CloudHealth®
TECHNOLOGIES

AWS MSP Partner Validation: *How to Ace It with CloudHealth*

YOUR OPPORTUNITY AS A CLOUD SERVICE PROVIDER

The cloud market is rapidly evolving, and Managed Service Providers (MSPs) must quickly adapt to become next-generation cloud MSPs. The greatest opportunity for partners goes beyond reselling, to providing value-added services. Customers who are moving to the cloud demand it, and are looking for an MSP partner that will be a trusted advisor and help with every step of their cloud journey: planning, migrating, running, and optimizing.

45% OF CUSTOMERS IMPLEMENTING THE CLOUD, PREFER THAT THEIR CONNECTION TO PUBLIC CLOUD IS THROUGH A SERVICE PROVIDER.

Source: IDC CloudView 2016 Survey

aws partner network

Advanced
Technology Partner

SaaS Partner

Marketplace Seller

Public Sector Partner

Education Competency

Migration Competency

AWS MSP PARTNER PROGRAM: REACHING YOUR FULL POTENTIAL

The AWS MSP Partner Program is designed to recognize and reward MSP partners who embrace and embody the concept of the next-generation MSP. The program also gives customers confidence in the MSP they choose.

A core component of the third-party validation process is a scoring system in which an MSP can earn or lose points based on their ability to demonstrate capabilities for mandatory requirements. There are third-party solutions that MSPs can leverage and make part of their own service delivery stack. This will free up time to focus on building and maintaining deep AWS expertise, and providing high value consulting and professional services to customers.

HOW CLOUDHEALTH HELPS YOU MEET REQUIREMENTS OF THE AWS MSP PARTNER PROGRAM

Here are just a few examples of how you can use CloudHealth to easily demonstrate capabilities across multiple mandatory requirements of the AWS MSP Partner Program Validation checklist, limiting loss of points. As a CloudHealth Technologies partner you can also gain bonus points for non-mandatory services and capabilities.

WEB ACCESSIBLE PERFORMANCE ANALYSIS AND END USER REPORTS

CloudHealth enables you to create, customize and share a host of usage, cost and performance analysis reports. One best practice is to provide a few introductory reports as part of a "freemium" service that all of your clients receive. You can then offer more detailed, higher value reports at a premium tier.

For example, you may offer a series of customized reports with a breakdown of cost and usage by functional business group, department or user. This helps you meet a mandatory reporting requirement in the AWS MSP Partner Program and obtain extra bonus points for using a web platform for reporting, performance analysis and asset management

AWS SECURITY BEST PRACTICES

CloudHealth delivers security recommendations that will compare your customer's AWS infrastructure against AWS and CIS Best Practices. The platform identifies and reports on gaps, alerts stakeholders and provides remediation recommendations.

Cloud security is paramount for end-users, and best-of-breed MSPs offer continuous and invaluable security services. By leveraging CloudHealth security policies, partners meet three mandatory requirements under the AWS MSP Partner Program, and can gain bonus points across two optional requirements.

"SHI continues to expand its AWS service practice, helping customers take full advantage of the constantly evolving footprint of AWS. Acceptance into the AWS MSP Partner Program further validates our service capabilities and processes. CloudHealth Technologies has been at the forefront of our evolution as a cloud service provider, and our partnership with them was instrumental in SHI completing the AWS MSP audit."

– SHI INTERNATIONAL

AWS BILLING AND COST MANAGEMENT

The CloudHealth Partner Console includes bill generation functionality across each customer tenant. You can generate a statement from the console, or pull the data for inclusion in your own accounting system. CloudHealth delivers capabilities for customized billing rules, as well as the capability to retain and manage credits in the way that best meets your business needs – ultimately leading to higher profits. On top of that, demonstrating this functionality can help you gain bonus points during the audit.

BECOME A NEXT-GENERATION CLOUD MSP WITH CLOUDHEALTH

Dozens of leading Cloud MSPs have already partnered with CloudHealth Technologies to bring their service offerings to another level. The CloudHealth Partner Console allows MSPs to instantly gain visibility, optimize cloud resources and implement business policies that facilitate governance of their customers' environments.

