

Managed Cloud Solutions for Blackbaud CRM

Virtustream Enterprise Cloud, powered by xStream management software, is an integrated infrastructure-as-a-service (IaaS) solution. Using patented Virtustream cloud resource management technology (μ VM), Virtustream creates secure, multi-tenant cloud environments that deliver assured SLA levels for the most complex, mission-critical applications like Blackbaud CRM. Virtustream does more than merely host your Blackbaud CRM application, however – Virtustream makes it run faster, more efficiently, and more economically than ever before.

Blackbaud CRM organizations pay for only the infrastructure resources they need and consume because of the true cloud economics made possible by the Virtustream μ VMs. Virtustream does a cloud assessment to recommend the ideal solution to meet an organizations needs, including the appropriate level of availability, data protection with integrated disaster recovery, and performance. All solutions are built and managed on the same core infrastructure, however, and additional features are available as organizations' needs change.

Virtustream Enterprise Cloud's elasticity gives organizations the ability to increase or decrease aspects of their environment, as business needs fluctuate or evolve. During certain times of year, for example, organizations may want to increase server capacity to get through high volume periods, and then reduce back to normal capacity. Virtustream patented cloud resource allocation and management technology (Virtustream μ VM) allows fine-grained measurement of compute, as well as memory, network, and storage consumption. Organizations only pay for

infrastructure that is actively consumed, rather than what has been allocated or provisioned. This innovative approach reduces inefficiencies eliminating overhead from unused or underutilized virtual machines that results in cost savings passed on to organizations consuming the service.

Designed and developed in-house with industry leading cloud IP based on Virtustream's more than 10 years of virtualization experience, Virtustream Enterprise Cloud is purpose-built for the enterprise-class needs of clients running mission-critical applications like Blackbaud CRM.

Virtustream Enterprise Cloud for Blackbaud CRM includes:

- Full suite of managed services including Blackbaud CRM expertise
- Direct access to your Blackbaud CRM database
- Improved performance and capacity on demand
- Services to assist customers in their compliance needs
- Infrastructure and application monitoring tools and dashboards
- High availability and disaster recovery options
- Direct access to your Blackbaud CRM database

Full suite of managed services including Blackbaud CRM expertise

Virtustream's comprehensive view of cloud services, combined with a focus on business outcomes, means Virtustream offers a consistent customer experience at every layer of the delivery stack—from infrastructure up through management of the Blackbaud CRM application. Virtustream understands Blackbaud CRM performance optimization and tuning, and works to ensure the application runs at peak performance at all times.

Improved performance and capacity on demand

Blackbaud CRM organizations require computing capabilities that meet operational demand 24x7 without incurring the cost and maintenance associated with idle assets. Virtustream provides infrastructure resources (Virtustream μ VMs) with a

guarantee that required resources will be available on demand. These μ VMs are designed to guarantee I/O, CPU, RAM, disk and network resources. Organizations experience improved performance with reduced costs.

Services to assist customers in their compliance needs

Virtustream Enterprise Cloud for Blackbaud CRM provides deep, multi-layered logical and physical security and compliance, helping non-profits to meet the toughest regulations and continually changing industry requirements. The Virtustream cloud is architected to the highest security and compliance standards and can significantly contribute to, and be an enabler of, an organization's ability to achieve and maintain SSAE16, ISAE3402, PCI-DSS, FISMA, ISO 27001, ISO 9001, HIPAA/HITEC and other certifications and compliance frameworks.

Infrastructure and application monitoring tools and performance dashboards

Virtustream's xStream portal provides role-based access to the Virtustream Enterprise Cloud enabling organizations to administer, monitor, control, and report on their environment. Your virtual private data center is designed using the latest development initiatives and features revolutionary coding techniques. You have access to near real-time CPU, memory, server health, and other performance metrics across your environment. Access to this current and historical data makes troubleshooting faster and more efficient.

Direct access to your Blackbaud CRM database

Clients can install applications such as Microsoft SQL Server, reporting tools, and data analysis tools on virtual machines in the Virtustream cloud to directly query and access the Blackbaud CRM database.

The xStream-powered Virtustream Enterprise Cloud supports x86-based workloads running Microsoft Windows (Windows), Red Hat Linux (RHEL), SUSE Linux

Enterprise Server (SLES), and other operating systems. Each organization is allocated a pool of resources and may install any application necessary to meet their business requirements. Organizations can define a variety of network configurations to provide required connectivity and/or isolation among their systems.

In addition to the available virtual machine and network configuration options, Virtustream offers managed services to support operating systems (Windows, RHEL, and SLES), database platforms (Microsoft SQL Server, Oracle, SAP ASE, SAP HANA), and multiple mission-critical applications.

High availability and disaster recovery options

All virtual machines deployed on Virtustream Enterprise Cloud include hypervisor-based high availability. In the event of a physical host failure, this feature will automatically restart the virtual machines that were actively running on the failed host on another host with available capacity. The basic service offering, typically used for non-production environments, delivers a single site infrastructure availability SLA of over 99.5%. Additionally, Virtustream's advanced option for applications with higher availability requirements offers an infrastructure availability SLA of 99.999% and, when paired with Virtustream's replicated storage offering, provides an integrated disaster recovery (DR) capability. With this DR solution, Virtustream incorporates storage array-based replication with reserved compute capacity in a geographically distant secondary data center. By using this solution, organizations can build a full scope DR solution based on Virtustream's integrated infrastructure DR capabilities.

Contact

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

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.

