Data Sheet

Foundation Managed Services

Enterprise Hybrid Cloud

Holistic monitoring, alerting, and reporting of your hybrid cloud with Virtustream cloud management technologies
The market is changing, and business productivity and competitiveness demand results. 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?

As this trend develops, we are seeing increasing investment in cloud technology, while adoption rates continue to grow even for organizations that lack the requisite staff, knowledge, and training to oversee the technology. According to IDC, many existing internal IT organizations do not have adequate skill sets for cloud, with 53% lacking the training, 54% lacking the experience, and 53% lacking appropriate certifications.

Ultimately, this push into private clouds, public clouds, and hybrid clouds without the underlying staff and expertise to properly monitor the solution can introduce unnecessary risk and the potential for diminishing technology performance.

**Service Description**

Maintaining visibility, governance, and compliance with performance and availability service levels requires extensive monitoring, dependency mapping, and analytics across a broad mix of physical and virtual systems. Accordingly, Virtustream offers Foundation for Enterprise Hybrid Cloud. This service provides Virtustream professionals to oversee the hybrid cloud solution on a continuous 24x7x365 basis, providing the necessary monitoring, alerting, and reporting to sustain optimal performance and availability.

**Essentials**

**Virtustream Foundation Managed Services for Enterprise Hybrid Cloud:**

- Monitors the solution for system health, capacity and performance
- Employs proven approach and methodology
- Delivers business transparency into cloud operations
- Proactive event correlation can provide a reduction in performance or capacity bottlenecks
- Assists with compliance and cloud governance and helps plan for the future

As part of this service, Virtustream’s team of experts, leveraging Virtustream cloud management technologies, monitor the EHC management stack as well as the infrastructure administration (compute, network, and storage components), deliver turnkey reports detailing system health, capacity threshold, and performance for operational insights, as well as provide immediate alert notifications to help sustain availability. Specifically, Virtustream focuses on three key areas to reduce risk and ultimately improve the health of your system:

- **Monitor system health.** Holistic monitoring via proprietary tools enables proactive governance that simplifies IT operations and problem diagnostics, enabling faster detection of and response to service-affecting problems, and streamlining IT operations by providing a unified view across divergent resources and workload.

- **Monitor for cloud operations visibility.** We ensure the integrity of your data with periodic testing, measuring, and reporting on your backup capacity (current and forecast), confirmation of backups that are run and completed, and the recoverability of restored data.

- **Monitor system compute and storage capacity.** Virtustream professionals monitor compute and storage through the hypervisor. This enables you to reduce costs and risks as a result of making better decisions related to identifying specific issues, and predictive capacity right-sizing.
Maintain full control over your hybrid cloud environment and free internal resources to focus on business-critical initiatives by selectively sourcing essential infrastructure-related services to Virtustream Managed Services’ highly skilled professionals.

**Service Value**

Virtustream Foundation for Enterprise Hybrid Cloud provides technology specialists with unmatched knowledge of Enterprise Hybrid Cloud. Virtustream takes over the responsibility of monitoring and alerting on the various components of the hybrid cloud technology stack, delivering the necessary visibility and transparency needed to sustain smooth operations and technology performance. Furthermore, our expert resources are able to identify if/when incidents arise and send immediate notification, enabling your organization to maintain optimal performance and availability. By providing the expert eyes and ears to oversee the solution, your team won’t have to worry about the monotonous operational activities required to ‘keep the lights on’, staying focused on other business-critical tasks while resting assured that the underlying system framework performs as designed.

Who will benefit? Both customers with new backup and recovery environments, as well as those with an existing backup and recovery environment who want to establish solid backup strategies using repeatable, ITIL-aligned processes and Dell Technologies best practices.

**Contact us**

To learn more about how Virtustream Managed Services, Dell Technologies 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.
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.

Foundation Managed Services for Enterprise Hybrid Cloud delivers:

- **Unparalleled expertise and focused services** based on monitoring hybrid cloud environments and Virtustream Managed Services guidance to increase the efficiency and value of your technologies.
- **Rich history and experience** in monitoring hybrid cloud environments for some of the world’s largest and most sophisticated infrastructures.
- **Rapid, low-scope entry points** to selectively experience Foundation Services and confidently expand the scope of your services as needed.
- **Turnkey services** that simplify budgeting by allowing you to acquire specific services for a set duration at a predictable cost.

**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.