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## Highlights

- Quickly provision complex workloads—standardized across data centers
  - Managed hardware, operating system, database and ERP applications in a single customizable set of services
  - Meet service requirements with guaranteed business-centric SLAs
  - Move from a CapEx to an OpEx model
  - Better manage risk and compliance with robust security services
  - Match workload needs with a choice of supported operating systems and databases
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# IBM Cloud Managed Services

*Free up IT resources to drive innovation and propel business growth*

Organizations are turning to the cloud to deliver compelling customer experiences, power innovative business models and achieve greater business agility. They are also looking to move critical workloads to secure, reliable cloud infrastructure and integrate existing systems of record with dynamic new mobile and social applications.

Hosted cloud services offer an attractive delivery model to support fluctuating demand, rapid scaling of resources and provisioning of new capabilities. Combining enterprise hardware, managed infrastructure and security services alleviates the need to build and administer dedicated or custom cloud solutions, and enables companies to gain efficiencies from a shared cloud architecture.

IBM® Cloud Managed Services® allows organizations to capitalize on the agility and efficiency of cloud with a secure, scalable infrastructure designed for enterprise-grade workloads. A cost-efficient hosted cloud infrastructure, managed by IBM, can help you reduce costs, improve agility and free up valuable resources to concentrate on high-value projects that drive business growth.

IBM Cloud Managed Services is a fully managed, IT Infrastructure Library (ITIL)-compliant solution for mission-critical workloads. Standardized processes enable rapid deployment on virtual servers with a consistent and hardened image to enable a quality-assured, production-ready environment.



*52 percent of IT decision-makers cite a lack of in-house expertise as hampering their cloud implementations.<sup>1</sup>*

### **Rapidly deploy applications and services**

Skilled IBM specialists help speed provisioning of your complex enterprise workloads, including SAP, SAP HANA and Oracle. Virtual machines are provisioned and delivered fully configured, tested and verified so they're ready for immediate use.

With data centers on six continents, IBM Cloud Managed Services lets you scale your operations globally with greater speed and efficiency. You benefit from deep industry and technology skills delivered by IBM experts, including highly trained SAP and Oracle specialists. Using patented analytics tools and methodologies, IBM consultants can assess your current IT environment, identify workloads best suited to cloud and develop an optimal migration strategy for early success.

### **Create a flexible, efficient IT infrastructure**

IBM gives you choices in how you manage your cloud environment, allowing you to precisely match infrastructure and platform services to your workload needs. You can take advantage of a robust, production-ready infrastructure with exceptional multi-platform support for the operating systems and middleware that run your critical applications. You can quickly create hybrid cloud environments with IBM Cloud Managed Services and IBM Bluemix®, giving you a flexible and secure way of delivering IT services and connecting systems of record with systems of engagement.

### **Meet specific business needs with customizable services and SLAs**

Business-centric service-level agreements (SLAs) cover virtual machine availability up through the operating system, and are designed to align to your specific business requirements with different SLAs for production and nonproduction environments. Choose the level of service needed to support your specific business requirements. IBM experts manage your operating system, databases and applications so you can focus on innovation and transformation. Alternate site disaster recovery services with aggressive recovery point and recovery time objectives help protect your most critical workloads.

### **Protect data and applications with robust security**

With IBM Cloud Managed Services security, you get real-time, around-the-clock protection and live, expert management, monitoring and escalation for critical server devices across a variety of platforms and operating systems. Robust security services safeguard your data and applications against outside threats with vulnerability scanning and protection from physical intrusion. Your managed cloud infrastructure is regularly scanned for vulnerabilities using industry-standard tools. Master images are frequently updated to the latest security patches. All new virtual machines (VMs) are brought up to the latest patch level.

And with a worldwide cloud presence, you can readily comply with in-country data residency requirements by specifying where your data resides and your workloads run.

