



AVAILABILITY OF IMMEDIATE RELEASE AWS SERVICES IN A NEW MANAGED CLOUD SERVICE MODEL FROM UNISYS FEDERAL

TAKING ADVANTAGE OF RAPIDLY ADVANCING AWS CAPABILITIES WITH AUTOMATED GOVERNANCE, REAL-TIME COMPLIANCE, AND TRANSPARENT BILLING

An Endless Parade of Services

The rapid flow of Amazon Web Services (AWS) announcements for new cloud services and updates is seemingly endless with literally hundreds per month. Just staying informed about new services is daunting enough, much less providing managed services for them. However, Federal clients with a cloud-first focus, or aspirations of such, want to quickly take advantage of new services and seize opportunities to rapidly advance mission-oriented capabilities. To enable this timely adoption, clients automate and transform their application development and operations with Agile and DevOps approaches. Agencies want to capitalize on all the benefits AWS has to offer by taking advantage of new services soon after general availability (GA)—and rightly so, as one of the key value propositions of cloud adoption is *service agility* that is currently not available from typical cloud management providers.



As of January 1, 2017, AWS has launched a total of 2,913 new features and/or services since inception in 2006. In order to support such a breadth and depth of capabilities, service providers must evolve as quickly as AWS’ offering. Increasingly, clients are looking to Managed Service Providers (MSP) to provide more robust cloud environments that include a host of native features and services, including billing and account management; proactive monitoring; operational integration; testing of new services prior to deployment; and security and automation. Without the proper instrumentation and focus, however, MSPs will struggle to keep pace with the AWS service announcement parade.

True “Service Availability” – Key New Real-Time Benefits to Customers

Let’s take a moment to define what we mean by “service availability” in a managed services context. For some MSPs, this may simply mean they’re capable of providing billing and metering for the service. This “vanilla” MSP is typically providing reseller services only and, in many cases, is dependent on a tool vendor to provide their services. While the tool vendor may have built their software to handle new services and updates with little or no change to the software itself, the vendor is unlikely to have taken the very special needs of Federal government billing into consideration when doing so. In order for the MSP to bridge this gap, the provider will have either implemented human-in-the-loop processing (prone to error) or reconfigured/augmented the vendor’s tool (prone to delay).

And, we’re only scratching the surface with billing.

What About Logging?

Service Catalog Management?

Asset Control and Governance?

Access Control?

Security and Compliance?

These are all functions that are highly critical for Federal agencies and their ability to adopt cloud services. Enter the Next-Gen MSP. The functions of a vanilla MSP (reseller) with what is commonly being referred to as a Next-Gen MSP are vastly different. Next-Gen MSPs will not only offer some set of the functions noted above but ideally they will also do so without limiting or delaying a clients’ ability to leverage a new service. This is true service availability: instant, automated, monitored, governed, and secure.

As a Next-Gen MSP, Unisys automates service availability beginning with the GA announcement and ending—*minutes to hours later*—with a fully managed service available to the client. Below, we outline some of our differentiated approaches to rapidly enabling true service availability.

Billing and Chargeback

Our billing and chargeback tooling is deeply integrated with AWS billing mechanisms to address the unique needs of the Federal market. This method ties service utilization to contract compliant invoices and CLIN-based billing. We will automatically process new AWS service usage as soon as they are released for service, with an AWS pricing offering file, and immediately work with our Federal customers to establish a CLIN to AWS Rate Code mapping to allow seamless new service billing.

Contracts

In addition to manual modification of contract language, our system generates CLINs for use within the contract modifications and automatically links them up with billing and chargeback for the new service.

Service Catalog

We understand that many of our Federal MSP clients will actually have customers of their own and will be providing a potentially limited set of services for consumption. Our capability integrates with market-leading service catalog management vendors to provide automated updates to service catalogs once policy and approvals are in place. We also facilitate self service by populating customer catalogs with customizable user services that can be scaled based on a client’s unique operational and security requirements. For example, we can enable customers to limit risk by establishing a set of supported services, like requiring all EC2 instances to use a gold image or AMI or only allowing the use of software using an approved installation script or process.

Logging and Monitoring

If AWS native logging is being used, our service is automatically updated to account for the new functionality or service. In some cases, AWS releases services prior to fully integrating them with their own native logging tools. In these cases, Unisys provides workaround integrations and instrumentation until AWS releases native logging support.

