

Cloudwick

AWS Data Lake Managed Services

Data Lake Managed Services on AWS

Cloudwick's Managed Big Data cluster administration solution provides a complete turnkey solution for building, operating, monitoring and managing Hadoop, Cassandra, and Spark clusters on AWS. You will enjoy reduced risk, lower and more predictable costs, and higher success rates. With our expertise, customers derive more value and confidence to capitalize on their investments.

Service Description

Following is a list of AWS services provided by Cloudwick.

Administration	Security	Performance	Operations
<ul style="list-style-type: none"> • Compute • Storage • Connectivity • Platform Services • Interfaces • Scheduling • Integrations • Relational • and more 	<ul style="list-style-type: none"> • Directory Services • Authentication • User On-Boarding • User Management • Group On-Boarding • Group Management • File System Management • Auditing • and more 	<ul style="list-style-type: none"> • Workloads • Tuning • Storage (I/O) • Provisioning • Quota Settings • Queue Management • Job Execution • Job Triage • and more 	<ul style="list-style-type: none"> • Logging • Configuration • Bug Tracking • Patching • Upgrades • Restarts • Backups • Integrations • Scheduling • Run books • and more

BENEFITS

- Certified experts in big data platform administration and operations
- Industry best practices that maintain stability and optimize platforms
- Service level commitments, including credits for incident response time

Managed Support Pricing

Our pricing model includes a fixed fee and a variable fee based on monthly compute hours. These fees are determined based on the service tier selected for each environment.

Fixed Fee	Percentage Fee
Based on the support hours 8 x 5 12 x 5 24 x 7	Based on the AWS monthly spend for the infrastructure allocated to big data services. The cost is calculated on: <ul style="list-style-type: none"> • Instance type • Instance estimated cost • Instance target utilization

Related Services

For customers needing more than administration and support, Cloudwick also offers a robust DevOps service to provide continuous integration, data operations and application management. In addition, we have leading engineering resources that can work with clients to perform assessments, capacity planning or deploy new cluster services. With our expertise, customers derive more value and confidence to capitalize on their investments.

Support hours	Escalation	Delivery
8 x 5	On-call for priority 1 incidents	Supported using US-based resources
12 x 5	On call for priority 1 incidents	Supported using US and Europe-based resources
24 x 7	N/A	Supported using US, Europe and India-based resources

Expertise

- AWS Big Data Competency certified
- Largest team of certified Spark developers
- Largest team of certified data scientists, administrators and engineers
- Hundreds of thousands of open source and cloud production hours
- Most experience building, monitoring and managing clusters on-premise and in the cloud

Certifications

- AWS
- Cloudera
- Confluent
- Databricks
- Datastax
- Data Torrent
- Elastic
- Hortonworks
- MapR
- and more

About Cloudwick

Cloudwick is an AWS Advanced Consulting Partner with AWS Big Data Competency. It is one of the largest enterprise big data solution providers with extensive expertise, managing over 50,000 clusters in the cloud. Cloudwick has years of experience architecting, scaling, and managing production enterprise big data solutions, including data lakes.

