

Managed Cloud Services for AWS

Automate Incident Detection + Response with
AI Powered Operations



Amazon Web Services changed the way enterprises build, manage and deploy enterprise applications. Companies of all size are betting big on the technology to take advantage of scale, reusability and cost, and changing their development strategies in anticipation of moving to the cloud. But IT Operations is losing the race with complexity.

Hybrid and multi-cloud environments as well as new technologies like server-less computing, application containers, data virtualization and microservices overload IT support teams with error logs, user behavior and application telemetry data from an increasing number of new components. Monitoring, incident response and root cause analysis continues to be a manual, error prone and time-consuming process that drives the need for larger Operations teams and bigger budgets.

Runbook Automation in the Cloud



Enterprise data centers are generally run “by the book.” Policies, best practices, and operational procedures are developed, and codified, as part of an organizations responsive IT Service Management strategy. In an ideal world, cloud infrastructure and configuration changes, provisioning requests and incident response should be managed through a well-documented process that imposes some discipline on IT Operations without being overly complex or bureaucratic.

Yet, support teams continue to struggle with reliability, availability and performance of cloud applications. Recent studies¹ show that many organizations are lacking tools and processes, and still managing Runbook Procedures using a mix of “tribal knowledge” and “all-hands-on-deck” marathons that dramatically increase Operating Expenses.

StreamScape's Managed Services for AWS are designed to accelerate cloud adoption while lowering cost. Using Runbook Automation and machine learning AI, backed up by a team of AWS certified engineers, we assist your support staff with cloud migration and deployment. After migration is completed our team takes over your infrastructure management using cognitive technologies to automate operations.

StreamScape builds on AWS Cloud and provides visualization tools, automation and integration points for connecting to existing service management and ITSM systems. With OpEx on the rise, cognitive automation can significantly reduce cloud spend letting IT operations reclaim up to 80% of the time spent managing data preparation issues and root cause analysis, reducing the overall number of FTEs.

AI for Monitoring + Ops



StreamScape's solution is built around the concept of a virtual data center that allows our environment to be a trusted Operations Service Provider capable of receiving and monitoring telemetry data from your organization. Our cognitive technology tools augment the human intelligence of support teams, letting them automate repetitive tasks that require human judgement and perception.

This transformative technology significantly decreases the frequency of incidents or outages, eliminating the need for dedicated IT support staff (FTE) by delegating Runbook Procedures and corrective actions to smaller support teams that use cognitive automation to classify problems, identify root cause and suggest remediation steps.

Site Reliability for AWS



Site Reliability Automation (SRA) services are deployed as cloud-native process coordination solutions for AWS infrastructure management. SRA services help reduce operational overhead and risk by automating common processes like data ingestion and preparation, call center dispatch and application monitoring. SRA mimics operator response in the following critical situations:

Incident Response

Machine-guided Management of Cloud Infrastructure Incidents

Corrective Action + Alerts

Automated Task Lists with Retry, Alerting + Service Desk Support

Managed File Transfer

Orchestration + Real-Time Insight into File Operations

Scheduling as a Service

Popular Calendar Interface for Scheduling Jobs, Tasks + Events

Contact sales@streamscape.com to learn how Managed Services for AWS Cloud can help your business.

¹ River Meadow 2019: Key Cloud Migration Challenges & How to Overcome Them