

Customer Reliability Engineering

24x7x365 Cloud Managed Services

Customer Reliability Engineering (CRE) is a managed service provided by OpsGuru focusing on the availability and reliability of your public cloud environment(s) through incident-driven, operational support and world-class cloud engineering expertise. Our CRE offering manages your critical cloud workloads 24x7x365, removing the on-call burden from your engineering teams and allowing them to focus on business features rather than operational maintenance and infrastructure.

When combined with Engineering on Demand, the solution allows you to innovate, enhance and respond to ever-changing business requirements by continuously improving your cloud platform.



Dedicated Cloud-Native Support team for your critical workloads


OpsGuru's CRE service is delivered through a dedicated support pod of senior cloud engineers, who are focused on ensuring availability, reliability, security, and performance of your critical cloud services 24x7x365 to ensure your Service Level Objectives (SLOs) are met.

Upon service onboarding, OpsGuru will establish common system monitoring, where our teams will collectively identify critical metrics corresponding to your workloads SLOs. Leveraging ongoing monitoring, the team will respond and remediate issues potentially affecting your production environment. Our team will also ensure your critical data is periodically backed up and protected. We will periodically review your environment to ensure architecture and total cost of ownership best practices are continuously maintained as your platform evolves.

How can you benefit from OpsGuru's Customer Reliability Engineering?

- 24x7x365 on-call supporting engineering response for your critical services running on the public cloud.
- Operationalize your cloud platform for production to ensure your workloads are secure, scalable and performant.
- Continuous cloud platform improvement to support ever changing business priorities with limited in-house talent.

Tiers Overview

	Essentials	Enhanced	Ultimate
AWS Support Management	✓	✓	✓
24x7x365 Incident Response & Remediation	✓	✓	✓
Continuous Services Uptime Monitoring	✓	✓	✓
Backup incl. Data Validation Drills	✓ Annually	✓ Quarterly	✓ Monthly
Secure Access Management (RBAC/IAM)	✓	✓	✓
Cost Optimisation & Billing Support*	✓	✓	✓
Domain & Certificate Expiration Monitoring	✓	✓	✓
Security Audit Logs Management		✓	✓
Technical Cost Optimisation Reviews		✓ Quarterly	✓ Monthly
Periodic Architecture Reviews		✓ Quarterly	✓ Monthly
Security Patching		✓	✓
Continuous Governance & Compliance Monitoring 			✓
Named EM & SA			✓

*Resell only

+ Optional Add-on: Engineering on Demand

Leveraging market-leading SaaS solutions all configured through DevOps automation, we ensure rapid onboarding and comprehensive coverage tailored for your needs.

About OpsGuru

OpsGuru is an AWS Premier Cloud Consulting Partner specializing in cloud adoption, application modernization, Kubernetes enablement, cloud security, data analytics, and Customer Reliability Engineering services to customers across the world. Awarded 2022 Canadian Migration & Modernization Partner of the Year, our team of highly skilled AWS-certified technical professionals has empowered hundreds of customers to adopt cloud technologies and achieve success on cloud platforms.



Connect with OpsGuru to get started!

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