SERVICE PORTFOLIO DESCRIPTION

03 LAUNCH

ALICE&
BOB.
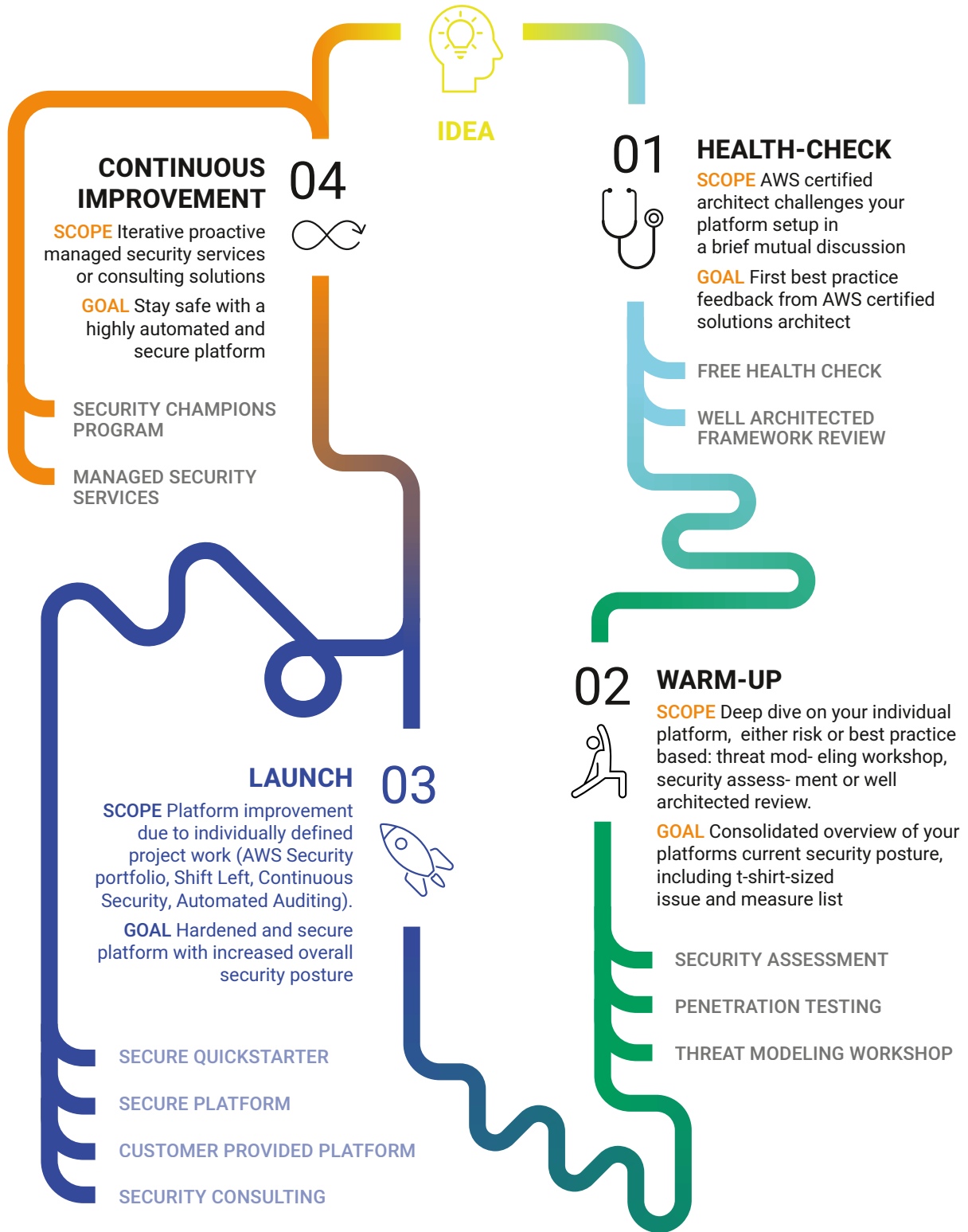COMPANY

CONTENTS

OVERVIEW

IDEA

CONTINUOUS IMPROVEMENT 04

SCOPE Iterative proactive managed security services or consulting solutions

GOAL Stay safe with a highly automated and secure platform

SECURITY CHAMPIONS PROGRAM

MANAGED SECURITY SERVICES

01 HEALTH-CHECK

SCOPE AWS certified architect challenges your platform setup in a brief mutual discussion

GOAL First best practice feedback from AWS certified solutions architect

FREE HEALTH CHECK

WELL ARCHITECTED FRAMEWORK REVIEW

LAUNCH 03

SCOPE Platform improvement due to individually defined project work (AWS Security portfolio, Shift Left, Continuous Security, Automated Auditing).