Automated Asset Control & Governance

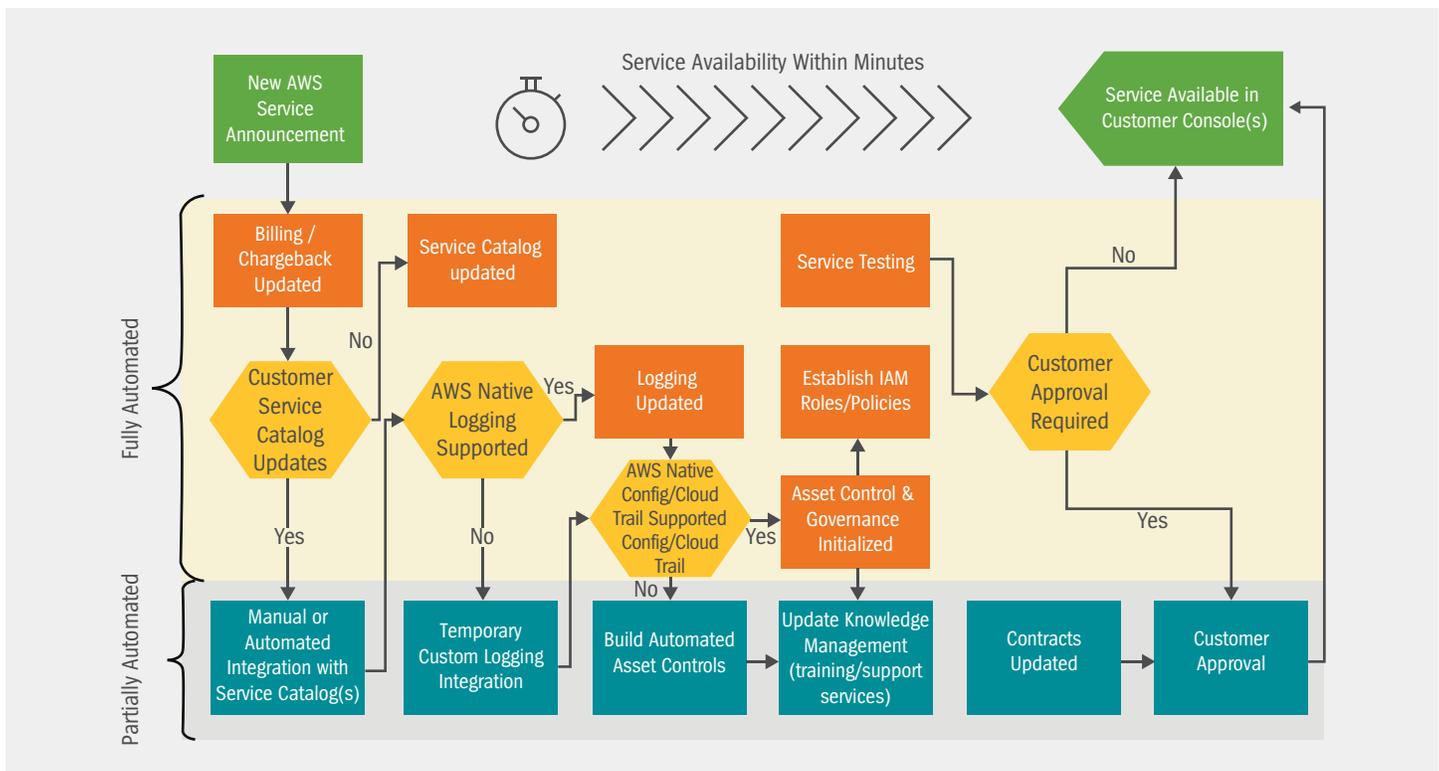
Before the new service is ready for consumption, we ensure it goes through the appropriate governance processes and validate them against standard configurations. Several factors go into the decision making. Key factors include the availability of the service in the GovCloud; cost; maturity of the service; shared responsibility definitions; minimum configuration required; and automated procedures required to facilitate deployments.

Access Control

We secure the service by updating our IAM role and policies, so only the approved entities can leverage the new service. We work with clients to identify who within the organization needs access and make the appropriate adjustments, if necessary.

Continuous Compliance

We apply continuous monitoring of regulatory and security compliance controls. This continuous compliance framework acts as a centralized source for governance, risk, and security compliance logging and auditing for AWS environments. Real-time alerting of control failures and remediation recommendations provide security and operations personnel with the right information at the time of failure, not days/weeks/months after a control failure. New AWS services are continuously synchronized with the compliance framework through the use of AWS native services and automation:

