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## Highlights

- Reduce complexity and cost with a range of application-aware infrastructure management services to match your needs
- Gain peace of mind from a proven partner with the ability to deliver
- Leverage our years of experience managing business-critical application environments
- Boost performance with high availability and scalability backed by industry-leading service-level agreements
- Safeguard the application environment with a security-rich platform that helps lower risk and enables compliance management

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## Features

- An enterprise-grade platform with hybrid cloud flexibility
  - Holistic cross-platform support from experts that act as an extension of your team
  - Enterprise-grade security and compliance designed as an underlying tenet
  - Up to 99.99 percent availability service-level agreements
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# IBM Managed Hosting and Application Services

*Drive business agility with turnkey infrastructure management*

In business, growth is good. But sustaining that growth requires a flexible, enterprise-ready IT infrastructure that can help spur innovation, accelerate time to market, lower costs and improve resource efficiencies. However, businesses might not have the resources and expertise to implement, secure and manage an increasingly complex infrastructure, and they often need more support than what a public cloud can provide.

IBM® Managed Hosting and Application Services delivers highly available, scalable and reliable infrastructure solutions and applies the added value of IBM's management services expertise. Our infrastructure solutions are application aware and customized to your unique business and IT needs to ensure agility, security, cost efficiency and performance across the enterprise.

## Advanced performance and value

IBM Managed Hosting and Application Services offers an end-to-end managed IT environment, complete with a full suite of advanced application and hosting services to handle your business-critical workloads.

- Drive efficiencies with flexible management and tenancy options that let you choose the right solution for your applications.
- Improve the agility and reliability of your managed infrastructure; enhance the productivity of your developers; and support high performance and I/O-intensive applications, backed by trusted service-level agreements (SLAs).
- Trust our expertise in delivering application-aware infrastructure solutions for clients with complex business and support requirements.
- Enhance performance with our quick response times, top SLAs, and standards and compliance support.



## End-to-end management

To help ensure smooth operations and optimal system performance, even during peak demands, we manage, monitor and maintain your managed infrastructure around the clock.

- **Enhance performance with full-scale infrastructure management.** We design your infrastructure to meet the needs of your workload. We also provide full management with up to 99.99 percent SLA availability at the hypervisor, OS or middleware level—one of the industry’s best in SLA delivery.
- **Refocus your IT staff and resources on core business.** We proactively monitor and manage the end-to-end infrastructure solution so you don’t have to.
- **Accelerate deployment and provisioning of your critical workloads.** We apply expert resources and tools to help improve your operational efficiencies and time to market.

## More agility, better cost control

With years of experience, IBM knows how to configure, develop, deploy, manage and maintain your systems, applications and middleware to provide your business the agility to prepare for what’s next.

Our turnkey managed services eliminate the need for you to invest in an on-premises IT infrastructure and related resources. You pay a predictable monthly fee, freeing up your staff and your budget.

## Less risk, quicker recovery

Even minimal downtime can put employee productivity and customer satisfaction at risk. IBM helps reduce this risk with a highly available system and network infrastructure, providing up to 99.99 percent SLA availability.

If the unexpected occurs, you need to recover quickly. We can apply standard disaster recovery capabilities to your solution design, enabling you to meet application-specific recovery-time objectives (RTOs) and recovery-point objectives (RPOs) to help keep you up and running.

## Robust security and compliance support

Your managed IBM infrastructure features robust, flexible and fully managed security options. Our security experts use established tools and processes to help reduce risk and guard against unauthorized access and attacks.

We employ layered security practices, including the latest firewall, intrusion-prevention and antivirus technology, designed to meet the specific demands of your business—from quality assurance testing and deployment to incident management.

And our tight security levels help make it easier for you to manage compliance with regulatory requirements.

## A total solution

IBM Managed Hosting and Application Services boasts a deep portfolio of services, support and expertise to help you improve time to market, reduce capital expenses and enhance operational efficiencies.

### Public and private networking

We offer networking solutions to a broad number of other IBM cloud services integration with multiprotocol label switching (MPLS) and scalable Internet access.

### Compute services

Our solution can deliver multitenant and dedicated VMware environments, managed by experienced and proven specialists. We can apply flexible management options from the hypervisor to the application layer.

### Storage options

Choose from a range of storage options, including storage area network (SAN), network-attached storage (NAS), iSCSI, dedicated or shared.

### Backup and recovery

Managed backup and recovery capabilities enable you to define the RTOs and RPOs for your applications.

**Multilevel enterprise security**

Our solution is designed with the protection clients need from today's cyber threats. Proactive protection management services safeguard data and the infrastructure from a variety of hacks, viruses, malware and intrusion attacks. IBM uses a disciplined global process to better identify and solve security incidents and threats in a timely manner.

**Middleware support**

We provide broad application services support for middleware and databases, including Oracle, MySQL and MS SQL, so you can leverage the expertise you need.

**Migration services**

Our managed services can help ease migration of workloads from colocation or on-premises infrastructures.

**Customized SLAs**

We offer holistic SLAs built on service availability. Our solutions can be compliance infrastructure certified for Payment Card Industry Data Security Standard (PCI DSS) regulations, industry bodies and government security compliance.

**Infrastructure-as-a-service integration**

By integrating the infrastructure with other platforms, we can offer you more choices if you require an agile platform alongside your hosted platforms.

**Web portal to monitor performance**

A web portal enables you to monitor the performance of your infrastructure and request changes online.

**Your path to success**

Let the experienced IBM team of professionals extend your business performance with a customized managed infrastructure and application services solution tailored to your specific needs. Whether you need support for a new solution or help migrating existing solutions from in-house or leased systems, we're your partner from the start to help ensure a successful implementation.

**Planning and design**

Our solution architects work with you to assess your workload needs and recommend an infrastructure to meet your performance, scalability and availability demands. They also help you manage your security and compliance requirements.

**Integration**

Our technical staff uses standard processes and demonstrable methodologies to integrate select in-house and third-party solutions with your hosted IBM infrastructure. We can also build essential interfaces between systems to keep your business operations running smoothly.

**Rapid implementation**

We combine our experience and tried-and-true methodologies to quickly build and implement your new infrastructure in an IBM data center. This combination drastically reduces disruptions in your workplace.



## Why IBM?

IBM offers deep expertise and a wide range of capabilities for cloud enabled managed services. IBM managed services are designed to provide you with the speed, expertise and agility you need to get ahead and stay ahead of the competition.

These services enable you to migrate to a cloud infrastructure that enhances flexibility, scalability, security and management of your existing and future applications. IBM's cloud services strategy and solution set is continuously enhanced to help enterprise customers achieve their goals: developing smarter products and supply chains, delivering a better customer experience and building smarter operations.

## For more information

For more information about IBM Managed Hosting and Application Services, please contact your local IBM representative or visit [ibm.biz/managedappsandhosting](http://ibm.biz/managedappsandhosting)



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