SERVICE OVERVIEW

AWS MANAGED SERVICES

We run your AWS environment around the clock, so your team can run the business.



FastWater
Cloud.AI

OVERVIEW

FastWater Cloud.AI operates your AWS environment for a predictable monthly fee based on your AWS spend, starting at $750 a month. You keep your AWS account and keep paying AWS directly; we bill only for managing it.

WHO IT'S FOR

Small and mid-sized businesses on AWS, anywhere in the US or internationally, without a cloud engineer on staff.

WHAT YOU GET

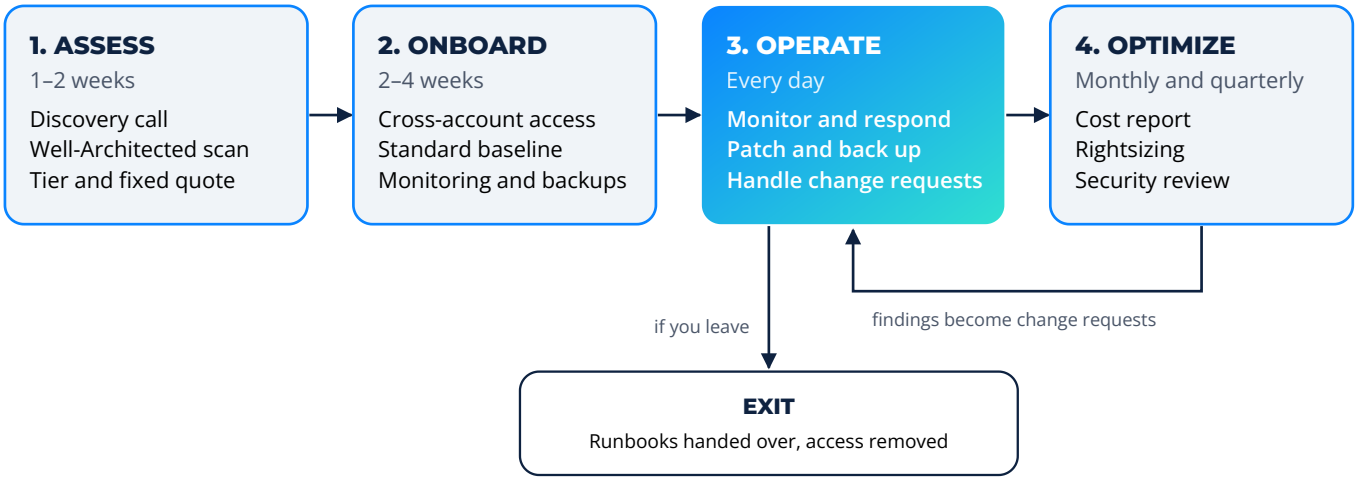
Monitoring, incident response, patching, backups, security, monthly cost reports and a named engineer who knows your environment.

NOT INCLUDED

Application code fixes and office IT such as laptops, Microsoft 365 and printers.

HOW IT WORKS

We assess and onboard your environment once, then operate and optimize it every month for the life of your contract.



BILLING

You pay AWS as you do today. We invoice our fee monthly, calculated from your AWS bill, which we read through a billing-only role.

AWS SUPPORT

You keep your own AWS Support plan so we can open AWS cases for you. We recommend Business Support+ on production accounts.*

ACCESS

We work through one revocable cross-account role per account, with MFA and session logging. You keep root access at all times.

TOOLS

AWS-native first (CloudWatch, Systems Manager, AWS Backup, GuardDuty, Security Hub), with a ticket portal you can see.

* AWS Business Support+ is billed by AWS: 9% of the first $10K of monthly spend, $29 minimum per account (aws.amazon.com/premiumsupport/pricing, Nov 2026).

WHO DOES WHAT

We run the infrastructure; you own your data, your application and your decisions. AWS remains responsible for its own hardware and services.

AREA	FASTWATER DOES	YOU DO
Monitoring and incidents	Watches alerts 24x7, restores service, escalates to AWS, writes an incident report	Name an on-call contact; fix app code
Patching	Patches servers monthly; critical security fixes within 72 hours	Approve maintenance windows
Backups	Runs backups and tests a restore every quarter	Tell us your backup and retention policies on data
Security	Keeps GuardDuty, Security Hub and MFA on; fixes infrastructure findings	Fix app findings; report concerns
Access	Least-privilege roles; quarterly access review	Tell us when staff join or leave
Cost	Monthly cost report and savings recommendations	Approve any spend commitments
Changes	Makes requested changes through tickets, with a rollback plan	Request and approve changes
Compliance (HIPAA, PCI)	Configures controls and keeps evidence	Own compliance; sign your BAA with AWS
Documentation	Keeps runbooks and diagrams current; hands over everything if you leave	—

SERVICE LEVELS

Every tier gets 24x7 automated monitoring; higher tiers get faster human response. Business hours are 8 am–6 pm, Monday to Friday, in your time zone.

SEV	EXAMPLE	SHORELINE	TIDEWATER	DEEPWATER	BLUEWATER
Sev 1	Site or app down	1 business hour	30 min, 24x7	15 min, 24x7	15 min, 24x7
Sev 2	Slow or partly broken	4 business hours	2 business hours	1 hour, 24x7	30 min, 24x7
Sev 3	Minor or non-prod issue	Next business day	4 business hours	4 business hours	2 business hours
Sev 4	Question or request	2 business days	Next business day	Next business day	Next business day

Times are for an engineer to acknowledge and start work. A missed Sev 1 or Sev 2 response earns a 5% credit on that month's fee, up to 25%.

PRICING

Your monthly fee starts at $750 and adds a smaller percentage as your AWS spend grows. Each tier picks up where the one below ends, so there's never a price jump when you move up.

SHORELINE

AWS spend up to $2,500/mo

$750

per month, flat

- 2 hrs change work/mo
- Business-hours response
- Monthly report

TIDEWATER

AWS spend $2,500–$10,000/mo

$750

+ 20% of spend over $2,500

- 4 hrs change work/mo
- Sev 1 response 24x7
- Quarterly review

DEEPWATER

AWS spend $10,000–$50,000/mo

$2,250

+ 12% of spend over $10,000

- 8 hrs change work/mo
- Sev 1–2 response 24x7
- Monthly ops call

BLUEWATER

AWS spend over $50,000/mo

$7,050

+ 7% of spend over $50,000

- 16 hrs change work/mo
- Fastest 24x7 response
- Quarterly exec review

WHAT IT COSTS AT YOUR SPEND

MONTHLY AWS SPEND	TIER	MONTHLY FEE	% OF AWS BILL
$2,000	Shoreline	$750	37.5%
$5,000	Tidewater	$1,250	25.0%
$15,000	Deepwater	$2,850	19.0%
$40,000	Deepwater	$5,850	14.6%
$100,000	Bluewater	$10,550	10.6%

ONE-TIME ONBOARDING

$2,000 Shoreline · $4,000 Tidewater · $8,500 Deepwater · quoted for Bluewater. Half price for environments FastWater built.

ADD-ONS

Extra change work at $195/hour, or $175/hour in 10-hour blocks · 24x7 Sev 1 response for Shoreline, +$300/month · HIPAA or PCI compliance pack, +$350/month.

TERMS

12-month term, invoiced monthly in advance; 60 days' notice to cancel after the first year. Spend is your AWS bill before credits, excluding tax and Marketplace, averaged over three months and re-checked each quarter.

LET'S LOOK AT YOUR ENVIRONMENT

Start with a discovery call and a fixed quote for your tier.

fastwatercloud.ai