

Data Sheet

Managed Services

Converged Infrastructure

Ongoing management and optimization of
converged infrastructure systems

The market is changing, and business productivity and competitiveness are driving rapid IT innovation. Converged infrastructure is a proven way of doing things that enables access to and sharing of resources, processes and technologies to support increased productivity. What does this mean for a successful deployment of a cloud infrastructure platform, such as converged infrastructure?

The most important realization is that a successful converged infrastructure platform deployment requires more than successful installation of the converged infrastructure platform itself. IT organizations need to address people and process elements to make sure that the value of this technology is integrated into IT operations and manifests through the cloud service strategy to business stakeholders. More specifically, it means that operational processes must be optimized for the converged platform to realize reduced process cycle times. It means that roles and resources in your organization will need to shift to reflect the services which IT is delivering to the business through the service catalog.

Service Description

Virtustream Managed Services provides ongoing monitoring, management, provisioning, and optimization of Converged infrastructure systems. As a fully managed service offering 24x7x365 support, Virtustream enables a robust transition and transformation process, facilitating the conversation and delivering a rapid conversion to cloud. Specific offerings within the capability suite include:

- **Manage, Deploy plus OS** – Virtustream manages the converged infrastructure and will launch virtual machines with service requests utilizing the customer's

ESSENTIALS

Virtustream Managed Services for Converged Infrastructure enables:

- **Reduced costs associated with infrastructure management**
- **Increased performance level of converged infrastructure systems**
- **Improved ROI and time to value**

predefined image(s). This offering also incorporates an element of virtual operating system management.

- **Manage and Deploy** – Similar to the Manage, Deploy plus OS service, however, this offering does not include the management of the operating system or the applications, which are both still managed by the client. It does include the management of the Converged infrastructure system and the deployment of virtual machines via a service request from predefined images the customer has developed.
- **Manage and Operate** – Virtustream manages the converged infrastructure while the client deploys and continues to manage the virtual machines.

Service Value

Virtustream Managed Services for converged infrastructure drives value from converged infrastructure system investments through optimized IT management solutions. Essentially, Virtustream Managed Services becomes a branch of the client's IT Service Management team by providing continuous management and support of the client's converged infrastructure system. Clients are able to focus on business and innovation rather than the daily challenges of converged infrastructure management. Virtustream Managed Services for converged infrastructure enables our clients to:

- Drive optimal value from technology investments
- Maximize infrastructure performance
- Increase agility and flexibility of converged infrastructure
- Improve ROI through decreasing the time to value of the converged infrastructure
- Optimize operational TCO and reduce overall costs of infrastructure management

Virtustream Managed Services is a global provider of information infrastructure solutions and services. We specialize in helping IT leaders transform their operations and deliver more value to the business in agile, trusted, and cost-effective ways.

Managed Services for Converged Infrastructure delivers:

Unparalleled expertise and focused services based on ITIL standards and Virtustream Managed Services best practices to increase the efficiency and value of your technologies

Accelerated time to value for your converged infrastructure technology investments

Eliminate the need to learn different tools to administer and manage the solution by offloading the complexity of managing a custom architecture to managed services experts

Rich history and expertise in information infrastructure operations and in managing some of the world's largest and most sophisticated infrastructures

Contact Us

To learn more about how Virtustream Managed Services, Dell EMC products, services, and solutions can help solve your business and IT challenges, contact your local representative or authorized reseller – or visit us at

www.virtustream.com/managed-services.

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.