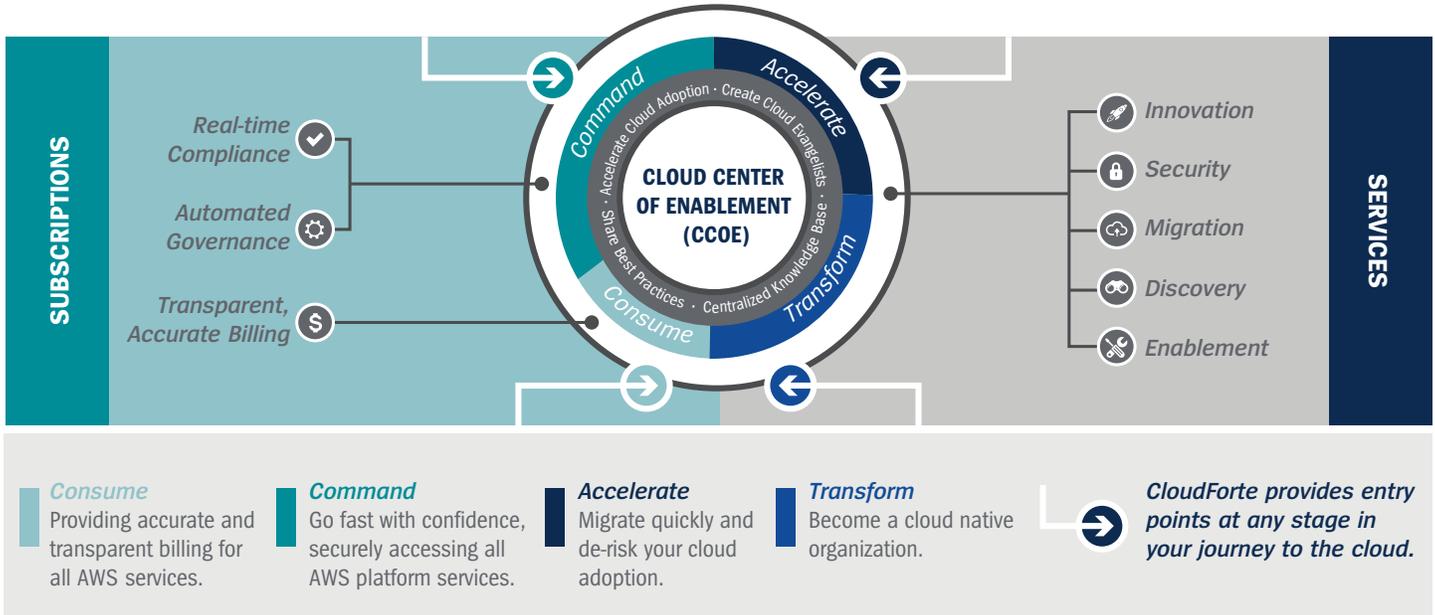


Conclusion:

As cloud strategies mature and evolve, Federal agencies are recognizing that the cloud can be used to improve every stage of an application's lifecycle. However, most recognize that they are not equipped to reliably and securely adopt the new service offerings in a timely manner. MSPs offer some relief, but many offer either a limited set of services, rely on commercial vendors to adapt to new AWS service announcements, or use heavily manual processes. Unisys asserts that service availability is a key measure of a MSPs value to its customers and should aim to fully automate the availability of new services, while conforming to governance and security policies.

A Next-Gen MSP that provides same-day service availability provides many benefits, including:

- **Improved Time-to-Mission Value** – This ability leverages AWS' pace of innovation and new services reliably and predictably increases organizational agility without sacrificing enterprise security and awareness.
- **Rapidly Scaled Capabilities to Meet Demand** – AWS services are optimized for scalability. Development teams with maximum flexibility of choice can deploy cloud native solutions that scale with demand.
- **Catalyzed Innovation** – Teams with access to the full complement of AWS cloud services are equipped with the tools to rapidly iterate on enhancements and new capabilities.



No matter what stage organizations are at in their cloud journey, **Unisys CloudForte™** is a Next-Gen MSP capability for AWS that empowers clients with the ability to leverage AWS native services as they become available. Through our CloudForte offering, we provide tailored professional services to help clients realize the full potential of the AWS cloud. We provide the unique breadth of knowledge and experience that helps Federal Agencies successfully adopt security, compliance and innovation.

CloudForte includes both subscription-based platform services (Consume and Command) and expert professional services (Accelerate and Transform). Each service bundle contains features tailored to your agency's needs. The service bundles allow for individual consumption with no dependencies between them. If, for instance, your agency has already established a reseller agreement and would benefit from the automated governance and real-time compliance of the Command bundle, we can work with your current reseller to make that happen.

Unlike most MSP's, Unisys offers a unique value proposition in CloudForte because our offering is:

- **Uniquely optimized to support the full complement of AWS services, the moment they are released to the public;**
- **Able to rapidly adopt services at the pace AWS releases them through both standards-based and AWS native integration;**
- **The right balance of fully managed, automated, volume-based billing and specialist advisory services** enabling our clients to customize a hosting engagement that will maximize a utilitarian benefit; and
- **An effective combination of flexibility and structure through the use of a least-privileged access model.** We enable development teams with transparent direct access to the AWS management console, API, or CLI without compromising the structure, management, and oversight operations teams require.

"CloudForte™ is a ground breaking cloud management services offering from Unisys that demonstrates our commitment to enhancing the digital lives of citizens. With over \$1M invested annually into revolutionary technology research and development like CloudForte, Unisys provides the services and support structure to effectively transform our customers digital enterprise."



For more information visit <http://www.unisys.com/Federal>

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