



AWS Managed Service Provider (MSP) Partner Validation Summary Report

Partner Name: tecRacer

Audit Date: 9-10 January 2020

**Prepared by:
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Introduction

The validation audit was conducted by Florence Tadjer of ISSI at the tecRacer office at Vahrenwalder Str. 156, 30165 Hannover, Germany, on 9-10 January 2020.

The following tecRacer personnel participated in the audit:

Name	Title	Email
Sven Ramuschkat	General Manager	
Kosta Kiotes	MSP Team Lead	
Eva Ramuschkat	Finance	
Patrick Sauss	MSP Team Member	
Rene Schmitz	MSP Team Member	
Daniel Ebeling	Service Manager	

The following AWS personnel participated in the audit:

Name	Title	Email
N/A	N/A	

The audit was conducted using the AWS Managed Service Provider (MSP) Partner Program Validation Checklist, version 4.0.

Audit Objectives and Methodology

The objectives of this audit were:

- to validate Partner capabilities in relation to the requirements of the AWS MSP program
- to ensure Partner focus on Customer Obsession
- to encourage the use of AWS and industry best practices through value-added auditing

The audit validated tecRacer's operational capabilities against program requirements for an AWS Managed Service Provider. This was assessed through discussion with tecRacer and by reviewing selected processes, procedures, and records.

Throughout the audit, considerable effort was made to make the event a value-added experience for the Partner by identifying opportunities for improvement and highlighting partner strengths and best practices.

Information was obtained through data provided by tecRacer and through review of sample documents and records observed during the audit.

The audit concluded with a review of the specific audit findings, including any mandatory or score-impacting Action Items.

Final Validated Partner Score/Audit Conclusion

Based on the records and processes observed during the audit, and after any necessary scoring adjustment upon satisfactory closure of any mandatory or score-impacting action items, tecRacer has achieved a final validated score of **960**. There are no open Mandatory Action Items.

Strengths

The following organizational strengths were noted during the audit:

- AWS is the only focus of tecRacer; therefore, they are experts.
- tecRacer is AWS Authorized Training partner; then, they are offering excellent training to their staff and externals. The number of certified staff exceeds the Premium Partner requirements.
- tecRacer has developed a very well documented WIKI.
- tecRacer has achieved AWS Competency in DevOps, Data and Analytics, Big Data, and Amazon Connect.
- tecRacer employs an external company to buy reserved instances. It allows them to reduce the billing consequently.
- tecRacer has dashboards available in Site24/7, Autotask, and CloudCheckr. Their customers also can access to these dashboards.

Opportunities for Improvement

The following items represent opportunities to improve organizational processes or methods related to the AWS MSP program. No action or response is required.

- Please consider registering the training for newcomers once performed.
- Please continue to perform Continual Service Improvement (CSI) and Continual Technical Improvement (CTI) on a regular basis.
- Please consider defining the risk profile of your customers based on financial issues or GDPR issues.

Action Items

The following Action Items were noted during the audit. Written evidence of closure was requested from the Partner within five (5) business days of presentation of the Validation Summary Report. The status of each item is noted below; scores have been adjusted for any satisfactorily closed items.

Mandatory Action Items

None

Additional Score Impacting Action Items

#	Reference	Description	Status
1	9.3.5	tecRacer has not automatically integrated its ticketing system with AWS Support Center.	Open