If you'd like to learn more about how CloudHealth can help you accelerate your cloud business, visit us online at cloudhealthtech.com or email us at partners@cloudhealthtech.com.

"Reliam is focused on delivering the best solutions for our customers and acceptance into the AWS MSP Partner Program confirms our processes and capabilities on AWS. By building CloudHealth into our managed service processes and capabilities, it simplified the process of passing the latest version of the AWS MSP Partner validation."

– MIKE BOUDREAU
DIRECTOR OF ACCOUNTS, MANAGED CLOUD CONSULTANT, RELIAM

HOW CLOUDHEALTH MAPS TO THE AWS MSP VALIDATION CHECKLIST v3.3

5: AWS BILLING & COST MANAGEMENT

☑ **5.3 THIRD PARTY BILLING SOLUTIONS**
Partner leverages third party ISV or Partner-developed solutions for billing management and cost optimization to strengthen their ability to provide proactive recommendations to customers.

☑ **5.8 END USER REPORTING***
Reseller Partners are required to provide End User Reporting to AWS as terms of their Agreement.

HOW CLOUDHEALTH HELPS

CloudHealth gives MSPs instant visibility, optimized cloud resources and policies to facilitate governance of customers' clouds. The platform provides actionable insights to improve cost, usage, performance and security across the cloud.

CloudHealth end user reporting can be used by the partner to share with AWS.

6: SOLUTION DESIGN CAPABILITIES

☑ **6.1.4 SOLUTION CAPABILITIES**
Assessment of customer's security policies and procedures with gap identification.

HOW CLOUDHEALTH HELPS

CloudHealth compares the infrastructure against AWS and CIS Best Practices to identify gaps and recommend remediations.

8: SECURITY

☑ **8.1.4 SECURITY MANAGEMENT***
Partner does not administrate AWS accounts by use of root account credentials.

☑ **8.1.9 SECURITY MANAGEMENT***
Partner ensures MFA is activated on all Partner and customer AWS root accounts.

☑ **8.2.3 SECURITY EVENT LOGGING AND RETENTION**
Partner can demonstrate use of AWS config service for security components auditing.

8.2.4 SECURITY EVENT LOGGING AND RETENTION*
Partner has AWS CloudTrail enabled on all managed accounts and a process is in place to maintain log integrity.

HOW CLOUDHEALTH HELPS

CloudHealth looks for accounts that use root account credentials and sends a notification when out of compliance.

CloudHealth reports on root accounts that don't have MFA enabled and sends a notification when out of compliance.

CloudHealth can report out on usage of AWS config rules and evaluation results.

CloudHealth policies identify accounts without CloudTrail or CloudWatch Logs enabled for all Regions, without CloudTrail logging data in an S3 Bucket, CloudTrail Logs that don't have file validation enabled, and accounts lacking CloudTrail Log Encryption.

9: SERVICE DESK OPERATIONS AND CUSTOMER SUPPORT

☑ **9.8.2 CONTINUOUS COMPLIANCE**
Partner provides continuous compliance solutions to their customers to ensure compliance of resource level controls.

☑ **9.12 ASSET MANAGEMENT**
Partner has a strategy for tracking and managing its AWS deployed assets.

☑ **9.14 CUSTOMER REPORTS**
Partner provides web accessible customer reports. Reports should allow customers to self-select parameters.

HOW CLOUDHEALTH HELPS

CloudHealth has policies that monitor compliance with CIS Best Practices, including automated actions that will notify and take action when a server falls out of compliance.

CloudHealth pulls and reports on all AWS assets within an account, including tagging information and the ability to group assets in reports. Policies enforce tagging requirements and notify MSP when an asset is out of compliance and take corrective action.

CloudHealth keeps thirteen months of historical data across all tracked assets and can provide performance and usage related information over the historical time period. CloudHealth is a web-based platform and MSPs can provide controlled access to their customers.

*Mandatory Requirement