



AWS Support offerings

AWS have introduced three offerings for AWS support (enhancing/replacing the previous offerings in place).

Note this is separate to Versent Cloud Access Support offerings (Partner-Led Support) which may be applicable in your environment.

1. **Business Support+** (replacing developer support and business support). This is now priced 3x lower than previous plans: targeted at SMBs running production workloads addresses the challenges faced by growing organisations through an AI-powered approach, with immediate access to AI-powered support and 30 minute access to AWS experts when critical issues arise. This account-based support model for production workloads makes advanced support capabilities accessible to organisations while ensuring maintaining operational excellence. This would be best for organisations needing responsive support without enterprise-level complexity.

Pricing is tiered with 3-9% of monthly AWS charges with a minimum of \$29/month

2. **Enhanced Enterprise Support** (Replacing On-Ramp Support). AWS Enterprise support addresses the challenges faced by organisations operating sophisticated cloud environments as they scale. The enhanced plan delivers operational resilience with a focus on cost optimisation through a transformed support experience that makes designated Technical Account Manager (TAM) guidance and comprehensive AI-powered capabilities more accessible at a lower minimum price point. This would be best suited to organisations looking to scale with proactive guidance.

Pricing is tiered with 3-10% of monthly AWS charges with a minimum of \$5,000/month

3. **AWS Unified Operations** (no change). This is for organisations operating mission-critical systems in the cloud requiring comprehensive operational support. This is best suited to organisations where system availability and performance are paramount to business success, requiring the highest level of support and operational partnership.

Pricing is \$50,000/month.

For further information, find more directly via AWS:

<https://aws.amazon.com/premiumsupport/pricing/> otherwise we'd be happy to provide more information via aws-support@versent.com.au