



MASTERSON TECHNOLOGY LIMITED



Masterson Managed Service for AWS



Managed Cloud

Masterson Technology Limited is a full-scale information technology solutions company that provides fully-managed services to support the set-up, operation and maintenance of cloud-based business management and resource protection.

Our managed services include the monitoring of mission-critical applications, alerting systems, integrated ticketing, remote access control, scripting, patch management and complete antivirus software, as well as detailed reporting based on high-standard service-level agreements.



About Masterson

Established in 2005 and headquartered in Hong Kong, Masterson Technology Limited is a fully-integrated solutions enterprise specializing in managed IT services and consulting services.

Masterson was one of the first companies to become an Advanced Consulting Partner within the Amazon Web Services Partner Network (APN) in the Asia Pacific Region. In late 2015, Masterson was named Consulting Partner within Amazon's China region. This recognition is a result of Masterson's high level performance in the managed solutions field, and its commitment to the Amazon Web Services cloud platform.



Managed Services Program

	Basic	Bronze	Silver	Gold
Service Level				
Support Coverage	8x5	8x5	24x7	24x7
Emergency Response Time		2 business hours	30 minutes	15 minutes
Urgent Response Time		4 business hours	2 hours	1 hour
Standard Response Time	NBD	NBD	4 business hours	4 business hours
Managed Operations				
AWS Resources Auto Discovery		√	√	√
AWS Resources Management		√	√	√
Operating System Management			√	√
Application Server Management			√	√
Database Management			√	√
Auto Scaling Policy Management		√	√	√
Scheduled Server Start/ Stop		√	√	√
Managed Availability				
AWS Resource Monitoring		√	√	√
Utilization Threshold Monitoring			√	√
Web Endpoint Availability Monitoring	Maximum 2	√	√	√
Managed Performance				
Application Performance Monitoring		√	√	√
Extended Retention Period		Optional	Optional	Optional
Managed Backup				
Scheduled Daily Backup		√	√	√
Recovery Drill			Optional	√
Scheduled Cross Region Backup Copy			√	√
Dashboards and Insights				
Cost Optimization	√	√	√	√
Performance	√	√	√	√
Security	√	√	√	√
Availability	√	√	√	√
Utilization Report		√	√	√
Managed Security				
Identity and Permission Management	√	√	√	√
Audit Trail	√	√	√	√
Configuration Management	√	√	√	√
Security Group Management		√	√	√
Anti-Virus Management			√	√
DDoS Resiliency Management Using AWS Shield	√	√	√	√
Advanced DDoS Resiliency Management Using AWS Shield Advanced		Optional	Optional	Optional
Web Application Firewall Management (WAF)			√	√
SSL Certification Management			√	√
Critical Security Patching			√	√
Annual Operating Systems Patching			√	√
Regular Review Meeting				
Technical Update	√	√	√	√
Incident Review		√	√	√

- All of the above services include a local billing service in your local currency (i.e., Hong Kong Dollar).
- Installation charges may apply.
- Masterson has the right to review and update package items on occasion.



Connect with us today

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