



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.



Monitor



Manage



Perform

DLT Managed Services provide the following monitoring services in support of our customers' cloud platforms:

- Manage, Maintain AWS Cloud Resources Across Multiple Accounts
- Performance/Health Exception Notifications
- Real-Time Resource Modification Notifications
- Configure Multi-Platform Threshold Policies (AWS/OS)
- Self Service Event Automation
- Diverse Scheduling/Reporting Capabilities
- AWS Direct Connect Monitoring

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

- 24/7/365 Operations Center Monitoring & Performance Metering
- Patch & Remediation Services
- AMI Automation & Management
- Backup/Snapshot Automation
- DLT Managed Services, Self-Service Access Portal
- ITIL Based Incident Management Integration
- Problem/Knowledge/Change Management
- Technical Account Manager
- Weekly Change Advisory Board Participation
- Monthly Best Practices Review

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:

- Real-Time Threat Management and Response (IDS/IPS)
- Endpoint Security/Advanced Threat Prevention
- Dynamic SIEM Based Log Management
- AWS Orchestration and Provisioning
- AWS Cost Management
- Authority to Operate (ATO) Support Services
- Database/NoSQL Services Support (basic management/support)
- Application Support

Managed Services Offerings

	Monitor	Manage	Perform
Manage, Maintain AWS Cloud Resources Across Multiple Accounts	✓	✓	✓
Performance/Health Exception Notifications	✓	✓	✓
Monthly Availability Report	✓	✓	✓
Real-Time Resource Modification Notifications	✓	✓	✓
Configure Multi-Platform Threshold Policies (AWS/OS)	✓	✓	✓
Self Service Event Automation	✓	✓	✓
Diverse Scheduling/Reporting Capabilities	✓	✓	✓
24/7/365 Operations Center Monitoring & Performance Metering		✓	✓
Patch & Remediation Services		✓	✓
AMI Automation & Management		✓	✓
Backup/Snapshot Automation		✓	✓
DLT Managed Services, Self-Service Access Portal		✓	✓
ITIL Based Incident Management Integration		✓	✓
Problem/Knowledge/Change Management		✓	✓
Weekly Change Advisory Board Participation		✓	✓
Monthly Best Practices Review		✓	✓
Real-Time Threat Management & Response (IDS/IPS)			✓
Dynamic SIEM Based Log Management			✓
Endpoint Security/Advanced Threat Prevention			✓
AWS Orchestration and Provisioning			✓
AWS Cost Management			✓
Authority to Operate (ATO) Support Services			✓
Database/NoSQL Services Support (basic management/support)			✓
Application 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@dlt.com.

