



PartnerEquip: Live – Bangkok

Exclusive event for Specialized Partners

28 – 30 April 2026
Bangkok, Thailand

MSP Operations & Critical Workload Management

This comprehensive track is designed for CloudOps professionals, managed services practitioners, and technical experts from consulting and ISV partner organizations managing critical cloud workloads. The three-day program covers multi-account strategies, AIOps/Gen-AI integration, and DevSecOps across diverse client environments.

Target Audience: Cloud Infrastructure Engineers, CloudOps Leads, SREs, managed services practitioners, and technical strategists across consulting and ISV partner organizations

Key Focus Areas:

- Multi-account strategies and governance
- AIOps and Gen-AI integration
- DevSecOps implementation
- Cloud observability and monitoring
- Compliance and audit automation
- Financial management and FinOps
- Sustainability and cost optimization
- Operational excellence and automation

Day 1 Agenda

Tuesday, 28 April

| Time (GMT+4) | Level | Title | Abstract |
|---------------|------------------------------------|--|---|
| 8:30am | Registration and Breakfast | | |
| 9:30am | Welcome | | |
| 9:45am | 300 | Keynote: Transforming Managed Services Through Intelligent Cloud Operations | Discover how AI-driven automation and predictive analytics are transforming managed services delivery. Learn to build sophisticated, automated service offerings that create new revenue streams and revolutionize cloud operations through real-world examples and actionable insights. |
| 10:15am | 300 | Agentic AI and AIOps Integration for Operational Excellence | Explore AI agent implementation for proactive cloud management across client environments. Learn automated incident response, intelligent cost optimization, and AI-powered infrastructure monitoring. |
| 10:45am | Break | | |
| 11:00am | 300 | Elevate application and generative AI observability | Learn to achieve comprehensive observability for modern applications and AI workloads with Amazon CloudWatch. Explore Application Signals for automatic service discovery, golden signal metrics, and SLO monitoring, plus new GenAI capabilities including prompt tracing, LLM evaluations, and data protection. |
| 11:30am | 300 | Cloud Security Posture Management | Learn to leverage AWS security services to deliver comprehensive security visibility and compliance monitoring across customer environments. Explore best practices for automated security assessments and remediation workflows that strengthen your CloudOps security practice. |
| 12:00pm | Lunch | | |
| 1:00pm | 300 | Multi-Account Strategy and Governance for Operations | Comprehensive overview of building secure multi-account AWS environments for client delivery using AWS Control Tower and Landing Zone Accelerator. Learn to implement automated platform customizations for networking, security, identity, and compliance. |
| 1:45pm | 300 | Building Resilient Operations with AWS Resilience Hub | AWS Resilience Hub helps you define, validate, and track application resilience from a single location to avoid unnecessary downtime from software, infrastructure, or operational disruptions. Resilience is measured by Recovery Time Objective (RTO) and Recovery Point Objective (RPO). |
| 2:30pm | Break | | |
| 2:45pm | 400 | Workshop 1: Automate Cloud Operations with AI agents | Join this technical workshop to build automated cloud operations solutions using AI agents. Get hands-on experience implementing Amazon CloudWatch Investigations and Amazon Bedrock Agents for streamlined debugging and intelligent analysis. Practice using synthetic monitoring and traffic analysis tools while working through real-world operational scenarios. Learn to reduce incident resolution times through practical exercises. |
| 4:45 pm | Wrap Up | | |
| 5:00 – 6:00pm | Welcome Reception (badge required) | | |