*IBM named 2016 North American Cloud Company of the Year.<sup>2</sup>*

With IBM Cloud Managed Services, you can:

- **Match the environment to the workload:** Deploy multiple infrastructures appropriate for specific workloads, such as customer relationship management (CRM), enterprise resource planning (ERP) or financials.
- **Optimize the application lifecycle for SAP and Oracle deployments:** Set up one infrastructure for initial application proof-of-concept and development/testing, and another for production—each configured for best results.
- **Establish a global presence:** House data and applications where regulations and business requirements dictate.
- **Scale rapidly:** Right-size your server environment from day one and scale as needed to meet changing demands.

IBM Cloud Managed Services also provides an option for a dedicated site that can be located on premises, at an IBM location or in IBM Business Partner data centers. This is important for clients with in-country data regulations or clients in the financial services industry that want the cost and automation benefits of a fully managed shared cloud in a private cloud deployment model.

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Want to know how much you might be able to reinvest in innovation?  
Check out the [IBM Cost Benefits Estimator](#).

- [For non-ERP workloads](#)
  - [For SAP workloads](#)
  - [For Oracle workloads](#)
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## Accelerate time to value with fully managed infrastructure

Many service providers deliver infrastructure only, leaving it up to you, or a third party, to configure and manage it. At IBM, we manage your environment, starting at the infrastructure level and extending up to the operating system, with options to manage some of the most common middleware and database software. With enterprise-class features such as rapid service activation and deactivation, infrastructure monitoring and reporting, and security and patch management, IBM Cloud Managed Services lets you focus on new applications and growth opportunities rather than routine maintenance tasks.

For SAP and Oracle environments, IBM offers complete application and platform support. With IBM Cloud for SAP Applications and IBM Cloud for Oracle Solutions, we provide two levels of service based on your workload requirements. Full service includes a broad range of managed Oracle application/database and development services, providing fully patched environments and sandboxes for Dev/QA/test systems with support for go-live. A self-service portal allows you to easily access a service catalog with a wide range of predefined, managed SAP services.

## Simplify cloud migration with standardized processes

Moving workloads from one environment to another is not always easy. Using automated-assisted processes and tested methodologies, IBM specialists develop a robust migration strategy to help accelerate your cloud transformation. Your migration target environment can be to either managed or unmanaged virtual services in any IBM data center. Professional services, such as workload discovery and analysis, design and planning, and re-platforming services are also available. Management and automation of operational activities allow your staff to focus on tasks more strategic to your enterprise, including exploring ways of using your managed cloud to help transform the business.

## Why IBM?

IBM offers deep expertise and a wide range of capabilities for cloud. IBM cloud solutions are designed to help you get ahead of the competition with speed and flexibility, and make faster and better business decisions with total visibility and control. IBM can help you deploy on an infrastructure built for speed, rapidly design and build applications, and deliver and manage new capabilities in the cloud.

## For more information

To learn more about IBM Cloud Managed Services, contact your IBM marketing representative or IBM Business Partner, or visit the following website for more details, including client videos and case studies: [ibm.com/cloud/ibmcms](http://ibm.com/cloud/ibmcms)

You can also follow us on Twitter at [www.twitter.com/ibmcloud](http://www.twitter.com/ibmcloud) and on our blog at [www.thoughtsoncloud.com](http://www.thoughtsoncloud.com)

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit: [ibm.com/financing](http://ibm.com/financing)



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<sup>1</sup> F&S Paper: Cloud-Based Managed Services: Tips for Selecting a Provider that Can Help You Re-Tool Your IT Department, [ibm.com/marketing/iwm/dre/signup?source=mrs-form-4158&S\\_PKG=ov51984](http://ibm.com/marketing/iwm/dre/signup?source=mrs-form-4158&S_PKG=ov51984)

<sup>2</sup> Frost & Sullivan, 2016, IBM Receives Cloud Company of the Year Award from Frost & Sullivan, [ibm.com/press/us/en/pressrelease/50833.wss](http://ibm.com/press/us/en/pressrelease/50833.wss)



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