



360 Degree Oversight to Provision, Secure, and Support Your AWS Environment

Synoptek's Managed Cloud Service enables Healthcare entities to take full advantage of AWS without requiring 24x7 cloud expertise to self-manage, monitor, and secure applications and cloud infrastructure. The "Synoptek Managed AWS Program" is designed to deliver these key value propositions: operational support & management, cost & utilization optimization, security & compliance management, and AWS expertise. By selecting Synoptek, a highly qualified member of the Amazon Web Services Partner Network, you provide your company with validated expertise in managing a high-performance cloud, which allows you to focus your staff on serving your end-customer. Synoptek compliments AWS shared security model to provide a secure solution with 24x7 support for peace of mind. Synoptek's complete solution helps your business achieve higher levels of operational efficiency, security, and compliance.



HIPAA Security & Compliance

Synoptek enable you to securely process, store, and transmit PHI data. Regular reporting is provided in the case of an unexpected audit. This allows your firm to quickly provide all of the required information to comply with an auditor's requests as it relates to your security patch history, antivirus updates, backup, and overall compliance. Naturally we execute HIPAA Business Associates Agreements (BAA), as we intimately understand the regulatory requirements.

Managed AWS Service -

Synoptek is a member of the Amazon Web Services Partner Network, enabling us to manage your entire subscription and relationship with AWS. Going well beyond that, Synoptek makes available Certified AWS IT professionals and advanced IT management tools providing essential IT services AWS does not offer, including:

Simplified Technology.
Superior Results

 synoptek.com

 888.796.6783

 info@synoptek.com

SYNOPTEK'S MANAGED AWS SERVICE FOR HEALTHCARE	INCLUDED
24x7 Support & Performance Monitoring - systems and application monitoring, remediation and management	✓
Cost Optimization - proactive right-sizing, 400+ continuous checks to identify idle and underutilized resources	✓
Advanced Security - Monthly security audits and assisted remediation	✓
Auditing, Back-ups, and Disaster Recovery	✓
OS and Application Patch Management	✓
ITIL-based Change Management Processes and Governance	✓
24x7 Dedicated Phone Support with AWS Escalation	✓
Service Level Reporting	✓
File Integrity Monitoring	✓
Configuration Hardening	✓
Strategic Guidance; Technology Roadmap	✓
Amazon RDS for SQL Server - SQL Server encryption at rest	Optional (Supported: 2008 R2 - Enterprise edition, 2012, 2014, and 2016 - Web, Standard and Enterprise editions)
Amazon WorkSpaces - fully managed, secure Desktop-as-a-Service solution, easily provision virtual Microsoft Windows desktops for your users	Optional

Client Advisor - The Synoptek Interface

Since the most important element of the Synoptek Managed AWS Service is the relationship with the client, the most important component of the service is the dedicated Client Advisor. This professional advisor serves as the single point of accountability in delivering all services:

- Establish and manage relationship with identified Customer contacts.
- Work with the operations team proactively to identify opportunities and continually improve.
- Customer experience with respect to the Services outlined here.
- Define key measures and periodically review them with Customer.
- Pro-actively explain any high severity incidents, root causes, and resolution efforts.
- Coordinate with other business units as agreed, to ensure a unified Synoptek solution.
- Support Ticket Review
- Overall Cost Review
- Security focused Best Practice Check & Remediation (AWS Services)
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Bottom line: The Client Advisor owns total responsibility for making sure that our client is enjoying every possible advantage and the best possible service performance from AWS.



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