GOAL Hardened and secure platform with increased overall security posture

SECURE QUICKSTARTER

SECURE PLATFORM

CUSTOMER PROVIDED PLATFORM

SECURITY CONSULTING

02 WARM-UP

SCOPE Deep dive on your individual platform, either risk or best practice based: threat mod- eling workshop, security assess- ment or well architected review.

GOAL Consolidated overview of your platforms current security posture, including t-shirt-sized issue and measure list

SECURITY ASSESSMENT
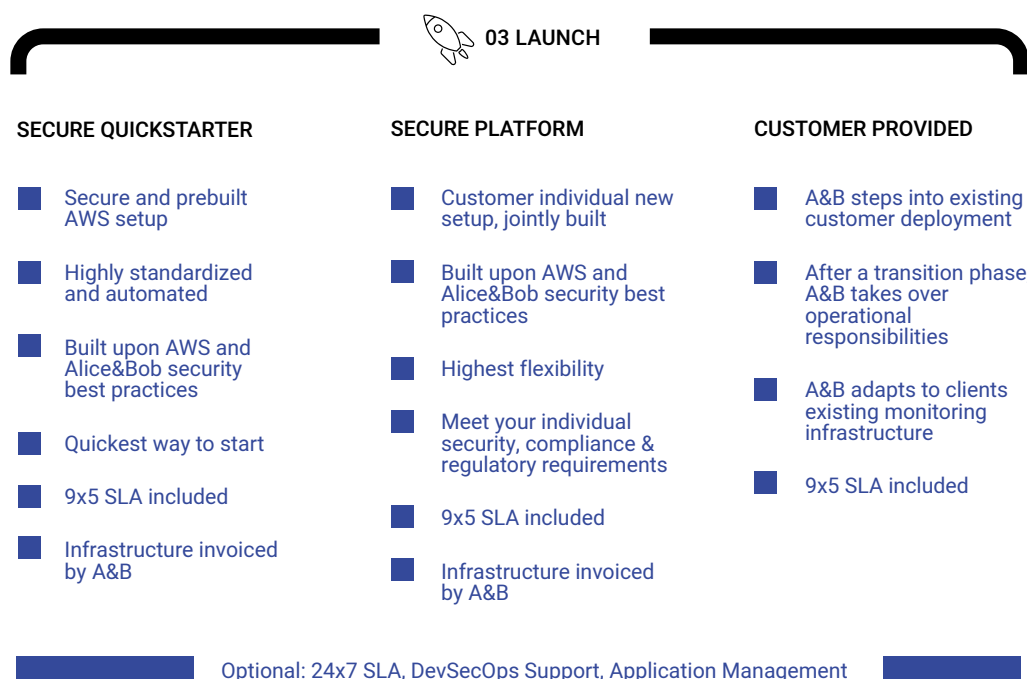
PENETRATION TESTING

THREAT MODELING WORKSHOP

Whereas in phase 1 and phase 2 A&B offers pure consulting services, phase 3 consists of hands-on implementation work to improve clients security posture and build the basis for continuous improvement. The launch phase consists of the following work packages:

- Transition phase: A&B learns about the client, prerequisites and existing environments & accounts.

- Transformation phase: A&B builds and rebuilds platform and infrastructure to reach a defined and agreed system architecture.

- DevSecOps: Daily operations of platform with core and optional extension services.

A&B offers clients a threefolded platform approach, which makes it easy to find the right solution for your individual use-case.

