Data Sheet

Managed Services

Drive value from your technology investments through
IT management solutions

IT organizations 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. And without well-run IT operations, the likelihood of a transformation initiative failing to meet expectations significantly increases. Consequently, IT requires greater flexibility to meet variable demands from the business, and the expertise to successfully manage transformational initiatives and keep pace with advancing technologies.

Virtustream Managed Services delivers the insights, experience, and expertise you need through comprehensive IT management solutions that raise the bar on your current operations, enable your transformation journey, and ensure that you gain the most value and performance from your information infrastructure.

Virtustream encourages you to think differently about your IT operations. Our three-prong approach to IT management enables you to consume, govern, and run IT in a more optimal manner.

Consume optimally by aligning IT costs to business need. Virtustream Managed Services enables you to leverage various consumption options – our flexible model allows

Essentials

Virtustream Managed Services delivers comprehensive management services that provide:

- Documented ITIL-based operational standards
- Performance underpinned by service-level guarantees and committed outcomes
- Consumption-based models for more flexibility and effective cost management
- Seamless coverage through a global delivery network
- Collaborative governance model

services to be compiled to meet your specific needs, with predictable costs based on which services are used, and the ability to scale up or down based on application and business priorities.

Govern optimally by leveraging comprehensive IT management processes based on ITIL best practices and proven governance approaches and process methodology, while SLA metric tracking ensures adherence to agreed upon service levels. From streamlining, managing, and optimizing your information infrastructure to speeding provisioning and driving continuous innovation, Virtustream best practices, tools, and capabilities will help reduce complexity and improve IT efficiency throughout the enterprise.
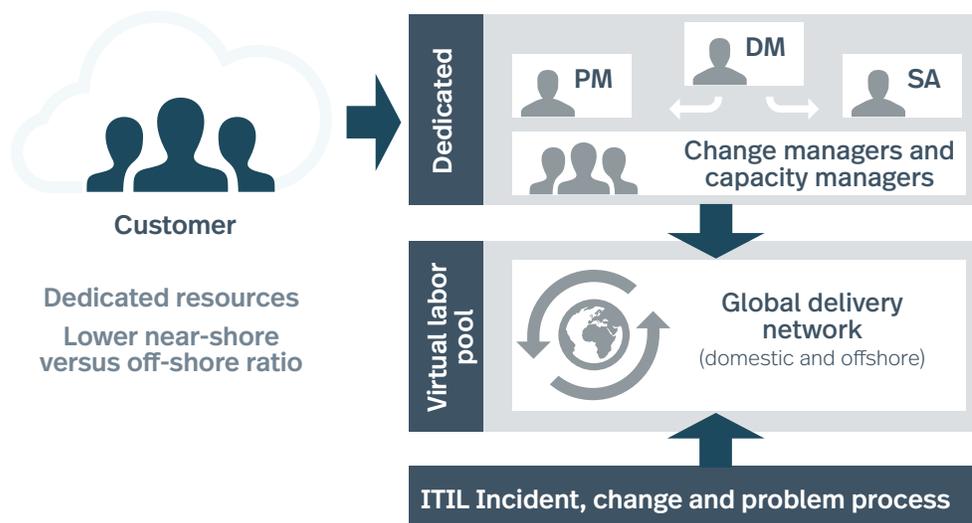
Run optimally by using Virtustream professional experts that ensure you gain the most value and performance from your information infrastructure. Virtustream's 24x7x365 support, day- to-day operational delivery, management services and ongoing planning allow you to reallocate your own valuable resources while your technology investment is managed by the people who know it best—Virtustream experts. This includes full ITIL-based transition and governance support via a seamless combination of onsite and remote expertise, leveraging Virtustream Centers of Excellence.

Virtustream offers services for managing all or part of your information infrastructure. Delivered by Virtustream technology experts, our Managed Services offerings ensure a highly secure foundation for data management, which enables the journey to virtualization and cloud, Big Data, and industry solutions.

Service Value

Virtustream Managed Services delivers comprehensive management services that enable our customers to more accurately budget and control costs, reduce the complexity of their IT environment, and leverage skilled experts to optimize IT operations. By offering 24x7x365

24/7 GLOBAL DELIVERY NETWORK

Customer

Dedicated resources

Lower near-shore versus off-shore ratio

Dedicated

PM

DM

SA

Change managers and capacity managers

Virtual labor pool

Global delivery network
(domestic and offshore)

ITIL Incident, change and problem process

support, flexible consumption options, comprehensive IT management based on ITIL best practices, and a seamless combination of onsite and remote expertise, our day-to-day operational delivery, management, and planning services remain best-in-class.

Our total commitment to a superior client experience drives exceptional execution, predictable costs, and performance backed by service level guarantees. We are the best choice to manage your transformational journey with nearly 1 Exabyte under management.

Virtustream Managed Services specializes in helping IT leaders transform their operations and deliver more value to the business in agile, trusted, and cost-effective ways.

Managed Services delivers:

Documented ITIL-based operational standards

Performance underpinned by service-level guarantees and committed outcomes

Consumption-based models for more flexibility and effective cost management

Seamless coverage through a global delivery network

Collaborative governance model

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.