

# Mission Business Support

Mission Business Support (MBS) is a 24x7, partner-led AWS support offering powered by Mission and backed by AWS Enterprise Support that provides highly responsive frontend technical support and use case guidance for customers on AWS.

With MBS, you will receive better support coverage, spend less time managing support cases, and experience faster business outcomes.

## Mission Business Support Benefits



### Tailored Technical Support Experience

Our 1:10 engineer-to-customer ratio enables greater attention on your technical and general support requests, and utilization of AWS resources.



### Faster Problem Resolution

With 100% AWS-certified Mission engineers, aggressive response time SLAs, and backing from AWS Enterprise Support that includes case priority, you will experience much shorter time-to-resolution on your support requests.



### Better Support Coverage Across Environment

Leveraging our consolidated buying power and AWS technical expertise, we offer deeper and broader coverage across your AWS environment without breaking your budget.



### Less Distraction Managing Cases

We facilitate the resolution of all AWS cases to free up your time, and coordinate with AWS Enterprise Support to route and prioritize time-sensitive cases.

aws partner network

Premier Consulting Partner

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MSP Partner

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DevOps Competency

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Microsoft Workloads Competency

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Healthcare Competency

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Life Sciences Competency

Mission-led AWS Support | Easy to get started | No long-term commitments

## How Mission and AWS Business Support Plans Compare

Mission combines Mission technical expertise and tooling, managed services capabilities, and AWS Enterprise Support to help drive a better support experience for your organization.

	AWS Business Support	Mission Business Support
<b>AWS Platform Support</b>	Troubleshooting and best practices guidance for all AWS services	Troubleshooting and best practices guidance for all AWS services
<b>Response Time SLAs</b>	No Business Impact: < 24 hours  System impaired: < 12 hours  Production system impaired: < 4 hours  Production system down: < 1 hour	No Business Impact: < 24 hours  System impaired: < 8 hours  Production system impaired: < 2 hours  Production system down: < 30 minutes
<b>Technical Resources</b>	AWS Cloud Support Engineers	100% AWS-certified Mission Cloud Ops Engineers backed by AWS Enterprise Support
<b>Architectural Guidance</b>	Best practice use case guidance	Contextual guidance based on your workload
<b>Proactive Case Management</b>	Only available with AWS Enterprise Support priced at \$15k/month	Case management and active updates from Mission included
<b>Case Routing</b>	Only available with AWS Enterprise Support priced at \$15k/month	White-glove case routing included
<b>AWS Notification Monitoring</b>	Not available	Proactive notification monitoring and escalation (optional)
<b>Support Coverage</b>	Account-by-Account	Across AWS environment
<b>Pricing</b>	Greater of \$100 / month per account  - or -  10% of monthly AWS usage for the first \$0-\$10K  7% of monthly AWS usage from \$10K-\$80K  5% of monthly AWS usage from \$80K-\$250K  3% of monthly AWS usage over \$250K	No monthly minimum  -  10% of monthly AWS usage for the first \$0-\$10K  7% of monthly AWS usage from \$10K-\$80K  5% of monthly AWS usage from \$80K-\$250K  3% of monthly AWS usage over \$250K

### Next Steps:

To learn more about the benefits of Mission Business Support, contact Mission today at 855-647-7466 | [sales@missioncloud.com](mailto:sales@missioncloud.com) | [www.missioncloud.com](http://www.missioncloud.com)