

NWN Cloud Support

Augment your team with certified cloud support experts

Executive Summary

IT teams are frequently bogged down by routine maintenance, incident response, and the specialized demands of cloud support, preventing them from focusing on strategic initiatives and core business operations.

NWN Cloud Support solves this challenge by delivering enterprise-class public cloud infrastructure support without enterprise-class costs or complexity.

By combining 24/7 incident response with certified cloud expertise, NWN empowers organizations to quickly augment capabilities, reduce risk, and simplify infrastructure support. This enables your IT team to focus on what matters most – running the business.

The Challenge: Cloud Complexity and Growing Skills Gap

Modern organizations face significant hurdles in maximizing their AWS, Azure, and other cloud investments:

- **Operational Overload:** Internal teams spend excessive time on troubleshooting and maintenance rather than core business objectives.
- **Resource Gaps:** Finding and retaining certified cloud staff to handle 24/7 incident response is increasingly difficult and costly.

Solution Overview: NWN Cloud Support

NWN Cloud Support provides a comprehensive safety net for your public cloud environment.

This solution integrates NWN Intelligent Cloud certified expertise to instantly augment the cloud infrastructure support capabilities of your IT team.

Gain access to a dedicated team of cloud experts to handle public cloud infrastructure support tickets and troubleshooting.

Key Features and Benefits



Back Your Cloud

- **Public Cloud Infrastructure Support:** Reduce the complexity of supporting cloud infrastructure with expert guidance and dedicated resources
- **Incident Response and Troubleshooting:** Ensure continuity as NWN experts handle cloud infrastructure support issues while your team focuses on core business goals



Back Your Team

- **Operational Efficiency:** Save time with managed support that takes routine cloud troubleshooting off the internal IT plate
- **Expertise through People:** Remove obstacles with access to a full suite of solutions and certified engineers that augment internal IT capabilities

The NWN Difference

NWN brings a wealth of experience and a proven track record in helping organizations maximize the value of AWS, Azure, and modern infrastructure investments. NWN Intelligent Cloud solutions are built on a foundation of unmatched expertise.

- **Strategic Partnerships:** Supported by certified engineers, numerous AWS and Azure competency badges, AWS Marketplace integrations, and continual joint innovation with the leading cloud and infrastructure providers
- **Comprehensive Portfolio:** From migration to ongoing management, backup, recovery, and security, NWN experts can address any cloud challenge
- **Customer-Centric Approach:** NWN prioritizes customer business needs and objectives to ensure seamless alignment with overarching strategic goals

Use Cases

Relieving IT Burnout

An internal IT team is overwhelmed by 24/7 alert fatigue and routine infrastructure maintenance.

- **Solution:** The customer offloads incident response and troubleshooting to NWN's 24/7 support team.
- **Outcome:** Simplified AWS operations, allowing the internal team to pivot toward high-value digital transformation projects.

About NWN

For mid to large-sized organizations in regulated industries, NWN is the strategic technology partner that delivers secure, efficient, and transformative IT solutions. We enable compliance, innovation, and operational excellence through a consultative partnership model. Our Secure & Resilient by Design approach embeds security and continuity into every layer of your infrastructure, helping customers reduce risk and drive measurable business outcomes.

Ready to simplify your Cloud support?

Contact us today to learn how NWN Cloud Support can back your cloud and your team.

[Learn more](#)