues to elevate the skillsets and offerings of Hidden Lake Technology.

Using this initial exposure and support as a starting point, Hidden Lake Technology has continued to invest in its cloud offerings by bringing on additional staff, investing in training and certifications, and expanding its profile within the Amazon Partner Network. This growth benefits all parties involved as Hidden Lake and DLT are able to better service the growing AWS customer base. Hidden Lake Technology anticipates applying for Advanced Tier Status by the end of 2018.

### CASE STUDY- PARTNERED FEDERAL AGENCY AWS BUILDOUT AND MIGRATION

This engagement for a large federal agency illustrates how Hidden Lake Technology assisted DLT Solutions through all stages of the federal sales cycle from initial pitch and consulting through procurement and delivery. Customer information has been redacted due to government-mandated NDAs.

- Sales Cycle
  - The federal agency reached out to DLT regarding the possibility of an AWS-based IT modernization project. HLT was on site at DLT assisting with other engagements and was brought in to consult on the delivery portion of the proposed project. HLT and DLT jointly called customer to discuss AWS offerings, identify customer concerns, and strategize the optimum deployment plan. The agency was able to take the industry recommendations provided by HLT and DLT to develop their RFQ. A solicitation was published and DLT Solutions won the competitive bid as the prime contractor, subcontracting more than 2,300 professional services engineering hours to HLT.
- Project Delivery
  - Hidden Lake Technology professional services engineers worked closely with DLT sales and project management throughout the duration of project delivery to handle change orders, meet project deadlines and deliver an efficient solution that matched the customer's needs. This included a biweekly call with AWS representatives and close coordination with all concerned customer parties to validate steps, answer questions and optimize planning and delivery. The high-level tasks in this project are expanded upon below.
    - Scope of Project
      - Phase 1- Preparation and planning
        - Review scope of work and project objectives with customer with particular emphasis on prerequisites, setting expectations on timelines, TBD environment decisions and overall strategy.
      - Phase 2- Architecture
        - Create and optimize on premise, AWS, interconnect and integrated architecture to meet customer objectives and within technical specifications.
      - Phase 3- Interconnect
        - Plan data routing and circuit provisioning, activate and test.
      - Phase 4- Data Center Network Build
        - Router and switching configuration, cabling, interfaces and baseline configuration to AWS.
      - Phase 5- AWS Network Build
        - AWS tunnels, routing, subnets, NACLs, etc.
      - Phase 6- AWS Build Out
        - VPCs, Instances and Gold Images, Security, Load Balancing, Autoscaling, Storage, Cloudwatch, Cloudtrail, etc.
      - Phase 7- Training
        - Basics of AWS admin and configuration as well as custom training for customer environment
      - Phase 8- Data Migration
        - Testing and validation
      - Phase 9- Closeout
        - Documentation and Knowledge Transfer
- Project Outcome
  - All project steps were successfully delivered on time and within budget. Customer was satisfied with all work product and the environment is functioning properly and efficiently. DLT and HLT provided documentation on the customer environment including architecture, best practices and environment specific settings, and then returned control of the environment to customer staff.
- Synergies of Partnership
  - Through this strategic partnership, DLT and Hidden Lake were able to rely upon each other's respective expertise to answer all project challenges promptly and efficiently. Hidden Lake depended on DLT's vast experience in contracting and AWS billing to create all accounts, process procurement paperwork and deliver clear and concise invoicing services. DLT likewise entrusted Hidden Lake with all engineering tasks from initial consultation and use case discussion through all delivery tasks and environment handoff. By partnering, DLT and Hidden Lake were able to bring additional value to the customer, saving money and guaranteeing fast delivery.