virtustream

Data Sheet
Nonprofit Solutions

Managed Cloud Services for Blackbaud CRM

Virtustream Federal Cloud, powered by Virtustream xStream® Cloud Management Platform software, is an integrated infrastructure-as-a-service (IaaS) solution. Using patented Virtustream cloud resource management technology (µVM), 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.

Nonprofits are facing unprecedented pressure to adapt the way technological services are delivered and consumed. With this technological demand, the goal is to find a cloud provider who can deliver a platform that meets the highest performance, availability, security and compliance demands while simultaneously lowering overall costs of ownership. With almost 10 years of cloud experience, Virtustream cloud and managed services are purpose-built from the ground up to increase the ability of nonprofits to build stronger constituent relationships and meet fundraising challenges.

Virtustream Federal Cloud elasticity gives organizations the ability to increase or decrease aspects of their environment, as business needs fluctuate or evolve. During certain times of the 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 µVM) allows fine-grained measurement of compute, 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 result in cost savings passed on to organizations consuming the service.

Virtustream Federal Cloud for Blackbaud CRM includes:

- Full suite of professional and 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
- Built-in backup and disaster recovery options for high availability workloads

Full Suite of Managed Services, Including Blackbaud CRM

Organizations that use Blackbaud CRM face several challenges as they look to transform and optimize operations. Unpredictable costs, increasing complexity and knowledge gaps are just a few examples of today's main impediments to well-run IT operations. Our 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.

With Virtustream Managed Services, organizations gain the insight, experience and economies of scale needed through comprehensive IT management solutions that raise the bar on current operations, enable transformational journeys and ensure that the most value and performance is gained from information infrastructures. Our experienced and expert advisors create value through guaranteed service levels, pricing, and resource allocation. We developed and follow a proven set of incident, escalation, and change management procedures which allow us to publish robust Standard Operating Procedures (SOPs) and Service Level Agreements (SLAs) to our clients.

Virtustream MicroVM (µVM) and Consumption-Based Pricing

Blackbaud CRM users require compute capabilities that meet operational demand 24x7 without incurring the cost and maintenance associated with idle assets. Virtustream provides consumption based resource management and

pricing with Virtustream μVM including a guarantee that required resources will be available on demand. Virtustream μVM provides a single, unified metric for IT organizations to measure their usage of cloud computing resources, allowing organizations to pay for IT services on a true consumption basis.

Services to assist customers in their compliance needs

Virtustream Federal 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. Virtustream Federal Cloud is architected to the highest security and compliance standards and can significantly contribute as an enabler in achieving and maintaining compliance with FedRAMP, FISMA, SSAE16/SOC2/ISAE3402, PCI DSS 3.2, ISo 27001:2013, ISO 9001:2015, ISO 22301:2012, HIPAA/HITECH/HITRUST and other certification and compliance frameworks.

Infrastructure and application monitoring tools and performance dashboards

The Virtustream xStream portal provides role-based access to Virtustream Federal 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

Organizations 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. 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 isolation among their systems.

High Availability and Disaster Recovery

All virtual machines deployed 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. Our 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 our 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.

Virtustream provides Blackbaud CRM Customers

Cloud services and software architected to the highest security and compliance standards

Increased performance and reliability of mission-critical applications such as Blackbaud CRM, Oracle and Microsoft in the cloud

Consumption-based pricing through innovative Virtustream µVM technology allows customers to pay for only what they use

The ability to transform IT into a mission enabler that advances business outcomes instead of logistics and maintenance

Contact

For more information, 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.