03 LAUNCH

SECURE QUICKSTARTER

- Secure and prebuilt AWS setup
- Highly standardized and automated
- Built upon AWS and Alice&Bob security best practices
- Quickest way to start
- 9x5 SLA included
- Infrastructure invoiced by A&B

SECURE PLATFORM

- Customer individual new setup, jointly built
- Built upon AWS and Alice&Bob security best practices
- Highest flexibility
- Meet your individual security, compliance & regulatory requirements
- 9x5 SLA included
- Infrastructure invoiced by A&B

CUSTOMER PROVIDED

- A&B steps into existing customer deployment
- After a transition phase, A&B takes over operational responsibilities
- A&B adapts to clients existing monitoring infrastructure
- 9x5 SLA included

Optional: 24x7 SLA, DevSecOps Support, Application Management

All services consist of core-services, which can be enhanced by optional services e.g. a 24/7 SLA for production environments.
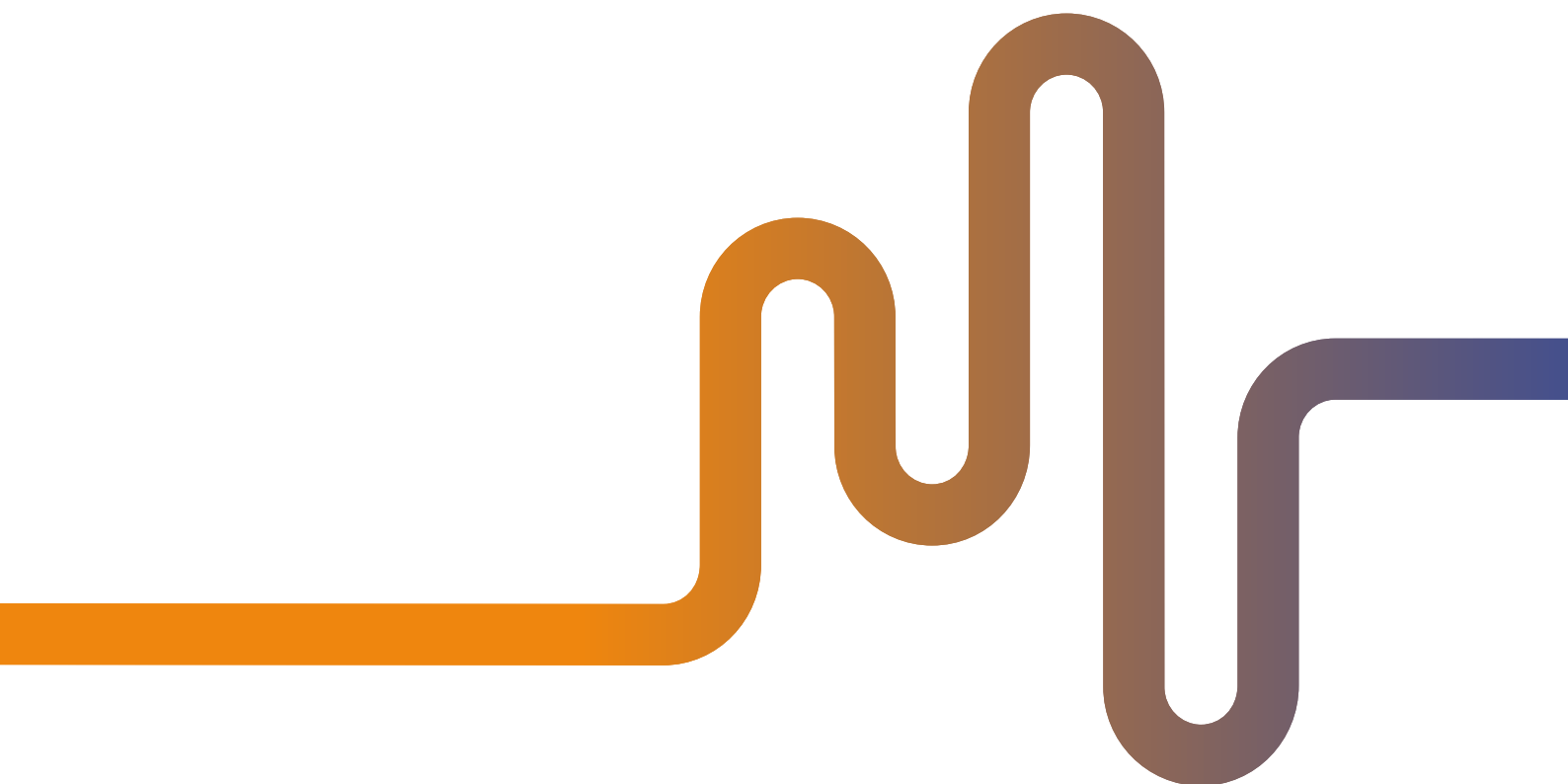
SECURE QUICKSTARTER

