

Data Sheet

# xStreamCare Services™

A Comprehensive Suite of Professional and  
Managed Services

Virtustream’s xStreamCare Services™ enable enterprises to take a strategic, platform-agnostic approach by optimizing the management of mission-critical workloads while also accelerating cloud-native application deployments.

Expand capabilities with a comprehensive suite of professional and managed services purpose-built for enterprises looking to leverage cloud environments to migrate, modernize and manage mission-critical applications.

Virtustream’s xStreamCare Services provide organizations with a streamlined, one-hand-to-shake approach for the planning and execution of their modernization initiatives, remedying several mission-critical application challenges by:

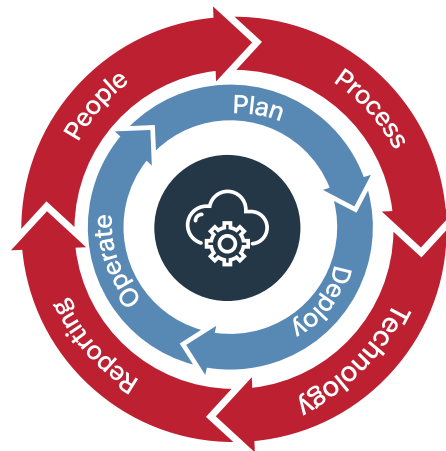
- Migrating to a cloud operating model
- Accelerating project timelines and the time to value for enterprise investments
- Simplifying the modernization of the infrastructure stack, in addition to operational and maintenance burdens
- Improving application stability, performance and service levels
- Upgrading and modernizing applications, or enabling you to completely outsource your applications if desired

Virtustream’s four phased process – planning, migration, integration and optimization - is designed to deliver a repeatable, consistent and comprehensive experience, ensuring that modernization needs are met while reducing time-to-cloud and optimizing TCO.

### Professional Services

Through a proven transition methodology, Virtustream enables organizations to properly prepare for their multicloud journey by combining the right people, processes and technologies. Onboarding services reduce the risk for enterprises and minimize disruption in enterprise IT services. These services include:

- Cloud advisory
- Account and resource provisioning
- Application modernization and migration
- OS, DB and Application installation and configuration
- Security deployment (Firewall, Anti-Virus, Intrusion Detection System, OS and DB configs)
- Backup and disaster recovery policy development, testing and deployment



### xStreamCare Services - Personalized to Meet Customer-Specific Requirements



**Planning**



**Migration**



**Integration**



**Optimization**

**10+ Years**  
Experience

**2500+**  
Migrations

**Certified**  
Experts

**White-Glove**  
Delivery

**Global**  
Footprint



## Managed Services

xStreamCare Services leverage Virtustream's cloud expertise in platform, OS and applications to enhance your end results. As the move to the cloud is completed, you can select to offload day-to-day operations to the Virtustream managed services team, providing fully-managed white glove cloud service from the IaaS layer up to and including the operating system, database and application layer. This includes proactive incident-event management, monitoring, alerts, troubleshooting and other pre-scoped services.

At the **managed applications** level, Virtustream offers:

- Support for mission-critical applications, such as those from SAP, Epic, Blackbaud and Guidewire
- Install, patch and manage application specific configurations
- Backup configuration and firewall management
- Support packages, move transports, health monitoring, performance analysis and performance tuning

In addition to application management, Virtustream offers management for several other key areas:

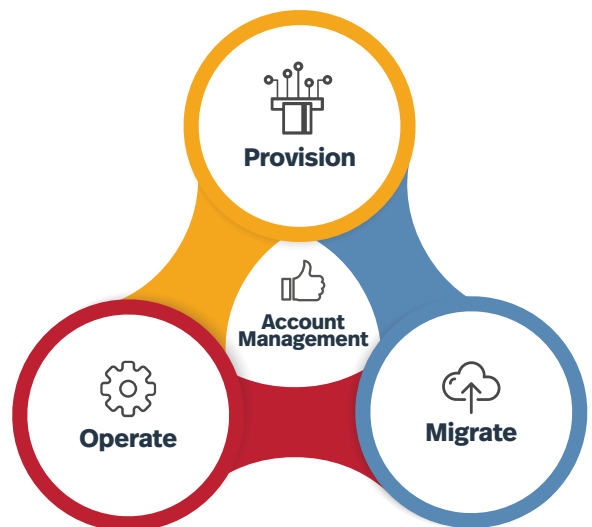
- Managed DB administration, such as backup management, install and patch
- Managed operating systems for Windows and Linux
- Managed backup and disaster recovery, with capabilities such as planning and business continuity integration and emergency management
- Managed security services

## Support Services

Virtustream believes that cloud and multicloud deployments provide fundamental value for enterprise applications. By using our 24/7 global, enterprise-class support services, Virtustream helps you accelerate your modernization strategy. This includes fully integrated operational processes for quality control and assurance, planned and tested disaster recovery, and an integrated service ticketing system to make workflows seamless.

### About Virtustream

Virtustream LLC, a Dell Technologies business, is the enterprise-class cloud company that is trusted by organizations worldwide to migrate and run their mission-critical applications in the cloud. For enterprises, service providers, healthcare organizations and government agencies, Virtustream's xStreamCareServices expertise combined with the Virtustream 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.



## Customer Success Manager

As part of our one-hand-to-shake support experience, Virtustream provides a Customer Success Manager (CSM). The CSM acts as an extension of your team and provides a bridge between Virtustream, the various services we are delivering and your numerous inflight projects. CSMs help navigate cloud complexity, working with you to gain clarity regarding your cloud consumption, storage growth and application upgrade requirements.

## Ticketing Integration Services

Ticketing Integration Services leverage enterprise-class connector automation to enable immediate engagement and full ticketing lifecycle visibility for your support environment. The results: Near real time response and quicker time to resolution for your organization's ongoing support requirements. Hosted at a SOC 2 Type II compliant datacenter, Virtustream's ticketing integration presents a secure way to unify your environments and configure application integrations, APIs and data quality controls.

## Contact Us

For more information on Virtustream xStreamCare Services, please visit our [website](#) or [contact us](#).

