

• Ready to Support You •

MANAGED CLOUD INFRASTRUCTURE & SECURITY

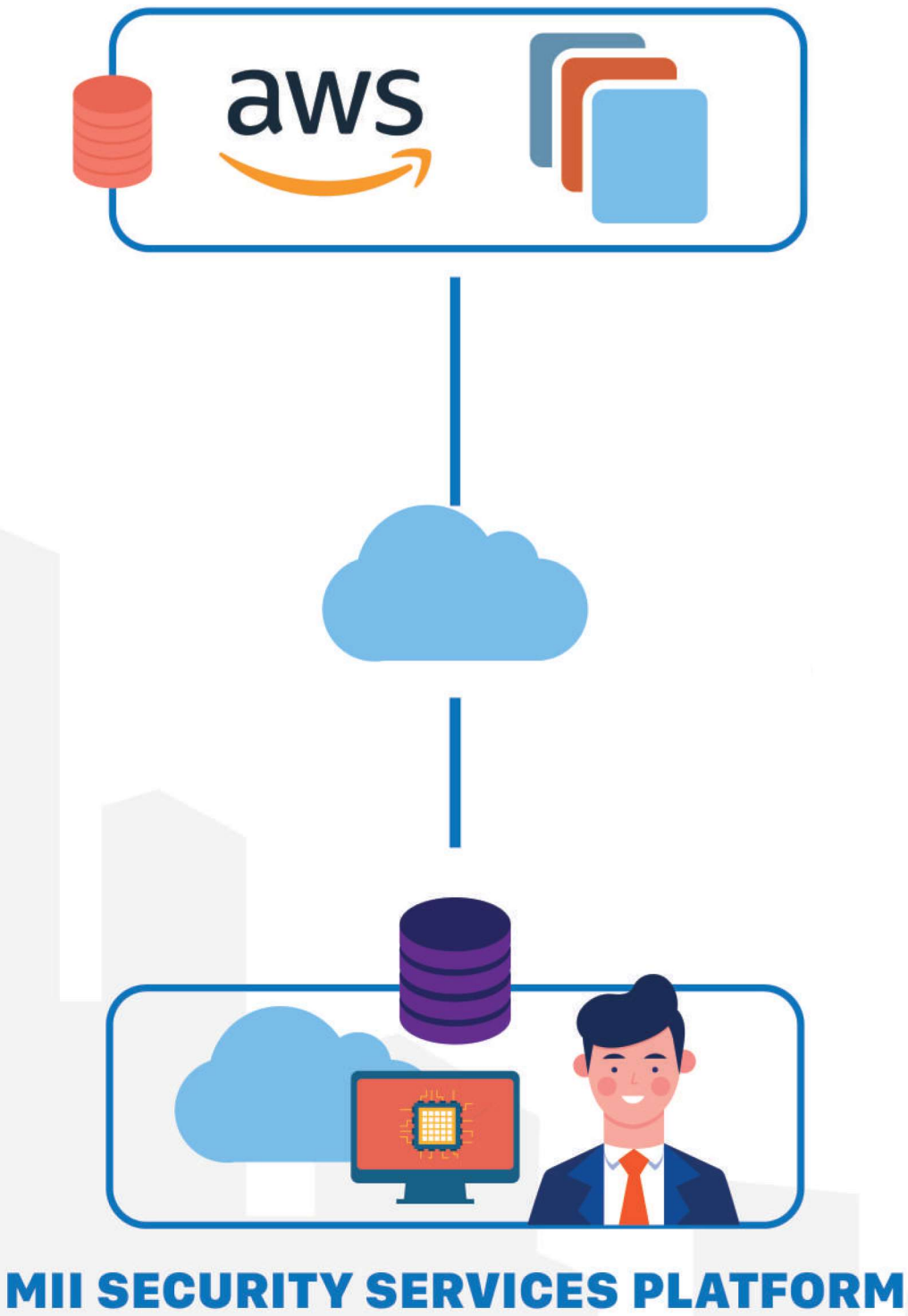




While the Cloud Provider provides availability, foundation services, customer will still be responsible for the host OS, apps, network traffic protection and its data.