Day 2 Agenda

Wednesday, 29 April

| Time (GMT+4) | Level | Title | Abstract |
|---------------|---|--|---|
| 8:30am | Registration and Breakfast | | |
| 9:30am | Welcome | | |
| 9:45am | 300 | Unifying Security and Observability with Amazon CloudWatch | AWS CloudWatch's unified data store eliminates data fragmentation by consolidating security, observability, and audit logs into a single platform. New capabilities include integration with 65+ AWS services, third-party connectors, cross-account centralization, facet-based analytics, and S3 Tables support—delivering up to 24% cost reduction while simplifying operations. |
| 10:45am | Break | | |
| 11:00am | 300 | Next-Gen CloudOps Tooling | Comprehensive guide to Next-Gen Tooling implementation, from service desk to cloud operations management. |
| 12:00pm | Lunch | | |
| 1:00pm | 300 | Implementing observability at scale: A blueprint for success | Learn how to maximize AWS observability through efficient collection of metrics, traces, and logs. We'll cover best practices for agent management, alerting, and cross-account monitoring to improve application performance while optimizing costs. |
| 1:45pm | 300 | Build agentic workflows on AWS with third-party agents and tools | Learn to optimize AI workflows on AWS using third-party agents and tools from AWS Marketplace through Amazon Bedrock AgentCore Gateway and Runtime. We'll demonstrate how to integrate and deploy these tools efficiently, with real examples and architectural best practices for seamless AWS integration. |
| 2:30pm | Break | | |
| 2:45pm | 400 | Workshop 2: Orchestrating Region Failover with Amazon Application Recovery Controller (ARC) | Learn how to protect your applications against Regional outages using Amazon Application Recovery Controller (ARC) Region Switch. In this hands-on workshop, you'll configure automated failover between AWS Regions, set up recovery orchestration, and test your disaster recovery plan. Experience how ARC Region Switch simplifies complex recovery tasks while ensuring business continuity—all through AWS's fully managed service. |
| 4:45 pm | Wrap Up | | |
| 5:00 – 9:00pm | Evening Networking Event (badge required) | | |

Day 3 Agenda

Thursday, 30 April

| Time (GMT+4) | Level | Title | Abstract |
|--------------|----------------------------|--|---|
| 8:30am | Registration and Breakfast | | |
| 9:30am | Welcome | | |
| 9:45am | 300 | MSP CloudOps: The New Playbook for 2026 | Cloud-native environments demand new operating models centered on automation and AI. This session reveals the essential CloudOps playbook for MSPs using AWS's maturity framework. Learn to leverage AWS Systems Manager, AWS Config, and generative AI to build high-efficiency practices. We'll explore the five maturity stages—from foundational delivery to advanced AI-driven operations—with practical strategies that drive profitability and client success. |
| 10:45am | Break | | |
| 11:00am | 300 | FinOps and Cost Optimization Strategies | Learn essential FinOps strategies to optimize cloud costs and drive customer value. Discover how to leverage AWS tools to implement cost governance, improve visibility, and create revenue-generating FinOps services. |
| 11:30am | 300 | Chaos Engineering and Resilience Testing | Explore best practices for conducting fault experimentations and chaos engineering in client environments. Learn to design controlled experiments that simulate real-world disruptions. |
| 12:00pm | Lunch | | |
| 1:00pm | 300 | Migration and Modernization Market Opportunities for MSPs | Learn AWS best practices for building resilient applications during disruptions. Covers fault isolation, control vs. data plane distinctions, reducing shared dependencies, and static stability design. Discover patterns for graceful failure handling and business continuity. |
| 1:30pm | 300 | Best Practices for Building Resilient Applications | Discover how AWS partners leverage Amazon Bedrock and Kiro to transform software architecture design and DevSecOps with GenAI. Explore practical methods for integrating AI into security scanning, automated code generation, and threat modeling frameworks. |
| 2:00pm | 300 | Accelerating Development and DevSecOps | Discover how AWS partners leverage Amazon Bedrock and Kiro to transform software architecture design and DevSecOps with GenAI. Explore practical methods for integrating AI into security scanning, automated code generation, and threat modeling frameworks. |
| 2:30pm | Break | | |
| 2:45pm | 400 | Workshop 3: Diving Deep into AWS DevOps Agent | This workshop teaches AWS DevOps Agent, a frontier agent that resolves and proactively prevents incidents, continuously improving reliability and performance of your applications. Learn to reduce MTTR, automate root cause analysis, and implement proactive improvements to AWS infrastructure and observability. |
| 4:45 pm | Wrap Up | | |