**Accelerate secure product
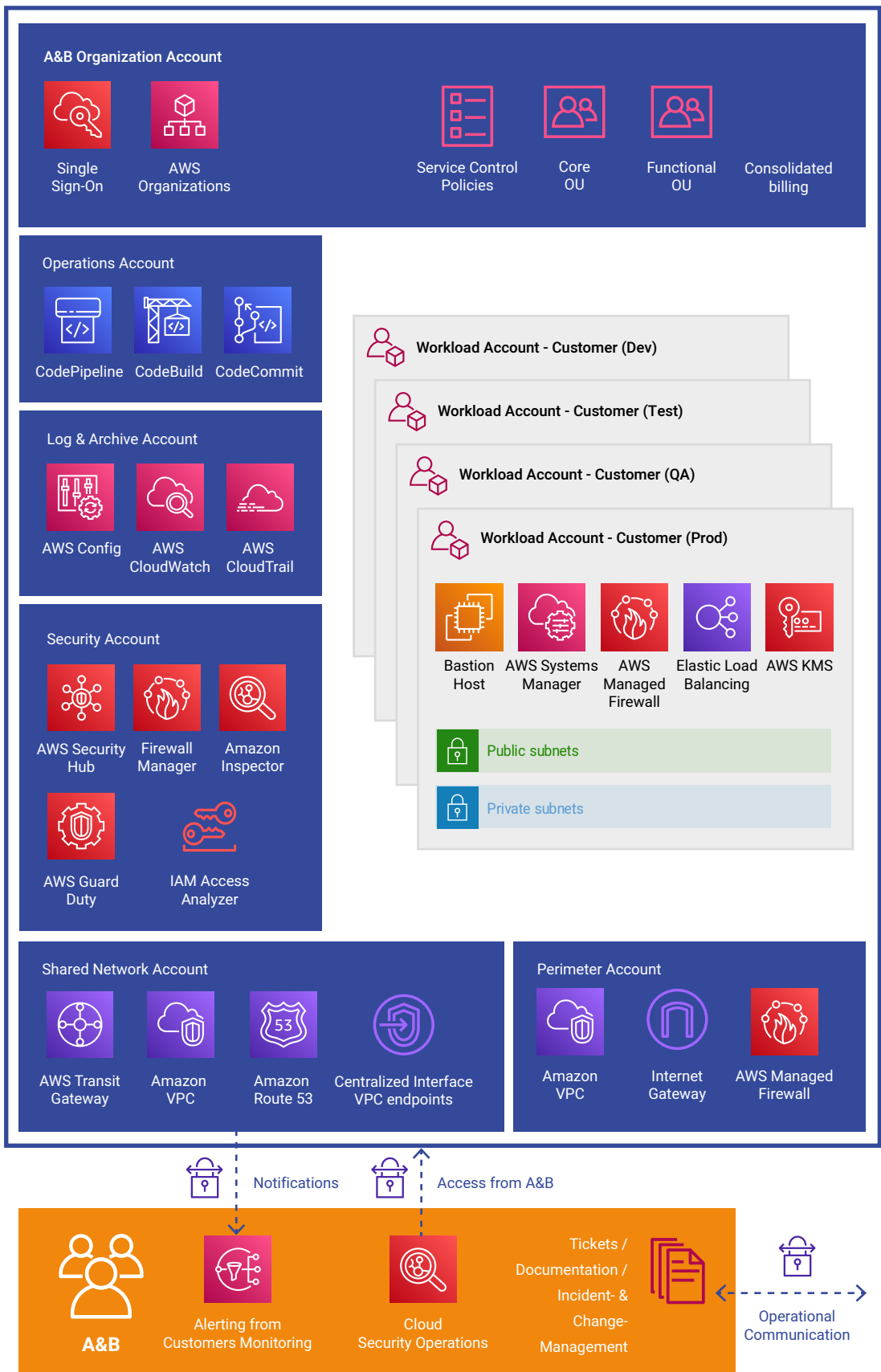development beyond lightspeed**

While opening up an account at AWS requires only a credit card, having it set up secured requires experience and rare specialists know-how.

Young product teams focus on creating the best products in the world and don't have the time to leverage the cloud benefits experimentally. When launching products, product owners need the flexibility in ramping up and down resources, compute but also staff.

The Secure Quickstarter is a perfect solution for young startups and innovative business departments. They can easily take advantage of AWS cloud portfolio while having security preconfigured. This gives enormous speed and reduces risk.

