Module 14. AWS Support plans

This module covers the following subjects:

- **AWS Support Plans Overview**: What are the goals behind the Amazon support team for AWS customers? This section discusses this topic and provides examples of tools you can access for support help.

- **Comparing the Plans**: This module section provides a valuable comparison of the various support plans you can purchase.

Let's face it. No matter how long you have been working with AWS, at some point, you might require support assistance from an Amazon employee. This module provides you with an overview of how support works in AWS. It also provides you with a detailed breakdown of the different support options so you can begin thinking about the best plan for your AWS implementation.
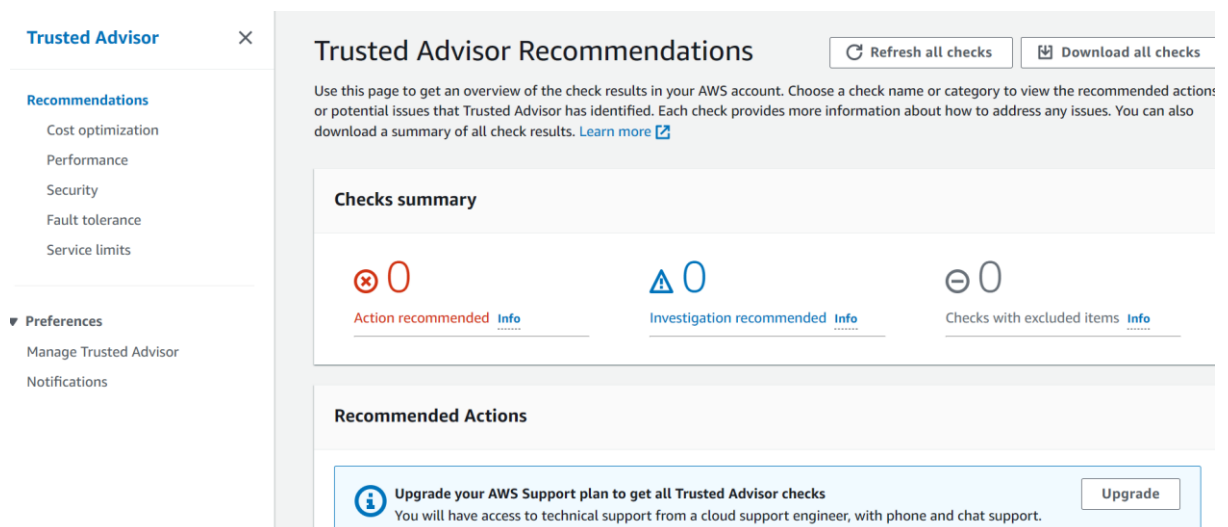
AWS SUPPORT PLANS OVERVIEW

Amazon provides a rich set of AWS resources and human resources to assist you within AWS. As you will see in the next section, there are different plans you can invest in to try and match your needs and your budget with a plan that makes sense for your organisation.

AWS support centres around these goals:

- **Proactive guidance**: Your support plan might include access to a Technical Account Manager (TAM). The TAM is your primary point of contact who provides guidance, architectural review, and ongoing communication to keep you informed and well-prepared as you plan, deploy, and proactively optimise your solutions. The TAM offers the following:

  - A dedicated voice within AWS to serve as your technical point of contact and advocate

  - Proactive guidance and best practices to help optimise your AWS environment

  - Orchestration and access to the breadth and depth of technical expertise across the full range of AWS

- **Best practices**: One of the valuable support resources is AWS Trusted Advisor, as shown in Figure 14-1. This online resource helps you provision your resources following best practices to help reduce cost, increase performance and fault tolerance, and improve security by optimising your AWS environment. As you learn in the next part of this module, four core checks are available to all AWS customers. The full power of AWS Trusted Advisor is available with Business and Enterprise support plans. Trusted Advisor offers the following:

  - Guidance on getting the optimal performance and availability based on your requirements

  - Opportunities to reduce your monthly spend and retain or increase productivity

  - Best practices to help increase security

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- **Account assistance**: As part of the <u>Enterprise support plan</u>, the Concierge team comprises AWS billing and account experts who specialise in working with enterprise accounts. This Concierge team will quickly and efficiently assist you with your billing and account inquiries and work with you to implement billing and account best practices. Concierge support includes the following:

  - 24×7 access to AWS billing and account inquires

  - Guidance and best practices for billing allocation, reporting, consolidation of accounts, and root-level account security

  - Access to Enterprise account specialists for payment inquiries, training on specific cost reporting, assistance with service limits, and facilitating bulk purchases

- **Launch support**: For planned events, including advertising and product launches, promotions, and infrastructure migrations where a significant increase in demand for your resources is expected, Infrastructure Event Management (IEM) delivers a highly focused engagement to provide architectural and scaling guidance. This tool aligns real-time operational resources to support the success of your event. IEM is included with Enterprise support and is available for an additional fee with <u>Business support plans</u>. It contains the following:

  - Event planning and preparation based on your use case and objectives

  - Resource recommendations and deployment guidance based on anticipated capacity needs

  - Dedicated attention from your AWS support team during your event

  - Guidance and support as you scale resources to normal operating levels post-event

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Figure 14-1 Trusted Advisor in AWS

COMPARING THE PLANS

It would be best to match your expected support needs with the plan that makes the most sense. To do that, you should carefully use Table 14-2 to make the correct choice. Please remember that this table reflects the details at this time. To see the latest values to ensure there are not any significant changes, be sure to visit AWS Support Plan Comparison | Developer, Business, Enterprise, Enterprise On-Ramp | AWS Support (amazon.com)

(The Enterprise on Ramp is not covered in the test questions)

Table 14-2 The Various Support Plans of AWS

	Basic	**Developer**	**Business**	**Enterprise**
Support forums RePost	Yes	Yes	Yes	Yes
Trusted Advisor	Core Security checks/Service Limits	Core Security checks/Service Limits	Full access	Full access
Health status	Personal Health Dashboard	Personal Health Dashboard	Personal Health Dashboard and Health API	Personal Health Dashboard and Health API
Tech support		Business hours email	24×7 via email, chat, and phone	24×7 via email, chat, and phone with Senior Cloud Engineer
Who can open cases		One primary contact	Unlimited contacts	Unlimited contacts
Best response times		12 hours	1 hour	15 minutes
Architecture support		General guidance	Annual Review	Review
Launch support			Infrastructure Event Management for a fee	Infrastructure Event Management
Programmatic case management			AWS Support API	AWS Support API

	Basic	Developer	Business	Enterprise
Third-party software support			Guidance and troubleshooting	Guidance and troubleshooting
Architecture review				Well-architected review
Operations support				Operational recommendations
Training				Online self-paced labs
Account assistance				AWS billing and account experts support team
Proactive guidance			Pool of TAMS	Designated Technical Account Manager (TAM)
Pricing	Included free	Starts at $29 per month	Starts at $100 per month	Starts at $15K per month

FOR MORE INFORMATION, SEE:

HTTPS://AWS.AMAZON.COM/PREMIUMSUPPORT/PLANS/

DEFINE KEY TERMS

Define the following key terms from this module and check your answers in the Glossary:

Basic support plan

Developer support plan

Business support plan

Enterprise support plan

Q&A

1. What are the four major goals of AWS support?

2. What are AWS's four support plans?