

Digital Edge is an information technology provider for XXXXXXXXXXXXX, and has deep knowledge of XXXXX infrastructure as well as DevOps and virtual infrastructure management in Azure and AWS. Digital Edge is an AWS Partner ID 1400070.

### **SERVICE DESCRIPTION**

## **Configuration of the AWS Singapore Environment**

Digital Edge will architect and deploy a production environment with a single production server for the exclusive use of XXXXXXXXXXXXXX in the AWS Singapore region. The environment will be hosted within a Virtual Private Cloud (VPC) that is easily migrated between availability zones for service robustness and contingency purposes. The SQL/Server database will be backed up daily to an AWS S3 bucket, and monthly to AWS Glacier. XXXXXXXXXXXXXXXXX users will connect to the VPC and use RDC to connect to the production server. The environment will be assigned an AWS Elastic IP to assure secure communication with 3<sup>rd</sup> party providers. The Production VPC will be online and available 24x7.

The standard AWS instance in both VPC's is described as "Windows and Std. SQL/Server, m4.2xlarge" with general-purpose SSD 512Gb disks.

Both VPC's will be extensively monitored using a combination of AWS CloudWatch and Digital Edge tools, including proactive monitoring via the Digital Edge Enterprise Management System and log file collection and analysis via Digital Edge LogIt service.

Digital Edge will configure environments and servers to be protected from all known malicious software and attack vectors, using best of breed tools and methods to ensure server and data integrity.

See Appendix A.

## **Deliverables:**

- 1. Standardized virtual infrastructure with ISO management services.
- 2. Production, development, and UAT servers with CAL-based licensing and authentication mechanism.
- 3. Documentation for the architecture and SOPs.

## **Support of the Virtual Environment.**

Fixed Priced Fee: (Non-Recurring Cost)

- 1. Digital Edge will be responsible for monitoring and resolution of the problems with AWS environment.
- 2. Digital Edge will work with AWS to resolve any issues with underlying infrastructure.
- 3. Digital Edge will be responsible for all IAM, networking, OS and MSSQL issues.
- 4. Digital Edge will escalate application issues to XXXXXXXXXX team that are not defined in SOPs.
- 5. Digital Edge will be responsible for defined SOPs including password reset review and execution of maintenance jobs defined in SOPs.

**\$** XXXXXXXXXXXXX

### **ASSUMTIONS**

• XXXXXXXXXXXX will be the owner of the AWS account and responsible for all charges incurred.

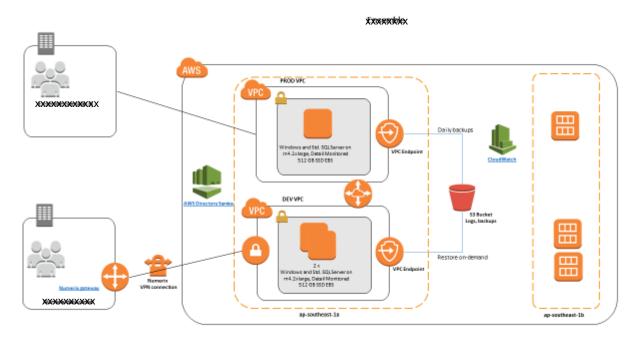
# PRICING

Monthly support Fee: (Monthly Recurring Cost)	\$ XXXXXXXXXXX
SIGNATURES	
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	<b>Digital Edge</b> 7 Teleport Drive
xxxxxxxxxxx	Staten Island, NY 10311
Print Name:	Print Name:
Title:	Title:
Signature:	Signature:
Date:	Date:

## Appendix A:

Standard Infrastructure setup with network segregation for:

- Administrative access
- Client Access
- Application testing and trouble resolution



XXXXXXXXXXXXX