

The logo for virtustream, featuring a stylized bar chart icon above the word "virtustream" in a lowercase, sans-serif font.

A Dell Technologies Business

Data Sheet

Managed Availability Services

Providing high availability for
SAP applications and databases



The mission-critical nature of SAP applications mandates the highest level of application availability to avoid the cost and business risks of planned and unplanned downtime.

Businesses that host their SAP environments on the Virtustream Enterprise Cloud can now take advantage of the Managed Availability Services for SAP to achieve up to 99.95% application layer availability.

SAP applications can be incredibly challenging to manage due to the complex and demanding nature that surrounds high performance and availability mandates. However, with Virtustream's Managed Availability Services, enterprises can achieve up to 99.95% availability, which, on average, amounts to a guarantee of fewer than five hours of unplanned downtime per year.

Key Benefits

Superior protection against hardware and software failures:

Traditional high availability solutions only verify that the server is alive. On the other hand, Managed Availability Services combine deep application-aware monitoring with automated failover to ensure maximum uptime. The solution actively monitors the entire SAP environment, including servers, storage, operating system, network, databases, and applications to detect problems that can make the SAP applications unavailable, even when the server is alive. In the event of a failure, SAP operations are automatically moved to the secondary server for rapid recovery.

The potential of near-zero planned downtimes: Managed Availability Services also have the possibility of delivering near-zero planned downtimes in many situations. For example, the SAP operations and management teams can move the SAP operations to the secondary server while performing regular maintenance tasks such as applying software patches or database upgrades on the primary server.

One-hand-to-shake experience: Managed Availability Services is a turn-key solution that includes everything from software licensing to solution planning, deployment, and ongoing management. The all-encompassing approach eliminates the complexities of dealing with multiple vendors, hardware and software procurement or upskilling the existing staff.

Managed Availability Services

Virtustream's Managed Availability Services is an add-on option designed to maximize the uptime of your SAP applications hosted in the Virtustream Enterprise Cloud. The service leverages SIOS failover clustering technology to reduce both planned (maintenance activity) and unplanned (outages) downtime.

This turn-key solution, delivered as a managed service, combines deep application-aware monitoring and automated failover to recover in the event of failure rapidly. Additionally, our software stack for SAP HANA clustered solutions also leverages best-in-breed SAP technologies such as HSR, allowing us to deliver the best outcome and an industry leading SLA.

The service includes clustering software licenses, planning, and deployment of a failover cluster, including the provisioning, installation, and configuration. The service also consists of the ongoing operations, management, and monitoring to ensure that the cluster is healthy, functioning optimally, and capable of protecting the application within the Virtustream Enterprise Cloud environment.

About SIOS Clustering

SIOS is the leader in clustering software and provides a trusted and familiar approach to high availability. With over 80,000 installations to date and several key SAP certifications, SIOS is a perfect fit for Virtustream's customers. For more information on the benefits of SIOS clustering, visit their website [here](#).

Contact

For more information about Virtustream's Managed Availability Services, please [contact us](#).

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 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.

