

CUSTOMER: SWAT.IO

tecRacer forms Managed Service Partner (MSP) team for swat.io

The Viennese technology company swat.io offers companies coordinated social media communication in one place via its comprehensive B2B social media management tool. Since 2010, social media professionals have been addressing the needs of professional social media teams. The highly trafficked B2B social media application must be monitored around the clock. swat.io, however, needs a managed server team or the capacity to build one. This was taken over by tecRacer with its extensive and long-standing experience. The Managed Service Partner (MSP) team is now available 24x7 for technical questions and change requests.

External MSP - Managed Service Partner Team

Whether you are a one-person company or an international corporation - in social media management, you need an overview and control to gain more time for meaningful social media management tasks. Over 17,000 users currently rely on the expertise of swat.io to bring order to their social media management. As an APN Premier Consulting Partner in the APN Amazon Partner Network, tecRacer has the know-how to build an MSP team and has taken on this task for swat.io. This allows social media professionals to concentrate on their core business.



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Monitoring, alerting and contingency plans

First, tecRacer Consulting successfully set up the project on Amazon Web Services (AWS). Subsequently, the tecRacer MSP team implemented the monitoring and alerting in direct contact with swat.io. In addition to programming, this included jointly defining contact persons, escalation chains and emergency plans. As we all know, social media management is about more than just funny videos and friendly comments and is often anything but simple. Since social media never sleeps, monitoring the B2B social media management tool is required around the clock. Even after the successful setup of the system, tecRacer's MSP team supports the Austrian customer with technical questions and change requests.



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tecRacer uses optimal tools

Various tools are used to make the project successful. Site 24x7, for example, is used for monitoring. OpsGenie acts as an IncidentTool and takes care of alerting. Autotask allows for customer communication. Backups are done via the proven AWS backup, patching via AWS SystemsManager. Finally, as an essential security tool, tecRacer uses Trend Micro Cloud One Workload Security (Essentials).

Customer contact:

Johannes Nagl, CEO, Vienna :

„Just as we help our customers organise their social media management in an optimal and resource-saving way, tecRacer does the same for us in the Managed Service Partner area. As a result, we can rely on their expertise in Amazon Web Services and have our capacities free for our core business.“



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Project goals

- Establishment of a Managed Service Partner (MSP) team due to lack of capacity on the customer side
- Monitoring of the highly frequented B2B social media application 24x7
- Contactability of the MSP team for technical questions and change requests 24x7

Project duration

May 2022

Project performance tecRacer

- tecRacer Consulting: Setup of the project on Amazon Web Services (AWS)
- Managed Service Partner (MSP) Team
- Implementation of MSP monitoring and alerting
- Tools used
 - Site24x7 for monitoring
 - OpsGenie as IncidentTool and for alerting
 - Autotask for customer communication
 - AWS Backup for backups
 - AWS SystemsManager for patching
 - Trend Micro Cloud One Workload Security (Essentials)

About tecRacer

tecRacer is based in Hanover and has offices in Duisburg; Frankfurt am Main, Hamburg, Munich, Vienna, Lisbon and Lucerne. It consists of the division's Cloud Consulting - Amazon Web Services, Agile App Development - Web & Mobile and Managed Services.

tecRacer is an Amazon Web Services Authorised Training, Premier Consulting and audited Managed Services Partner and offers official training, consulting, projects and managed hosting around Amazon Web Services.

tecRacer was founded in 1999 as the business unit „iRacer“ of Herrlich & Ramuschkat GmbH. In 2006, tecRacer GmbH & Co. KG was founded as a separate company. Today, the owner-managed company employs more than 120 permanent staff and has more than 450 customers and 1,500 projects worldwide since 1999.

You can find more information at www.tecracer.com or contact us at aws-sales@tecracer.com.

