

AWS Site Reliability Engineering Services

When the cloud forms the backbone of your organization's mission-critical systems, outages and poor performance can lead to lost revenue, negative customer and employee experiences, lack of business agility, and missed opportunities. Ensuring that your cloud systems are reliable, scalable, and secure is essential to staying competitive and growing your organization.

Datavail's Site Reliability Engineering (SRE) solutions provide cloud peace of mind by taking care of your cloud infrastructure, networking, security, governance, and observability needs on AWS.

Datavail SRE Services

- 24x7x365 monitoring, alerting, and responding to critical events.
- Supports all AWS core services.
- Migrations, patching, and upgrades.
- Service response - service incidents and whole lifecycle are tracked via an ITIL-based ticking system.
- Well-Architected Review of your AWS environment, often resulting in cost-savings.
- Architecture and advisory services to help you establish your Cloud Center of Excellence.



Benefits of Site Reliability Engineering Services from Datavail

- Improved production system reliability backed by SLAs.
- Reduced cloud expenses through assessments and cost optimization.
- Support scalability of your production environments as your organization grows.
- Faster time to resolution through robust incident response with 24x7x365 monitoring.
- Gain access to highly experienced SRE teams and cloud architects, offering cloud managed support on AWS and filling in-demand skill gaps.
- Boosting operational efficiency through Infrastructure-as-Code (IaC), DevOps, and automation.
- Enhanced security as Datavail's SRE team follows AWS best practices.

AWS Services Covered by Datavail SRE Services

Networking

- VPC
- Subnet
- ALB
- NLB
- WAF
- PrivateLink
- Route Tables
- Transit Gateways
- VPC Peering
- NACLs
- Security Groups
- AWS Directory Service
- AWS SSO
- VPC flow logs
- Site-to-site VPN
- On-prem connection through Direct Connect
- Firewall Manager
- AWS Network Manager
- NAT Gateway
- Internet Gateway
- Route 53

Security & Governance

- Control Tower
- IAM
- AWS Organizations
- Config
- KMS
- Cognito
- ACM
- Service Control Policies
- Secrets Manager
- Tag Policies
- AWS Security Hub
- AWS License Manager
- GuardDuty

Infrastructure

- EC2
- EBS
- RDS (all engines)
- Aurora (MySQL and PostgreSQL)
- API Gateway
- Auto Scaling Group
- EFS
- Session Manager / Bastion host
- Resource Groups
- Elastic IPs
- ENIs
- AMIs
- Elastic Beanstalk
- Parameters Store

Architecture / Improvements

- Well-Architected Tool
- Trusted Advisor
- Cost Optimizations
- HA / DR review or implementation
- Multi-subscription Architecture implementation

Observability

- CloudWatch
- Log Groups
- CloudTrail
- Lambda
- CloudWatch Event rules
- S3 (including Lifecycle policies and Bucket Policies)
- SNS
- AWS Systems Manager
- AWS Backup
- Elastic Disaster Recovery Service
- Billing alerts
- Logs management
- SES
- Auto remediation

