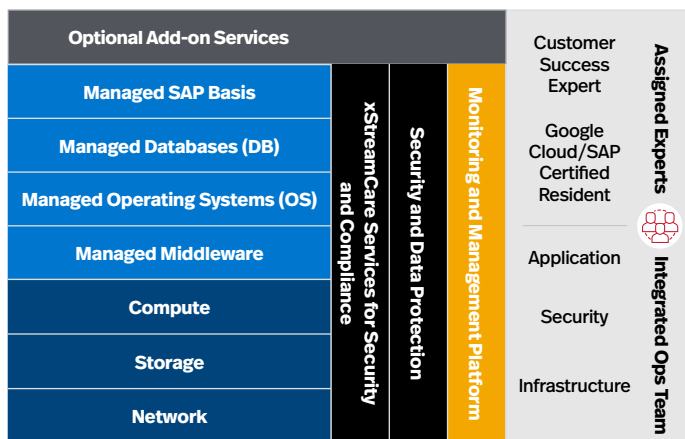**Data Sheet**

xStreamCare Services™ for Google Cloud

One-hand-to-shake Delivery for Complex SAP® Landscapes and Applications

xStreamCare Services for Google Cloud enable enterprises to run mission-critical SAP® applications and systems on Google Cloud with the confidence and simplicity they require. By leveraging Virtustream's 10+ years of SAP experience, proven processes and certified SAP/Google Cloud talent, organizations can reduce risk, simplify operations and achieve superior service levels for their most sensitive applications.

xStreamCare Services for Google Cloud provide organizations with a streamlined, personalized approach for modernization initiatives, delivering both professional and managed services for enterprises on Google Cloud. 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.

Integrated Design, Deployment and Operations Across the Entire Stack

Migrate, Operate and Transform on Google Cloud

Personalized high-touch experience and **white-glove service delivery**

Comprehensive services and experts to support the entire cloud journey

Integrated services delivery and billing across **IaaS, cloud security, OS, DB** and **SAP Basis**, including Google Cloud subscription management
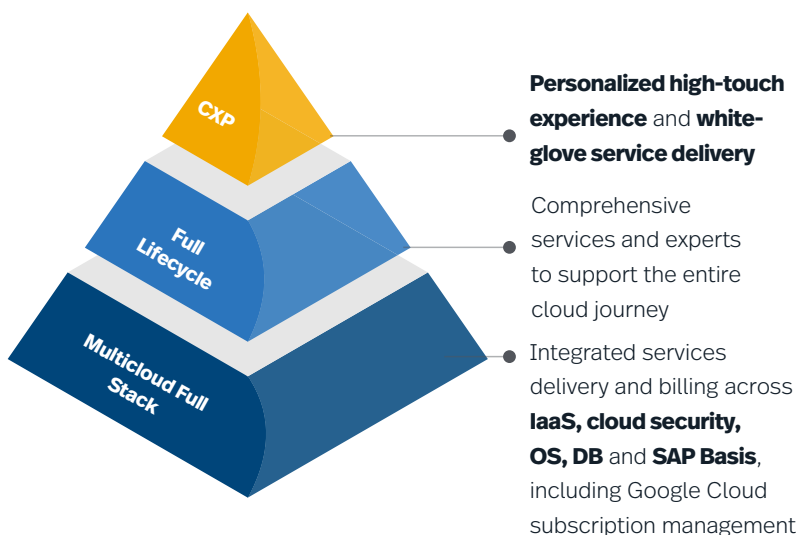
Modernize and Migrate

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 plans aligned to SAP's recommendations for Google Cloud with Virtustream's security best practices. Includes use of zones and projects to improve infrastructure availability and security.

- Build Automation: Automated pre-migration setup for infrastructure and SAP applications, including application-specific backups, DR and security as well as integrated DR testing during build

- Security: Architecture specifically designed to implement the most stringent of security controls, including host-based security, web application firewall and near real-time visibility

- Right-sizing: Integrated cost management, along with defined capacity planning method and tools for automated assets discovery and application mapping

- Cloud-native Support: Leverage cloud-native technologies, such as Kubernetes, to realize cost savings with the flexibility to scale-in and scale-out

Operate and Optimize

xStreamCare Services for Google Cloud leverage Virtustream's certified Google Cloud and SAP experts, with over 10 years of cloud experience in platform, OS and applications, proven through customer results. Virtustream helps eliminate silos between infrastructure, application and security teams by consolidating administration, management and billing of your Google Cloud subscription. Virtustream also supports a broad range of SAP applications, including SAP S/4HANA, SAP BW, SAP Business Suite, SAP SoH and SAP Hybris.

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

- Google Cloud Subscription Management: Administration of Google Cloud subscription and front-ending all Google Cloud issues impacting the environment

- Deploy and Manage: Backups with geographically distributed repositories, disaster recovery implementation and testing, monitoring and more

- Monitoring and Integration: Intelligent operations platform for granular, actionable alerting before impacting end users

- Enterprise-class Support: Premium, 15-minute response time SLA on high-priority incidents

- Cost Control: Capacity and cost management services, customized with Virtustream's in-depth knowledge of your environment to get the most out of Google Cloud's per-second billing and rightsizing recommendations driven by machine learning (ML)

- Disaster Recovery: Planning, testing, data mobility and complete data center failover ensure business continuity plans are in place

Transform and Grow

Enterprises select from a personalized set of services and options to meet business needs while maintaining a consistent operating model in multicloud scenarios. Virtustream's services enable your cloud to evolve as your enterprise grows while your team leverages advanced Google Cloud capabilities such as their global private fiber, intelligent process automation with integrations between Google TensorFlow and Cloud AutoML, and deep SAP integrations between SAP and Google Cloud Data and business intelligence services.

Single Point of Contact

As part of xStreamCare Services for Google Cloud, 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 Google Cloud SAP environments, allowing you to further offload responsibilities to certified Google Cloud 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 Google Cloud 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.

Contact

For more information on Virtustream xStreamCare Services for Google Cloud, please contact us.