With this customers can accelerate their product development, while staying secure, instantly. Alice&Bob.Company provides a pre-configured automatized cloud environment enhanced by security best practices to avoid common pitfalls.

A&B Organization Account
- Single Sign-On
- AWS Organizations
- Service Control Policies
- Core OU
- Functional OU
- Consolidated billing

Operations Account
- CodePipeline
- CodeBuild
- CodeCommit

Log & Archive Account
- AWS Config
- AWS CloudWatch
- AWS CloudTrail

Security Account
- AWS Security Hub
- Firewall Manager
- Amazon Inspector
- AWS Guard Duty
- IAM Access Analyzer

Workload Account - Customer (Dev)
Workload Account - Customer (Test)
Workload Account - Customer (QA)
Workload Account - Customer (Prod)
- Bastion Host
- AWS Systems Manager
- AWS Managed Firewall
- Elastic Load Balancing
- AWS KMS
- Public subnets
- Private subnets

Shared Network Account
- AWS Transit Gateway
- Amazon VPC
- Amazon Route 53
- Centralized Interface VPC endpoints

Perimeter Account
- Amazon VPC
- Internet Gateway
- AWS Managed Firewall

Notifications
Access from A&B

A&B
- Alerting from Customers Monitoring
- Cloud Security Operations
- Tickets / Documentation / Incident- & Change-Management

Operational Communication

CLIENT

SECURE PLATFORM

Securely built AWS environments, autonomous & lock-in free

Spin up the individual infrastructure in a multi-account environment and enjoy the benefits of a 100% capsuled platform and autonomy. This gives customers the best combination of flexibility, security and individuality.

This individual service is perfect for customers who want to have the flexibility of a self-hosted environment while enhancing their processes & services with A&B security expertise.

Sophisticated compliance requirements (GDPR, PCI-DSS, HIPAA, ...) can be realized. 3rd party security services (e.g. Authentication providers, Cloud Security Posture Management, Application Delivery) as well as AWS services (e.g. Amazon GuardDuty, AWS CloudTrail, AWS Config) can be applied.

A&B Organization Account

Single Sign-On • **AWS Organizations** • **Service Control Policies** • **Core OU** • **Functional OU** • **Consolidated billing**

Platform Accounts - Customer

Individually planned and set up according to best practices, well-architected recommendations and specific customer requirements.

CI/CD Pipeline Management

Log & Archive

Compliance & Security

Perimeter

Shared Network

Workload Account - Customer (Dev)
Workload Account - Customer (Test)
Workload Account - Customer (QA)
Workload Account - Customer (Prod)

Bastion Host • AWS Systems Manager • AWS Managed Firewall • Elastic Load Balancing • AWS KMS

Public subnets

Private subnets

Notifications • Access from A&B

A&B • Alerting from Customers Monitoring • Cloud Security Operations • Tickets / Documentation / Incident- & Change-Management • Operational Communication • **CLIENT**

CUSTOMER PROVIDED

**Focus on your core business -
we handle your AWS infrastructure**

Free IT resources and increase productivity of DevOps teams. Quickly and seamlessly outsource IT operations and enhance security posture continuously. Experienced operations experts provide best practice consultation to get the most out of customers platform.

