



BUILT FOR SECURITY. DESIGNED TO SCALE.

# MANAGED AWS CLOUD SERVICES

Cloud underpins how Australian organisations support customers, communities and staff – from growing SMBs to public sector agencies. Make your journey to AWS a secure, compliant, and cost-effective one with a managed partner that runs it for you, day and night.



## Security at the Core

Cyber security is embedded into every service. Our controls span identity, data, workloads and perimeter – aligned to AWS best practices and Australian standards including ISO 27001, SOC 2, IRAP and the Essential Eight.



## Cost Optimisation

Grow with predictable costs, transparent FinOps, and scalable delivery models built for SMB and government budgets. Continuous right-sizing, Savings Plans and Reserved Instance Optimisation keep AWS spend defensible.



## Scalable by Design

AWS offers the breadth and depth of services to run the world's most demanding workloads. Infotrust pairs this with cloud engineering, 24x7 operations and AWS-aligned governance – so you get cloud agility without the operational burden.



## Operational Excellence

Improve efficiency, reliability and uptime for business-critical workloads – with 24x7 monitoring and response delivered by an Australian-based team.

**396%**

three-year return on investment with managed AWS governance\*

**46%**

faster application migration to AWS\*

**37%**

more efficient management of AWS environments\*

\* Source: AWS Cloud Governance – IDC White Paper

# YOUR STRATEGIC PARTNER FOR SECURE AWS OPERATIONS



Our AWS Practice is structured around four pillars that align to your business and mission objectives: **Security, Operations, Compliance and Cost**. With Centres of Excellence across Security, Cloud Operations and Platform Engineering, we put robust guardrails in place from day one, provide proactive monitoring, and bring deep experience running sensitive workloads in regulated environments.

Our operating model integrates best practices from the **AWS Well-Architected Framework (WAF)**, the **AWS Cloud Adoption Framework (CAF)**, and **ITIL v4** service management disciplines – creating a security-led, standards-aligned managed services engagement focused on keeping your AWS environment secure, resilient, and cost-effective.

## WHAT WE OFFER

Our services are designed to support organisations throughout their cloud adoption journey, offering tailored solutions for varying levels of cloud maturity and complexity. The IT Service Management Platform centrally directs incidents, requests, and automated alerts through a tiered support model.



### L1 Service Desk

Your first point of contact for request, logging and initial incident triage.



### L2 24x7 Support

Your first point of contact for request, logging and initial incident triage.



### L3 DevOps Team

Senior engineers for complex technical challenges, automation, and infrastructure changes.



### Technical Delivery Manager (TDM)

Oversees service delivery, coordinates escalations, and keeps operations aligned to your business objectives.

Core services we provide include Monitoring & Observability, Infrastructure & Account Management, Service Desk & Incident Management, Patch Management, Security Operations, Backup & Restore, and Cost & Resource Management.

Add-on capabilities including Disaster Recovery, DevOps & DevSecOps, FinOps, Data & Analytics, and Governance, Risk & Compliance can be enabled as modular extensions to strengthen governance, streamline workflows, and accelerate cloud adoption.

# DELIVERY MODEL & SERVICE APPROACH

## EXPERTISE IN THE SMB AND PUBLIC SECTOR

We understand the pressures facing Australian organisations – from data sovereignty and privacy obligations to tight budgets and small internal teams. Our managed AWS services are designed for buyers who need enterprise-grade outcomes without enterprise-scale overhead.

### FOR SMB:

- Predictable monthly pricing and right-sized engagements
- Rapid onboarding with a 1-2 week assessment and baseline
- Access to senior AWS talent without hiring the team yourself
- Practical security and compliance uplift as you scale

### FOR PUBLIC SECTOR:

- ANZ data residency and sovereignty alignment
- Controls mapped to ISM, Essential Eight and IRAP-informed practices
- Audit-ready evidence through AWS Audit Manager and Config
- Governed multi-account landing zones for agency workloads

## OUR APPROACH



### Discovery & Assessment

We start by understanding your AWS environment, business objectives, and current operational posture. This identifies risks, gaps, and opportunities across infrastructure, security, and compliance. A rapid 1-2 week assessment then establishes a secure baseline and strategic roadmap.



### Onboarding & Transition

Solutions are deployed seamlessly, integrating with your existing systems and processes. We configure monitoring, enforce policies, establish target metrics and SLAs, and enable baseline services across your AWS accounts – ensuring a smooth transition into managed operations.



### 24/7 Operations & Support

Your Technical Delivery Manager, backed by certified AWS engineers, provides continuous oversight via the ITSM platform. This includes rapid incident response, proactive monitoring, and routine operational tasks such as patching, backups, and security updates – keeping services secure, current, and performing as expected.



### Continuous Improvement & Optimisation

We go beyond day-to-day support by continuously improving your environment. Through regular reviews and reporting, we uncover ways to improve performance, strengthen security posture, and reduce costs – embedding optimisation as an ongoing part of the managed service.

# WHY INFOTRUST FOR AWS



## Security-led

One partner for cloud, cyber and service management



## 24x7 CloudOps

Monitor, respond and remediate around the clock



## Regulated-ready

Governance and assurance built in from day one



## AWS-aligned

Designed to AWS Well-Architected best practice



## One-stop shop and trusted AWS partner

From assessment and migration to operations and continuous improvement

## TAKE THE NEXT STEP

Running a modern cloud platform means connecting next-generation AWS technology with the right policies, people and processes. With the right Australian-based partner, your organisation can move faster, stay compliant, and spend less keeping the lights on.

Get more value from your AWS investment with managed services that handle the complexity so your team can focus on outcomes.

Request a consultation today.

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