

# Iteos Belgium SA Managed Services Case Study



## Executive Summary

iTeos Belgium SA has selected Cloudar NV as AWS Premier partner to provide Managed services for their whole landscape running in AWS. This so they could focus on strategy going forward where we as partner also will support them in their path.

## Customer Challenge

iTeos Belgium understood that running operations for a large-scale AWS environment needs a particular skillset and a workforce at scale. For that reason, they decided to look for support within the AWS partner landscape.

## Partner Solution

Cloudar is an AWS “Managed Service Provider” (MSP) partner and is ISO/IEC 27001 certified for information security. The AWS Managed Service Partner Program equips the next generation of MSP's with the tools they need to deliver continuous innovation to customers regarding security, SecOps, DevOps, cost management, proactive monitoring, and streamlined management of their customers' environment.

Cloudar is the only AWS Premier Consulting Partner headquartered in the Benelux that has achieved this prestigious AWS MSP status.

What can one expect from an, as AWS calls it, Next Generation MSP? It all starts with knowledge. An MSP has engineers that are both thoroughly trained and certified in AWS. At Cloudar we have a development track that makes sure all our engineers are AWS Certified. Every engineer, project manager and service delivery manager holds at least the AWS Solution Architect Associate certification. Most engineers have multiple certifications, including several Professional and Specialty levels. This creates an internal ecosystem, facilitated by Slack and internal brown bags, where knowledge is shared, and customer issues are quickly discussed and solved.

Where automation was important in traditional managed hosting, it is vital in an AWS environment. Thanks to the broad range of API's available on AWS, the sky is the limit. When using proper source control and deployment tools, everyone can deploy new environments or applications with a click on the button. A next-gen MSP will apply all these skills to setup and manage your environment.

A next-gen MSP will look at your workloads and determine what the best way is to run them in the cloud. In all this, Cloudar acts as your trusted partner, and determines what the best course of action is. This ranges from a traditional lift and shift, over cloud optimized to a new cloud native deployment together with one of our application development partners.

## About Iteos



**iTeos Therapeutics is pioneering the discovery and development of highly differentiated immuno-oncology therapeutics for patients.**

**They specialize in targeted immunotherapies for people living with cancer**

## Results and Benefits

### CLOUDOPS

The Cloudar CloudOps team consists of IT professionals owning versatile AWS certifications and support customers via a service desk and an agreed Service Level Agreement. This CloudOps team is responsible for processing and solving reported queries and incidents. The team is located in country, and is easily accessible, without having to go through a call center to get you routed.

CloudOps processes are based on the principles of ITIL:

- Service Operations: Incident, Event en Problem management,...
- Service transition: Change management , knowledge management, ...)

### MONITORING & ALERTING

Cloudar configured all required monitoring. Alerting is enabled and acted upon according agreed Support Levels. This up to 24\*7.

### SECURITY AND COMPLIANCE

Cloudar can perform automated assessments of network, resources and OS configurations to detect compliance and security issues within customers' AWS accounts and infrastructure.

Intelligent Continuous threat detection monitoring for AWS Accounts and workloads to protect against malicious or unauthorized activities (AWS GuardDuty)

All managed AWS accounts are monitored in real time for configuration changes and compliance using a Cloud Security Posture Management System (Trend Micro Cloud One Conformity). Cloudar is a Cloud Service Provider partner of Trend Micro.

### SLM MEETING

The aim of Service Level Management is to maintain and improve the quality of the IT service through a constant cycle of agreement, monitoring and reporting to achieve the agreed objectives.

### CLOUDAR SLA'S

SLA compliance is monitored in our Jira ITSM tool and reported to Iteos within the Service Level Management reporting. We provide both response time and resolution time SLA's.

## About Cloudar

We are a team of highly skilled AWS Cloud Architects, offering rock solid solutions for any type of business. We design, build and operate high available and scalable cloud infrastructures based on [Amazon Web Services](#).

Not only are we an AWS Premier Consulting Partner with multiple AWS certifications, competencies & specialties, but we are also an AWS Solution Provider, AWS Managed Service Partner, AWS Well-Architected Partner, AWS Public Sector Partner and ISO/IEC 27001 certified for information security.

