



TechCARE 24x7

Dedicated 24/7 Reactive AWS Technical Support

Offered by TD SYNnex | Backed by
AWS Partner-Led Support

TD SYNnex AWS TechCARE 24x7 offering:

- ✓ **AWS TechCARE 24x7** is a dedicated, reactive support service available 24/7 to meet any needs of businesses relying on AWS.
- ✓ Whether it's troubleshooting unexpected challenges, resolving incidents, or providing expert guidance during critical moments, **AWS TechCARE 24x7** ensures you have access to reliable and responsive AWS-certified professionals around the clock.
- ✓ We provide Level 1 and Level 2 certified technical support, backed by the strength of AWS Partner-Led Support. This partnership allows us to escalate critical cases to our Level 3 engineering colleagues in AWS, ensuring rapid resolution for complex challenges.
- ✓ Our engineering team manages over 20,000 cases annually, achieving an impressive 98.4% customer satisfaction rating.
- ✓ With **AWS TechCARE 24x7**, you get comprehensive reactive support to address any disruption promptly and minimize downtime – so your operations continue running smoothly.

Service Level Agreements and Response Times

Severity 1

SEV 1 or EMERGENCY DOWN – system down or product inoperative condition
Initial Contact in 30 minutes

Severity 2

SEV 2 or CRITICAL – severely affects production or restricts major functionality
Initial Contact in 1 hour

Severity 3

SEV 3 or MAJOR – issues with no major effect on business systems
Initial Contact in 8 hours

Severity 4

SEV 4 or MINOR – minor condition exists or documentation / functionality question
Initial Contact by next day

AWS TechCARE 24x7 at a Glance

- Immediate response to critical technical issues, any time, day or night.
- A dedicated team of AWS-certified specialists ready to resolve complex problems.
- Industry Leading Service Levels (24x7x365 is our standard SLA and support offering).
- Monitoring of all service activity.
- Focused on minimizing impact and restoring operations quickly.



For more information on how **AWS TechCARE 24x7** can support your business, get in touch with your TD SYNnex Trusted Advisor today!