Mission RIO Program - FAQs for AWS

What is Reserved Instance Optimization (RIO)?
RIO is an outsourced RI management program where Mission provides the capital to purchase standard or convertible RIs and manages them on the customer's behalf. Mission shares in a portion of the savings with the customer.

How do customers benefit from RIO?
With RIO, customers get higher RI coverage and savings without day-to-day management or upfront capital expenditure.

How does AWS benefit from RIO?
AWS receives the benefit of selling Partial Upfront RIs or higher into accounts where the customer may not be considering RIs or may only be interested in No Upfront RIs.

How is RIO different from other similar programs?
Mission's RIO program provides more transparency and greater flexibility to both customers and AWS compared to other programs. This includes access to AWS Cost Explorer, support for customers with existing RIs, and coverage for EC2, RDS and ElastiCache instances.

How do I recognize RI purchases made on my customer's behalf?
We structure our accounts under this program so that RI purchases are made in customer-specific environments that get mapped back to you.

How do you handle EC2 renewals under RIO?
Mission will maintain an RI baseline that will be renewed every year.

How much savings does a customer typically see under RIO?
On average, customers realize a 7-24% reduction in their total AWS bill with RIO.

How much does RIO cost?
There is no additional cost to customers when they sign up for RIO. Mission covers its expenses related to delivering the service through its percentage share of the realized savings.

What percentage of savings does Mission keep as part of RIO?
Mission keeps anywhere from 25% to 35% of the realized savings. The percentage split will vary based on the RIO term commitment and mix of AWS instances.

Does Mission cover any unused RI charges?
Yes, Mission covers any charges associated with unused RIs.

Does this program apply to EC2 only?
No, RIO also applies to RDS and ElastiCache.

What is the typical RI coverage rate under RIO?
RI coverage is ~90%+ throughout the month.

Is RIO cross-regional?
Mission can support RIs in all AWS regions except China.

Who is the ideal customer for RIO?
Customers with heavy Linux usage and 50% or less RI coverage are the best fit for RIO.

Is RIO available for customers that are majority Windows or Red Hat?
Depending on the opportunity, customers with heavy Windows or Red Hat usage may be considered for RIO. However, our preference is heavy Linux shops with minimal Windows or Red Hat usage.

What are the minimum requirements for RIO?
Customers must have an AWS monthly spend of $10k-$250k, must sign up to Mission's reseller program, and must commit to a 1-year term.

How does a customer get started?
First, send us a copy of your customer's CUR/DBR. The CUR/DBR file must contain at least one full month of data (3-4 months of data is preferred). Next, we will analyze your customer's data to see if they are a good fit. If they are, we will provide a RIO cost reduction assessment so they can review the potential savings. If your customer gives the OK, Mission resources will work with both you and your customer to onboard them to Mission's reseller environment so we can kick off the RIO program.

Why do we need the CUR/DBR file?
The detailed billing files provide data over time that we need to feed into proprietary software and produce estimated savings.

What if CUR/DBR is not turned on?
We will send instructions regarding how to enable in the AWS console.

How long does it take for Mission to evaluate a customer?
It normally takes 5-7 days to assess a customer's environment for RIO.