Data Sheet

Corporate Overview

Built for the Enterprise
Virtustream, a Dell Technologies business, is the enterprise-class cloud company trusted by businesses and organizations globally to transform and move their mission-critical applications to the cloud.

Virtustream offers the reliability, security, compliance, and performance of a dedicated private cloud, combined with the flexibility, scalability, and economic benefits of a public cloud. This enables enterprises to focus on delivering value and innovation rather than spending time and effort operating and running complex applications, including ERP systems like SAP, medical records management systems like EPIC, big data systems like Cloudera and other numerous mission-critical applications.

A Modern Platform for the Enterprise

The modern and robust Virtustream cloud platform is designed to address the specific needs of today’s enterprises – including seamless migration to the cloud, high availability and performance, security, industry-specific compliances, and efficient utility-based consumption. Our portfolio includes:

- **Virtustream Enterprise Cloud**, the leading Infrastructure-as-a-Service (IaaS) offering for enterprise mission-critical applications, purpose-built to handle complex, global application landscapes.
- **Virtustream for SAP**, offering complete SAP portfolio coverage, including SAP ERP, S/4HANA, SAP HANA, SAP Hybris, and SAP Data Hub. Virtustream is also one of a select group of SAP partners to attain Global SAP Cloud Hosting and HANA certifications.
- **Virtustream Healthcare Cloud** was specifically built with healthcare providers in mind. It has the industry-specific security necessary for protected health information (PHI) as well as full HIPAA and HITECH compliance built-in.
- **Virtustream Federal Cloud** is specifically designed to meet the security and compliance requirements of public sector organizations for the most sensitive data, including built-in compliance with FISMA and FedRAMP.
- **Virtustream Viewtrust**, is a risk management and continuous compliance monitoring solution that provides organizations with a near real-time view of their entire compliance posture. Viewtrust provides a complete view of infrastructure risks, enabling organizations to remediate systems in a proactive, efficient, and consistent manner across the entire business – regardless of location.

**Assured Performance**

Virtustream cloud services assure consistent performance across the cloud stack including compute, storage, and network. For xStreamCare Services, Virtustream also provides latency-based storage SLAs, allowing customer workloads to burst to high I/O demands without experiencing performance degradation. These services also includes SLAs at the application layer, including SLAs for application performance.

**Guaranteed Availability**

Mission-critical applications are an enterprise’s lifeblood, and it’s mandatory they are up and running 24X7. This requires a different approach to service delivery including architecture, backup, recovery planning, configuration, and service-level management. Virtustream is built from the ground up to deliver the service levels enterprises demand for their applications, including integrated multi-site backup and replication, and disaster recovery in paired data centers. Virtustream service-level agreements (SLAs) guarantee infrastructure availability up to 99.999% (5 9s) and operating system, database, and SAP Basis availability up to 99.9% (3 9s) – enterprise-class service levels that general-purpose hyperscale cloud providers do not offer.

**End-to-end Migration and Management Services**

Virtustream offers industry-leading migration services expertise with more than 2,500 migrations completed for customers. The movement of these business-critical applications to the cloud is on the rise, but enterprises focused on innovation over operations often don’t have the appropriate resources to execute complex application migrations. To accommodate this need, Virtustream provides xStreamCare Services, which includes a migration services offering designed specifically to reduce time-to-cloud for mission-critical applications. This includes mainframe database migrations, moves of complex operating system environments, and virtual to cloud migrations.
xStreamCare Services is also inclusive of Managed Services, including cloud planning and assessments ranging from migration and runbook planning, to dry-runs to ensure migrations execute with minimal impact on day-to-day operations.

Virtustream also provides expert management beyond the infrastructure layer to include operating systems, databases, virtual machines (VMs), and for SAP, up to the Basis layer. With these services, enterprises reduce complexity, simplify operations, reduce error rates, and dramatically lower the risk and cost associated with migrating and managing these mission-critical applications and workloads.

**Regulated Markets**

Virtustream supports highly-regulated markets, such as healthcare, government, and education, with cloud infrastructure solutions protected by industry-specific enhanced security and regulatory controls. This secure infrastructure enables healthcare providers, for example, to modernize their support for electronic health records (EHRs) while improving patient care and reducing healthcare IT operational costs—all while ensuring protected health information (PHI). Virtustream also provides public sector organizations with the ability to meet cloud-first policy mandates while modernizing existing mission-critical workloads with minimal changes.

**Security and Compliance**

Virtustream provides robust security capabilities, including integrated role-based access controls, enterprise-class encryption, geotagging and geofencing features, comprehensive auditing and reporting capabilities, and a defense-in-depth architecture. These security features enable support for more than 31 regulatory compliances, attestations, frameworks, and laws including FedRAMP, IRAP, HIPAA, PCI DSS, CISPE (GDPR), and others. Virtustream also has ASIO Certified data centers in Australia.

For a customer’s broader risk and compliance needs, Viewtrust enterprise risk management software delivers a secure hybrid cloud platform that allows continuous monitoring and alerting when critical threshold values have been exceeded or when sensitive configuration parameters have been changed. Together, these capabilities allow organizations to stay secure while proactively addressing any change in risk and compliance posture.

**Cloud Management and Automation**

Virtustream’s xStream® Platform provides a unified control plane that integrates infrastructure orchestration, enterprise application automation, and a suite of business intelligence and service management tools. This powerful combination allows for the delivery of enterprise IT as a service with true consumption economics, application SLAs, and best-in-class security and compliance features.

**Virtustream MicroVM (µVM™)**

The Virtustream patented MicroVM (µVM™) is a fine-grained unit of measure designed to meter and predict actual cloud consumption. This results in providing a true utility model, driving lower costs to customers, and improving resource efficiency, while delivering optimal performance.

Fully compatible with traditional virtualization, the MicroVM provides unified measurement and billing across clouds, enabling improved performance, more efficient resource utilization, and true consumption billing with chargeback and show back. With the MicroVM, enterprises are able to optimize resources to enable workloads to reduce consumption in the cloud and pay only for the most heavily-used resources, driving down the cost of running additional applications.

**Global Footprint**

Virtustream cloud services enable businesses, government agencies, and service providers worldwide to design, operate, and deploy applications to meet their unique requirements. Virtustream maintains cloud nodes in the U.S., EMEA, Japan and Australia, supported by offices in Washington D.C., Atlanta, London, Frankfurt, Tokyo, Seoul, Singapore and Sydney.

**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 company that is trusted by organizations worldwide to migrate and run their mission-critical applications in the cloud. For enterprises, service providers and government agencies, Virtustream’s xStreamCare Services 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.