virtustream

Data Sheet

Application Management Services

Fully integrated, highly specialized managed services solutions

Virtustream specializes in virtualized Enterprise Resource Planning (ERP) infrastructure management, including "full End 2 End" proactive technical administration of the application, underlying OS, and database management and maintenance. Our Enterprise Infrastructure Management Services – designed to run both in a Cloud environment or a traditional IT environment-are backed by industry-leading SLAs for availability, security, reliability, data backup, system response time, and incident response time.

ERP application management

Virtustream delivers the first consumption-based cloud provisioning platform capable of supporting heavyweight back-office enterprise applications that, until now, had not benefited from the pooled resource efficiencies of the Cloud due to their I/O and memory intensive nature. Our xStream™ cloud management software delivers enterprise class cloud solutions for any combination of business applications, such as SAP®, ORACLE® and Microsoft® with the efficiencies associated with the public cloud.

Best practices for SAP in the cloud

Virtustream leverages and strictly adheres to the full stack of virtualization, OS, and application best practice tools and methodologies to support entire projects, simple support engagements, or ongoing steady state support. The Virtustream SAP transition services team will ensure that the scope is clearly defined, the technical requirements and architecture are following the expected standards and the governance model for operations is set.

They will design the future state of the operation - from business process operations, custom code operation, and SAP technical operation through to technical infrastructure within or outside of the cloud.

Virtustream makes it easy to explore the benefits of running SAP in enterprise class public, private, community, or hybrid cloud environments, and has developed an SAP HANA Migration Factory methodology that is an efficient and repeatable rollout strategy that provides complete SAP project visibility at every step. Businesses can quickly set up a SAP sandbox or development built-in environments, with the ability to test drive an optimized infrastructure, and experience the benefits of flexibility around the creation and decommissioning of SAP environments. The copying, refreshing and cloning of SAP systems can be performed much more efficiently, adding special value to those businesses that have the constant need to perform regression testing due to parallel ongoing projects.

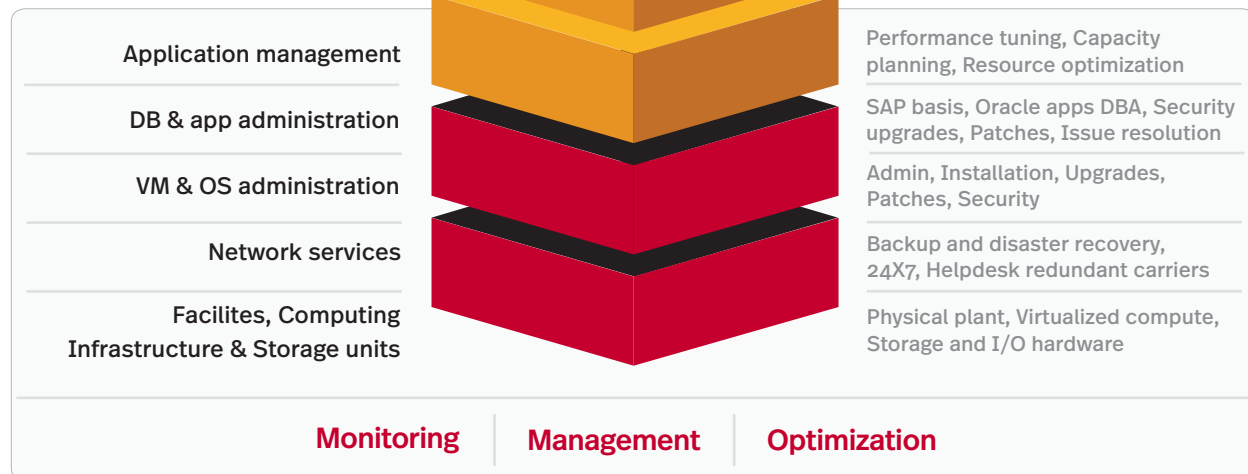### Service continuity and disaster recovery

Virtustream's xStream™ platform, with its N+2 cluster design, provides best-in-class high availability and fault tolerance, along with a backbone for service continuity and data disaster recovery.

Infrastructure and application support

Our Enterprise Managed Services goal is to reduce your operation and supporting costs while maintaining and administering your applications with improved service levels. Using well-defined processes and tools that provide real-time metrics we can detect, diagnose, repair and report the service quality of the most complex business transactions.

Virtustream's application management services stack

Layer	Description
Application management	Performance tuning, Capacity planning, Resource optimization
DB & app administration	SAP basis, Oracle apps DBA, Security upgrades, Patches, Issue resolution
VM & OS administration	Admin, Installation, Upgrades, Patches, Security
Network services	Backup and disaster recovery, 24X7, Helpdesk redundant carriers
Facilites, Computing Infrastructure & Storage units	Physical plant, Virtualized compute, Storage and I/O hardware

Monitoring | **Management** | **Optimization**

Dedicated technical & functional support

In addition to running mission-critical applications in the cloud, you can choose to have the technical and functional components of your applications supported by our team. If your business needs to integrate a recently acquired business into your existing ERP system, we can increase infrastructure capacity as needed and we can provide consulting and support services to manage the migration in its entirety or just backfill the team performing the migration.

Find out how Virtustream's proactive cloud managed service offerings can enable your business to transition gracefully to a full-service model that focuses on generating value and increasing productivity.

Contact

For more information on Virtustream, please contact us at info@virtustream.com or visit us at www.virtustream.com.

Application Management
Features

Application Management services with capacity planning and resource optimization

DB and App Administration with technical application management (e.g. SAP Basis)

VM and OS Administration with active directory, system, security admin

Computing Resources monitoring with backup and disaster recovery

Physical Infrastructure management and monitoring with colocation rack and stack

About Virtustream

Virtustream, a Dell Technologies Business, is the enterprise-class cloud service and software provider trusted by enterprises worldwide to migrate and run their mission-critical applications in the cloud. For enterprises, service providers and government agencies, Virtustream's xStream® Management Platform and Infrastructure-as-a-Service (IaaS) meets the security, compliance, performance, efficiency and consumption-based billing requirements of complex production applications in the cloud – whether private, public or hybrid.