**nOps**

**primetsr** | **nOps Partner Story**

# HOW PRIME TSR USES NOPS TO GROW ITS CLOUD GOVERNANCE PRACTICE, ACCELERATE AWS WELL-ARCHITECTED REVIEWS, AND OPTIMIZE CUSTOMERS' AWS COSTS.

## About Prime TSR

Prime TSR, a Select Consulting Partner in the AWS Partner Network, is a boutique technology consultancy. It specializes in the digital transformation of legacy applications and cloud integration to implement custom, cloud-based applications and data platforms for Fortune 1000 companies in the healthcare, insurance, and professional services industries. Its corporate philosophy is to build trust by combining customer intimacy with integrity. Prime TSR helps customers reimagine how technology can be a tarmac for progress in a world of constant change. To learn more, go to https://primetsr.com/.

**Industry**
Consulting and cloud services partner.

**Location**
Chicago, Ill

**Challenge**
Grow cloud governance practice, accelerate AWS Well-Architected Reviews, drive sales of high-value solutions, and help customers optimize AWS costs.

**Featured Services**
nOps Cloud Management

## Benefits Summary

**4X**

**4X FASTER TO CONDUCT AWS WELL-ARCHITECTED REVIEWS**

**150% GROWTH IN CLOUD GOVERNANCE PRACTICE**

**CREATES CUSTOMER INTIMACY, POWERFUL CONVERSATIONS**

**5-20% AWS COST SAVINGS FOR CUSTOMERS**

**CLOSE UNRESTRICTED SSH, MFA EXCEPTIONS, PUBLIC S3, OPEN PORTS**

**SAVES CUSTOMERS 100S OF HOURS OF SECURITY ANALYSTS' TIME**

# Challenge: Grow its cloud governance practice, accelerate AWS Well-Architected Reviews, drive sales of high-value solutions, and help customers reduce AWS costs.

Prime TSR provides expert services for cloud management and governance. They wanted to increase customer stickiness and grow their cloud governance practice by elevating customer discussions to focus on business goals and high-value solutions. Prime TSR embraced AWS Well-Architected Reviews as a way to provide infrastructure assessments to clients, based on AWS best practices. But, they wanted to apply automation to spend less time assessing customers' as-is architecture (sometimes provided only superficial or imprecise information) and engage clients in insightful, fact-based conversations focused on high-risk issues. Plus, they wanted a fast and intuitive approach to persistent requests for cost optimization.



> " We're so impressed with nOps' automated discovery for AWS Well-Architected Reviews. The time-savings are invaluable, and the depth and detail of insights enable more proactive and strategic recommendations to our clients. It makes a difference – we have 100% acceptance of our remediation proposals using nOps for Well-Architected Reviews."
>
> - **Geremy Reiner**, Associate Principal, Prime TSR

> " Facts drive metrics, which enable continuous improvement. From my Marine Corps training, 'You can't shoot what you can't see.' nOps gives us incredible visibility that helps us define cloud governance and architecture, aligned with best practices."
>
> - **Jim Burnham**, Director of Channels, Prime TSR

# Why nOps

"nOps fits our view of the world," according to Reiner. nOps enables Prime TSR to have powerful conversations with customers about governance, policies, and architecture — all leveraging best practices from the AWS Well-Architected Review and a near-real-time view of cost.

nOps automates the discovery of high-risk issues in customers' AWS architecture, revealing noncompliance with AWS Well-Architected Framework best practices. Using nOps, Prime TSR can execute an AWS Well-Architected Review four times faster than it would take to do a standard assessment — and with far more detail and accuracy.

Prime TSR has used nOps to help customers reduce their AWS costs by 5-20%. Customers have invested these cost savings in new projects to drive strategy and growth, fueling Prime TSR's own cloud governance and DevOps services growth.

nOps has helped Prime TSR grow its cloud governance practice by 150% and double the number of customers quarterly.

"Governance is driven by policies," said Reiner. "Working with our customers, we've found that there are often real disconnects between financial governance, operational governance, and cost governance. We work with them to optimize their cloud costs and create a best-in-class governance program for continued optimization. nOps enables us to help them meet their cost-savings goals while increasing their application's performance, security, and customer experience."

Early in the customer engagement process, Prime TSR uses nOps primarily for cost management and security — these are typical areas where a customer's infrastructure has the most high-risk issues. When customers have needed to do HITRUST audits, they've relied on nOps to help them achieve and stay in compliance.

After a Review, Prime TSR uses nOps to provide customers with a broad set of ongoing services, using change management features to flag exceptions and outlier issues, perform AWS billing reconciliation, use chargebacks for internal cost allocation, identify shadow IT, do trend analysis and forecasting, and achieve continuous compliance with Well-Architected best practices.

# The Benefits

nOps has yielded numerous benefits to Prime TSR and its customers:

**4X**

### 4X faster AWS Well-Architected Reviews

nOps's automated discovery for AWS Well-Architected Reviews means improved productivity for Prime TSR's solutions architects. They can perform a Well-Architected Review four times faster than it takes to do a standard Review.

### 150% growth in cloud governance practice

nOps provides powerful change management capabilities and insights that help Prime TSR build managed cloud governance on AWS. Prime TSR's cloud governance practice has grown 150%, landing twice the number of customers per quarter.

### Creates customer intimacy, powerful conversations

nOps enables Prime TSR to stay continuously engaged with their customers. They can have powerful conversations with customers about governance, policies, and architecture. With the insights provided by nOps, customers see predictability in architecture and cost, providing the confidence to invest in new projects.

### 5-20% AWS cost savings for customers

nOps combines the best practices of governance and the AWS Well-Architected Review with a real-time view of cost. With nOps's instant visibility to architecture changes that affect cost, Prime TSR's customers are implementing optimization that generates up to 20% in AWS cost savings.

### Close unrestricted SSH, MFA exceptions, public Amazon S3 buckets, VPCs with open ports

nOps's security alerts enable Prime TSR's customers to quickly remediate unrestricted SSH, MFA exceptions, unprotected Amazon Simple Storage Service (Amazon S3) buckets, and open ports on Amazon Virtual Private Clouds (Amazon VPCs). Without nOps, such security issues often go undetected and unreported.

### Saves customers hundreds of hours of security analysts' time

nOps's continuous, real-time notifications of security risks and noncompliance, plus detailed audit trails save Prime TSR's customers hundreds of hours of security analysts' time.

## About nOps

nOps reimagines cloud management for complex organizations, MSPs, and consulting partners. It is designed to help rapid-growth companies build, manage, and run a well-architected AWS infrastructure that is secure, cost-optimized, reliable, efficient, and operationally excellent. And, to help you keep it that way through continuous compliance.