

AWS Managed Service Provider (MSP) Partner Validation Summary Report

Partner Name: tecRacer

Audit Date: 5 March 2026

Prepared by:

Auditor: Bosko Radivojevic
Report Date: 11 March 2026

Introduction

The validation audit was conducted by Bosko Radivojevic of ISSI, remotely.

The audit was conducted using the AWS Managed Service Provider (MSP) Partner Program Validation Checklist, version 7.1.

Audit Objectives and Methodology

The objectives of this audit were:

- To validate Partner's 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 and by reviewing selected processes, procedures, and records with the Partner.

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's strengths and best practices.

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

The audit was conducted with a review of the specific audit findings, including any Action Items to be addressed.

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Strengths

The following organizational strengths were noted during the audit.	
No	Description
1	tecRacer demonstrates a high degree of AWS specialization through its 100% AWS focus and its positioning as an AWS Premier Tier Services Partner, AWS Advanced Tier Training Partner, AWS Managed Service Partner, and AWS Reseller Partner. This level of AWS alignment supports the maturity and depth expected of an MSP practice.
2	The partner demonstrates notably strong documentation and knowledge-management discipline within its managed services practice. The partner presented a well-structured knowledge base approach supported by dedicated tooling, clear maintenance practices, and assigned ownership, including a dedicated role responsible for maintaining and improving the knowledge base.
3	tecRacer shows a strong automation- and DevOps-oriented delivery approach, with public emphasis on CI/CD integration, infrastructure automation, and the linkage of these capabilities to ongoing managed services.
4	The partner also demonstrates investment in capability development and operational readiness through its established AWS training portfolio, a large number of trained participants. Its presence in Hannover and Frankfurt am Main further supports a defined Germany-based delivery footprint for managed services operations.

Opportunities for Improvement

The following items represent opportunities to improve organizational processes or methods related to the AWS MSP program. No action or response is required.		
No	Control item name	Description
1	PLAT-003: Non-functional requirements	The partner demonstrated a sound approach to capturing non-functional requirements within detailed design documentation, including how these are considered and monitored in production. To further enhance consistency and practice maturity across customer engagements, it is recommended to introduce a lightweight, standardised "NFR verification" template that can be embedded in, or referenced by, each detailed design. This would help ensure that verification activities, acceptance criteria, and, where applicable, UAT-style test cases and expected outcomes are captured in a more uniform and repeatable manner across projects.
2	OPS-001: Service level management	The partner demonstrated an established approach to service level management through the provision of SLA documentation and sample service reporting. To further strengthen customer governance and make the review process more consistent across engagements, it is recommended to formalise a regular customer-facing SLA or service performance review cadence, for example weekly, bi-weekly, monthly, or quarterly as appropriate. Establishing such a recurring review forum would further support structured discussion of performance trends, customer

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Opportunities for Improvement

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No	Control item name	Description
		feedback, and agreed improvement actions, in line with AWS guidance for SLA review processes.

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Action Items

The following Action items were noted during the audit.

Mandatory Action Items

These Action Items must be closed out prior to approval of entry into the MSP Program. If the Partner is not able to fully close a Mandatory Action Item, an action plan detailing how and when the item will be closed must be provided to the MSP Program Manager.

No	Control item name	Instruction
-	N/A	None.

Recommended Action Items

These Action Items do not impact the final pass/fail assessment but are recommended by AWS. All open recommended action items will be included in the final audit report.

No	Control item name	Instruction
1	OPS-013: Predictive monitoring and AIOps	The partner should implement predictive monitoring and AIOps capabilities within its managed services practice, including the use of predictive models to identify trends in monitoring and logging data and to alert or trigger actions before an anomaly or threshold breach is detected.
2	OPS-018: Artificial intelligence	The partner should formalise and document how AI and ML capabilities will be incorporated into its managed services practice, including an initial roadmap, defined internal and customer-facing use cases, and integration with existing operational tooling and ITSM processes.

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