Most of the security issues on the cloud is caused by misconfiguration, not many aware since treating cloud infrastructure is not like on-premises data center

Metrodata-Mitra Integrasi Informatika (Metrodata-MII) provides comprehensive infrastructure monitoring, security and cloud operational excellence in a single services that is purpose-built for cloud environments, providing consistent security, regardless of the workload. It also provides a rich set of application



KEY BENEFITS

- 1 Designated Technical Resource**
for Account Ownership Professional Technical Resources Team with AWS Cloud Architect Certification in accordance with your Cloud Platform
- 2 Real-time infrastructure monitoring**
by Certified Cloud Engineer
- 3 Recovery and restoration**
during working days
- 4 Routine configurations check**
against AWS Well-Architected Framework that made up of five pillars: Operational Excellence, Security, Reliability, Performance Efficiency, and Cost Optimization
- 5 Continuous compliance Checking**
for PCI DSS, ISO 27001, HIPAA SOC2, ISO 27001, NIST, CIS, GDPR¹
- 6 Apply security settings** and control
to secure cloud server environment
- 7 User Management**
Provisioning of user access, granting the right access control level (least privilege) and upkeeping user accounts

- 8 VM Backup**
Ensures that the IPs, DNS are configured as it is supposed to be, aligned to AWS messaging and branding guideline
- 9 Full visibility of the entire cloud infrastructure**
through a single-pane-of-glass dashboard
- 10 Improved compliance of security policies and regulatory requirements¹**
- 11 Match security to your policy needs**
so fewer resources need to be dedicated to specific security controls.
- 12 Reduce management costs**
by automating repetitive and resource-intensive security tasks, reducing false-positive security alerts, and enabling a workflow for security
- 13 Security Incident Response, root cause analysis or threat hunting for more comprehensive protection³**

¹available on advanced package

²additional cost applied when using 3rd party products

³required additional services



FEATURES

DESCRIPTION	BASIC	ADVANCED
Troubleshooting & Break/fix for Cloud Environments	●	●
Billing Report & Cost Optimization Recommendation	●	●
Infrastructure Monitoring	●	●
Event Management	●	●
Regular Best Practices & Configurations Check*	●	●
Change request of existing architecture	●	●
Malware Prevention for VM		●
Server Detection & Response		●
Vulnerability Scanning & Virtual Patching		●
Detect & avoid suspicious or unauthorized changes		●
Monthly Monitoring & Recommendation	●	●
Report Documentation for troubleshooting & changes request (if any)	●	●
Security Incident Response & Root Cause Analysis	optional	optional

*Covered to 2 Cloud billing accounts per company. More than 2 accounts will be charged additional fees.

SUPPORT SERVICE LEVEL

Severity	Response	Propose Solution	Workaround Solution
High Critical	Max 30 Min	4 Hours	8 hours
Low Critical	Max 30 Min	4 Hours	16 hours
Major	1 Hour	12 Hours	36 Hours
Minor	2 Hours	24 Hours	48 Hours



PACKAGE

BAND A

BASIC

Service Fee

15%

\$2.500 - \$4.999

Cloud Monthly Billing

ADVANCED

IaaS VM Count

10-50

Basic Fee + 450.000

Price per VM

BAND B

BASIC

Service Fee

12%

\$5.000 - \$9.999

Cloud Monthly Billing

ADVANCED

IaaS VM Count

51-100

Basic Fee + 400.000

Price per VM

BAND C

BASIC

Service Fee

10%

\$10.000

Cloud Monthly Billing

ADVANCED

IaaS VM Count

>101

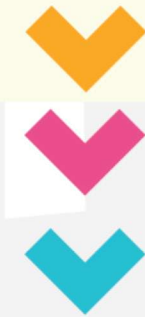
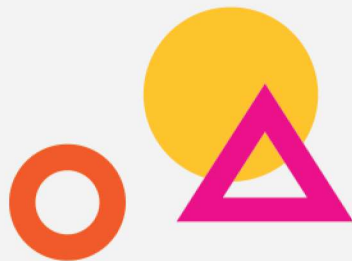
Basic Fee + 350.000

Price per VM

Terms & Conditions

- Price include Installation & Monitoring for Security Agent
 - Minimum contract 1 year
- Price above is monthly basis
 - Pricing exclude tax

OUR DESIGNATED TECHNICAL RESOURCES ARE CERTIFIED WITH



TO ENSURE BEST POSSIBLE SUPPORT & NECESSARY EXPERTISE FOR YOUR CLOUD ENVIRONMENT

For Information, please contact

 customer.experience@mii.co.id

 021 29 345 777 Ext.3330

 [mii_metrodata](#)

 [Mitra Integrasi Informatika](#)

 [PT Mitra Integrasi Informatika](#)



DIGITAL SOLUTION PROVIDER