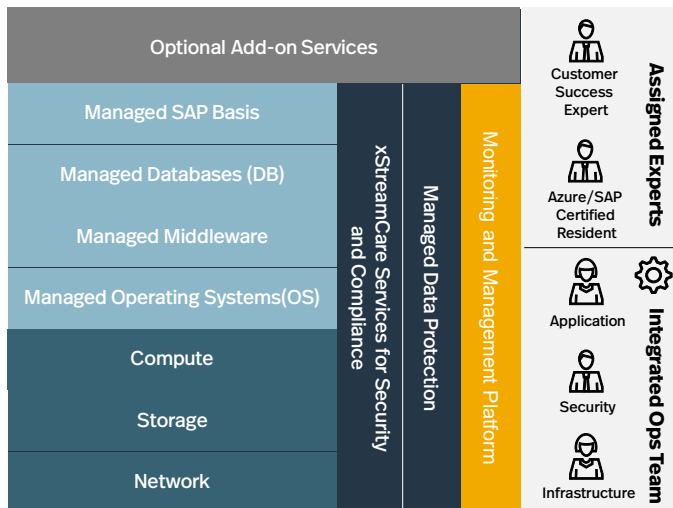**Data Sheet**

xStreamCare Services™ for Azure

One-Hand-to-Shake Delivery for Complex SAP® Landscapes and Applications
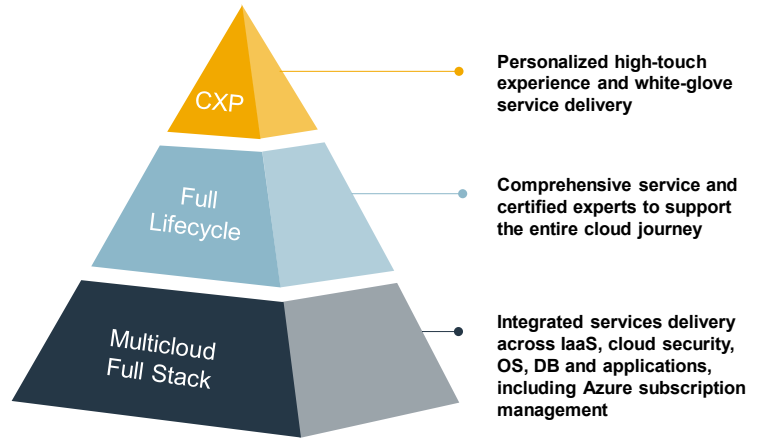
xStreamCare Services for Azure™ enable enterprises to run mission-critical SAP® applications and systems on Azure with the confidence and simplicity they mandate. By leveraging Virtustream's 10+ years of SAP experience, proven processes, and SAP/Azure certified talent, organizations can reduce risk, simplify operations and achieve superior service levels for their most sensitive applications.

xStreamCare Services for Azure provide organizations a streamlined, personalized approach for their modernization initiatives, delivering both professional and managed services for enterprises on Azure. Virtustream, a Dell Technologies Business, has a storied history migrating and managing large-scale SAP landscapes and environments, with over 2,500 SAP migrations to the cloud, and understands the unique requirements associated with mission-critical systems.

Through a repeatable, consistent and comprehensive deployment model, Virtustream delivers faster time to cloud, efficient operations, reduced risk and improved agility for your organization. This includes installation and support for over 50 SAP applications, such as SAP S/4HANA®, SAP Business Warehouse (BW), SAP Business Suite, SAP Suite on HANA (SoH), SAP Hybris and more.

