

# Support Service

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## AWS Enterprise Support

Contact Sales

AWS Enterprise Support provides you with concierge-like service where the main focus is you achieve your outcomes and find success in the cloud.

With Enterprise Support, you get 24x7 technical support from high-quality engineers, tools and technology to automatically manage health of your environment, consultative architectural guidance delivered in the context of your applications and use-cases, and a designated Technical Account Manager (TAM) to coordinate access to proactive / preventative programs and AWS subject matter experts.

In addition to what is available with Basic Support, Enterprise Support provides:

**AWS Trusted Advisor** - Access to the full set of Trusted Advisor checks and guidance to provision your resources following best practices to help reduce costs, increase performance and fault tolerance, and improve security.

**AWS Personal Health Dashboard** - A personalized view of the health of AWS services, and alerts when your resources are impacted. Also includes the Health API for integration with your existing management systems.

**AWS Support API** - Programmatic access to AWS Support Center features to create, manage, and close your support cases. and operationally manage your Trusted Advisor check requests and



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**Enhanced Technical Support** – 24x7 access to Cloud Support Engineers via phone, chat, and email. You can have an unlimited number of contacts that can open an unlimited amount of cases. Response times are as follows:

- General Guidance - < 24 hours
- System Impaired - < 12 hours
- Production System Impaired - < 4 hours
- Production System Down - < 1 hour
- Business Critical System Down - <15 min

**Proactive Technical Account Management** - A Technical Account Manager (TAM) is your designated technical point of contact who provides advocacy and guidance to help plan and build solutions using best practices, coordinate access to subject matter experts and product teams, and proactively keep your AWS environment operationally healthy.

**Architecture Support** – Contextual guidance on how services fit together to meet your specific use-case, workload, or application.

**Third-Party Software Support** - Guidance, configuration, and troubleshooting of AWS interoperability with many common operating systems, platforms, and application stack components.

**Proactive Support Programs** – Included access to Well-Architected Reviews, Operations Reviews, and Infrastructure Event Management.

**Support Concierge** - the Concierge Team are AWS billing and account experts that specialize in working with enterprise accounts. They will quickly and efficiently assist you with your billing and account inquiries, and work with you to implement billing and account best practices so that you can focus on what matters: running your business

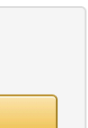
Pricing starts at \$15,000 per month. See [pricing](#) detail and sample.

## AWS Management Console

Access and manage Amazon Web Services through a simple and intuitive web-based user interface. You can also use the [AWS Console mobile app](#) to quickly view resources on the go.

Manage Your Resources

Sign In to the Console



[mobile app](#) to quickly view resources on the go.

Sign in to the console

## Features

### Administer your AWS account

The Console facilitates cloud management for all aspects of your AWS account, including monitoring your monthly spending by managing security credentials, or even setting up new IAM Users.

All IaaS AWS administration, management, and access functions in the AWS Console are available in the AWS API and CLI. New IaaS features and services provide full AWS Console functionality through the API and CLI at launch or within 180 days of launch.

### Finding Services in the AWS Console

There are several ways for you to locate and navigate to the services you need. On Console Home, you can utilize the search functionality, select services from the *Recently visited services* section, or expand the *All services* section to browse through the all the services offered by AWS.

At any time, you can also select the *Services* menu in the top level navigation bar, which includes the search functionality and the



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