TD SYNNEX | aws

TechCARE 24×7

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.

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.



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

For more information on how AWS TechCARE 24×7 can support your business, get in touch with your TD SYNNEX Trusted Advisor today!