Migrate, Operate and Transform on Azure

CXP — Personalized high-touch experience and white-glove service delivery

Full Lifecycle — Comprehensive service and certified experts to support the entire cloud journey

Multicloud Full Stack — Integrated services delivery across IaaS, cloud security, OS, DB and applications, including Azure subscription management

Modernize and Migrate

Through a simplified transition methodology, Virtustream utilizes proven processes, SAP aligned secure reference architecture, automation and expertise in migrating SAP to the cloud. This includes:

- **Reference Architecture:** Comprehensive Reference Architecture, aligned to SAP's recommendations for Azure/Virtustream security best practices

- **Build Automation:** Automated pre-migration set-up, infrastructure and SAP applications – including application specific backups, DR and security

- **Security:** Architecture specifically designed to provide the most robust security controls with Azure specific control mechanisms

- **Right-Sizing:** Defined capacity planning method and tools for automated assets discovery and application mapping

Operate and Optimize

xStreamCare Services for Azure leverage Virtustream's Azure and SAP certified experts, backed by over 10 years of cloud expertise in platform, OS, and applications, to enhance a customer's end results. This helps your enterprise eliminate silos between infrastructure, applications and security teams. Virtustream supports a wide breadth of SAP applications, including SAP S/4HANA, SAP BW, SAP Business Suite, SAP SoH, SAP Hybris and more.

- **Managed IaaS, Security, OS, DB and SAP Basis:** End-to-end management across the entire application lifecycle

- **Azure Subscription Management:** Virtustream administers and manages your Azure subscription, including front-ending all Azure issues impacting the environment.

Optional Add-on Services

Managed SAP Basis	**Customer Success Expert**
Managed Databases (DB)	**Azure/SAP Certified Resident**
Managed Middleware	
Managed Operating Systems(OS)	**Application**
Compute	**Security**
Storage	**Infrastructure**
Network	

xStreamCare Services for Security and Compliance
Managed Data Protection
Monitoring and Management Platform
Assigned Experts
Integrated Ops Team

- **Deploy and Manage:** Azure backups, disaster recovery implementation and testing, monitoring and more

- **Monitoring and Integration:** Delivered through an intelligent operations platform for granular, actionable alerting before it affects the end-user

- **Enterprise-Class Support:** Premium 15-minute response time SLA on high priority incidents

- **Control Costs:** Capacity and cost management services tailored to reduce overall expenditure

- **Disaster Recovery:** Planning and testing services ensure business continuity in case of incident

Transform and Grow

Enterprises can select from a personalized set of services and options to meet their unique needs while maintaining a consistent operating model.

Single Point of Contact

As part of xStreamCare Services for Azure, you can opt to have a single point of contact customer success expert who acts as an extension of your team and provides a bridge between Virtustream, the various services we are delivering, and your numerous projects that may be in-flight. The customer success expert also helps you navigate the complexity of the cloud, working with you to gain clarity on cloud consumption, storage growth, and application upgrade requirements. Acting as your trusted advocate, the customer success expert works with you to ensure all your needs during steady-state are consistently met while providing proactive escalation when required, in addition to helping you further maximize your ROI in the cloud with service recommendations.

Add-on Services

Virtustream offers a wide variety of optional add-on services for your Azure SAP environments, allowing you to further offload responsibilities to certified Azure and SAP experts, freeing up existing staff to focus on innovation and delivering business value. Add-on services include:

- SAP System Copy Services
- SAP Archiving and Data Management Services
- Managed Availability Services
- Data Slicing and Masking Services for SAP
- OS Image Management Services
- Ticketing Integration Services
- Residency Services

xStreamCare Services for Security and Compliance

xStreamCare Services for Azure are designed to handle the security and compliance challenges that arise from running sensitive, mission-critical applications and data. However, for customers looking to further improve their security posture, Virtustream also offers xStreamCare Services for Security and Compliance which deliver proactive security by bringing together industry-leading security tools and Virtustream's certified cybersecurity experts. This includes options such as anti-virus/anti-malware, log management and forwarding, file integrity monitoring, vulnerability scanning and more..

Hybrid Cloud Computing

For enterprises who are exploring hybrid solutions, Virtustream can meet your unique use case by hosting and managing mission-critical SAP applications on Azure while using remote hosting for workloads that are best suited for private hosting on Virtustream's Enterprise Cloud. This helps overcome cloud challenges related to data sovereignty, industry compliance, risk tolerance, network proximity, performance/latency requirements, unsupported hardware, and more.

Contact

For more information on Virtustream xStreamCare Services for Azure, 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, healthcare organizations and government agencies Virtustream's xStreamCare Services™ 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.

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