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AWS Managed Service Provider (MSP) Partner Validation Summary Report

Partner Name: tecRacer

Audit Date: 29 November 2018

Prepared by:
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Introduction

The validation audit was conducted by David Pool of ISSI at the tecRacer office at Vahrenwalder Strasse, Hannover, Germany on 29 November 2018.

The following tecRacer personnel participated in the audit:

Name	Title	Email
Sven Ramuschkat	General Manager	
Konstantios Kiotes	AWS Team lead	

The following AWS personnel participated in the audit:

Name	Title	Email
N/A		

The audit was conducted using the AWS Managed Service Provider (MSP) Partner Program Validation Checklist, version 3.3

Information obtained by ISSI during the audit process is considered property of AWS and will be used solely for the purpose of making a decision on Partner acceptance into the AWS MSP program.

MSP Validation Summary Report, v3.3

Audit Objectives and Methodology

The objectives of this audit were:

- to validate Partner capabilities in relation to the requirements of the AWS MSP program
- to ensure Partner focus on Customer Obsession
- to encourage the use of AWS and industry best practices through value-added auditing

The audit validated tecRacer's operational capabilities against program requirements for an AWS Managed Service Provider. This was assessed through discussion with tecRacer and by reviewing selected processes, procedures, and records.

Throughout the audit, considerable effort was made to make the event a value-added experience for the Partner by identifying opportunities for improvement and highlighting partner strengths and best practices.

Information was obtained through data provided by tecRacer and through review of sample documents and records observed during the audit.

The audit concluded with a review of the specific audit findings, including any mandatory or score-impacting Action Items.

Preliminary Partner Score

Based on the records and processes observed during the audit, tecRacer achieved a score of **1000**. A final validated score will be provided to AWS. The final decision regarding acceptance into or continuation in the program is to be made by AWS.

Strengths

The following organization strengths were noted during the audit:

- The ability to provide different levels of continuous compliance, from Chef Automate and CloudCheckr.
- The depth of customer dashboard available to help customers view their AWS resources, as examples CloudCheckr, Site24x7 workload SLA visibility.
- Using a third-party company to provide Secret Shopper function.
- Definition of more robust service management functions based around ITIL and the capabilities of OpsGenie.
- Site24x7 continues to allow tecRacer to roll out new capabilities such as machine learning and AWS integration cost effectively.
- tecRacer have enhanced their customer requirements documentation templates and service management that will enable them to scale consistently as well as offer the levels of service expected by Enterprise.
- Use of Slack to enable cross team collaboration.
- Continued focus on education and training to encourage public cloud adoption in the German market.
- Expanding focus to Enterprises will open up new opportunities for tecRacer.
- Market leader in Gartner Magic quadrant for Public cloud MSPs.
- Achievement of DevOps Competency in the last year.

Opportunities for Improvement

The following items represent opportunities for tecRacer to improve their organizational processes or methods related to the AWS MSP program. No action or response is required.

- Please ensure that OpsGenie is rolled out to include closer integration with the service desk.
- Please consider enhancing the continuous optimization process to ensure that areas such SLA optimization are fully integrated in to the general process in place.
- Please continue to enhance the service management processes to enable core capabilities expected by German enterprises around ITIL aligned to the cloud model.
- Please consider how tecRacer can build core skills in the key identified areas of competence, as well as finance and security, to keep pace and be the Trusted Advisor in these areas for customers.
- Please continue the rollout of the 'provenexpert' software to provide an integrated view of customer satisfaction across the relevant parts of the business.
- Please consider other AWS Partner programs applicable to tecRacer such as Well Architected review status and Competencies aligned with business focus areas (Big Data, Connect, Machine Learning, IoT).

Action Items

Mandatory Action Items

None

Additional Score-Impacting Action Items

None

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