In tight collaboration we decide and describe the project details according to their individual requirements and perform a transition phase for knowledge transfer. After that A&B takes over operational responsibility of customers AWS infrastructure with a 9x5 and optional 24x7 support service, which delights customers.
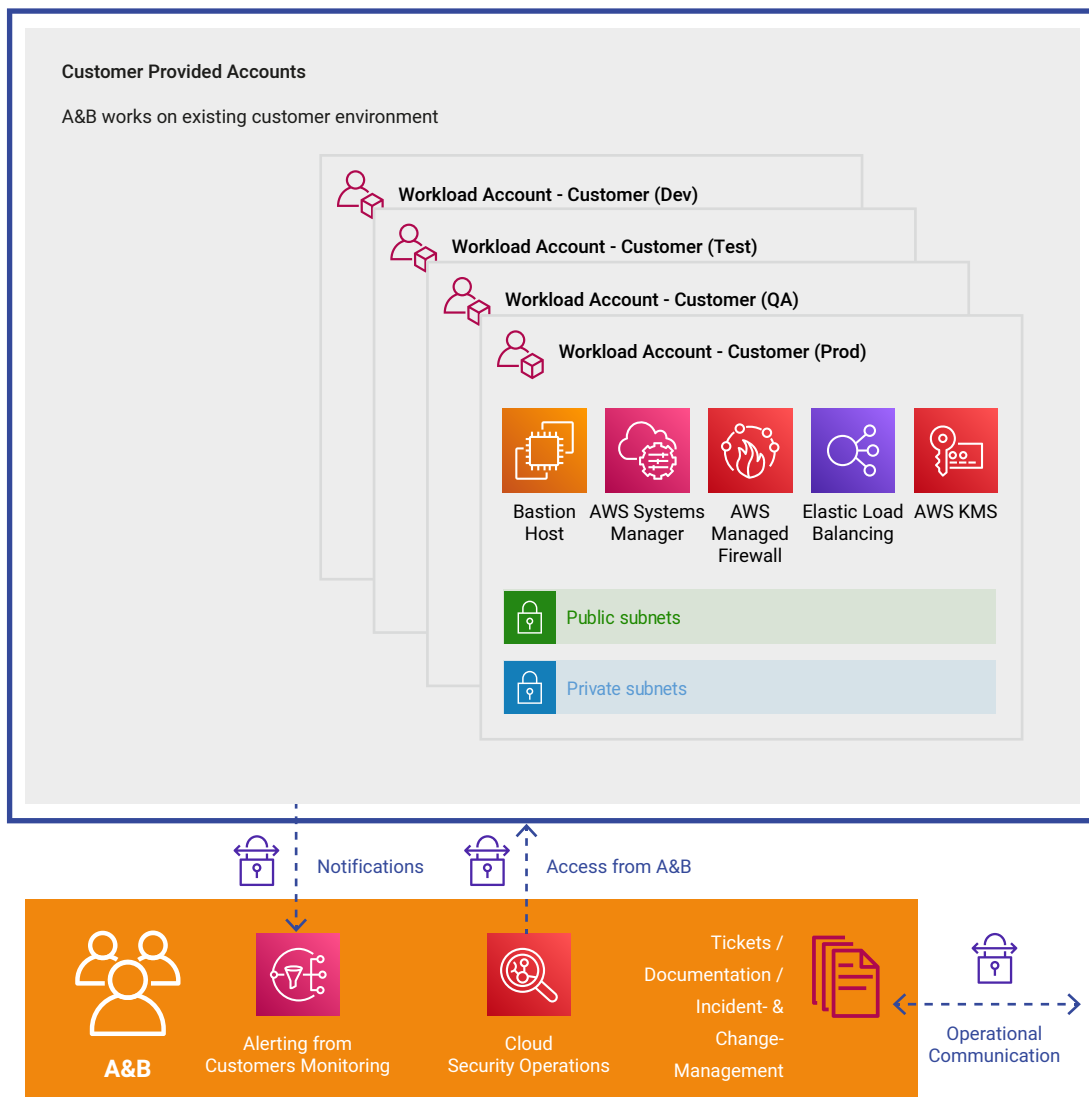
OPTIONAL SERVICES

In addition to our Core Services customers can book Optional Services. A&B offers the following Optional Services:

24x7

A&B provides on-call duty outside of 9x5 times to ensure availability and performance of the customer's productive environment according to the SLAs. 24x7 support includes Incident Management.
In many cases, an automated alert notification is created by the monitoring systems. A&B mobilizes its resources to deal with the issue – often resolving the problem before the customer is aware of its existence.

DevSecOps Support

A&B offers a prepaid DevSecOps support service to deliver fast and frictionless support for our customers. Our DevSecOps support is applicable to all our Core Services and Optional Services. DevSecOps 10-days support tickets are valid for three consecutive months and are equipped with a 10% discount. All our agreed SLAs are applied.

Application Management

As customers applications and corresponding demands vary tremendously, close communication and a requirements management is vital to ensure reliable services. The customer

■ either provides a playbook with step-by-step guidance for completing the tasks needed to resolve specific types of customer service cases,

■ or A&B will create a shared playbook during the transition phase of each project.

A&B runs customer applications according to the provided playbook and the defined requirements.

Support

All our support services are currently provided in English (default) or German by our technical team, currently located in Germany. Tickets and technical documentation are written in English.

Customers will collaborate with the support team via

Email   Phone   Ticket System

Additionally, for invoicing and billing purposes, customers will have access to a

Customer Portal.

The Alice&Bob.Company support will handle

- Incidents (unscheduled interruption or an unforeseeable event that directly influences standard operational processes),

- Change requests (modification of the customer's environment) and

- Problems (recurring or unsolved incident that impact standard operational processes)

in accordance with ITIL.

INCIDENT MANAGEMENT

A&B takes over responsibility and management of customers incidents. We don't want to repeat ourselves. Our overall approach is to detect recurring incidents and either mitigate the impact or **eliminate the root cause with automation.** A&B offers incident resolution in t-shirt-sizes, referring to the solution time:

Size	Resolution time	Commercials
S	<1h	Free
M	>1h <2h	Charged
L	>2h <4h	Charged
XL	>4h <8h	Charged

S incidents are free and will not be charged separately.
M, L and XL incidents will be charged by occurence.

Alice&Bob.Company categorizes incidents between

■ Critical   ■ High   ■ Moderate   ■ Low

according to impact and severity.

Critical incidents cause primary work functions to stop working, on a system wide level. Low incidents cause inconveniences for a group of users or single users.

ALERTING & MONITORING

Alice&Bob.Company grants maximum flexibility to customers requirements and connects to existing monitoring solutions in the customer environments.

A&B provides an interface to connect customers application and infrastructure monitoring to A&B notification services for 9x5 and 24x7 alerting.

All alerts are handled according to incident management process, best practices and agreed playbooks.

Optionally A&B can implement monitoring with AWS CloudWatch or 3rd party solutions.

SERVICE LEVEL AGREEMENTS

Alice&Bob.Company SLAs

Service Type	9x5 (Core Service)	24x7 (Optional Service)
Service Time	Workdays, 9-18	All other times
Reaction Time	1 hour, usually less	1 hour, usually less
Environment	All environments	Production environments only
Communication Trigger	Change management, Incident management, Problem management	Incident management
	Phone, Ticket system, e-mail, ChatOps	Phone

Amazon Web Service (AWS) SLAs

The A&B Service Level Agreement does not apply to AWS services ordered by the customer. Only the AWS Service Level Agreements offered by AWS for individual AWS services shall apply to AWS services. The service levels promised by AWS under the AWS Service Level Agreements are part of the AWS Services and can be viewed in the link below:
https://aws.amazon.com/de/legal/service-level-agreements/

SERVICE TERMS & CONDITIONS

Minimum contract period of service? When can I cancel my service subscription?

Secure Quickstarter	Secure Platform	Customer provided
Monthly	Earliest after 12 months, with a 3 months notice period	Earliest after 12 months, with a 3 months notice period

Will I receive dedicated technical contact persons?

A&B does not facilitate offshoring external service desk. In order to ensure the best possible quality and a smooth process for our customers, A&B tries to connect dedicated, fixed persons (team) to an agreed managed service. We cannot guarantee this for the whole project period, but we try to implement it as well as possible.

What about the AWS support plans? Are they included?

If customers purchase AWS services through Alice&Bob.Company, i.e.

- Secure Quickstarter

- Secure Platform

at least AWS Business Support plan is always included. This is a basic contractual condition for all AWS partners, who resell AWS infrastructure services. These service plans are available and can be facilitated through the Alice&Bob.Company.

If customers purchase the "Customer Provided" model an AWS Business or Enterprise Support plan is mandatory and must be subscribed separately.

What about data privacy and GDPR regulations?

Alice&Bob.Company offers to use a standard template for a Data Processing Agreement, aligned with GDPR. Alice&Bob.Company processes personal data according only according the customers instructions defined in such an agreement.

Q&A

Q1: What are the requirements to start?

After signing the contract with Alice&Bob.Company a kick-off will take place to align on account & service structure. After the kick-off you can immediately start your journey.

Q2: How fast can you provide your Managed Service?

The journey starts with a mutual transition phase, A&B will take over operational responsibility. Start of the managed service depends on customer environment and processes. Usually, we schedule a transition phase to learn about the existing environment. Best-effort support will start immediately after kick-off.

Q3: What is the minimum contract period?

After a minimum contract period of 12 months, you have the opportunity to cancel the contract three months in advance.

Q4: Are there limitations in terms of having access to AWS services?

There are very few limitations. Depending on the Launch service, Service Control Policies are applied to deliver security guardrails, i.e. Two-Factor-Authentication. All AWS services are fully accessible with full permissions.

Q5: Is availability guaranteed? What are the SLAs?

All cloud resources are available according to the AWS service level agreements A&B offers different SLAs for production and non-production environments (see SLA table).

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