



A Case in Points



CPA Global is one of the leading legal outsourcing companies in the world with offices across the United States, Europe, Asia and the Pacific.

Challenge:

- CPA needed to confirm the health of their virtualized infrastructure
- Internal support team could not successfully complete their complex virtualized infrastructure

Solution:

- Global Virtustream managed services support agreement that includes regular designated health checks with full reporting, 24/7/365 Global Telephone & Web Ex Support, with designated on site support days

Results:

- Ability to recover quickly from potentially costly incidents with 3rd Line virtual infrastructure support available to CPA technical staff globally
- Infrastructure is managed to optimal levels with a number of issues reduced, improved uptime statistics, reduced revenue loss

"I trust my team, but having a documented, independent review on a regular basis from an acknowledged leader in the field keeps us honest and helps us spot potential issues before they arise..... my team can call a single number at anytime of the day from anywhere in the world and get consultant level support from Virtustream. This is very reassuring to me."

Mark Herridge
Technical Architect
CPA Global

Fully Integrated, Highly Specialized Cloud Cover Services Solutions

Your business applications are meant to work for your business. In today's increasingly complex business environment, however, it frequently works the other way, especially as applications gain in sophistication and businesses face rapidly changing use-case scenarios. Managers are now frequently forced to devote scarce time, focus and resources to supporting the applications that are supposed to be supporting them.

There's a better way: Virtustream's Cloud Cover services. Leading companies are rapidly stepping outside traditional in-house thinking and outsourcing information technology and business processes to achieve strategic advantage, drive efficiency and gain cost savings.

From conceptual design through implementation and ongoing maintenance, Virtustream's Cloud Cover Services solutions and industry leading Service Level Agreements enable companies to expand capabilities and nimbly respond to changing business needs and priorities while controlling costs and reducing risk. Virtustream draws on its unrivaled legacy and deep expertise in virtualized enterprise solutions and outsourcing to partner with businesses to create solutions that offer significant operational efficiencies and return on investment.

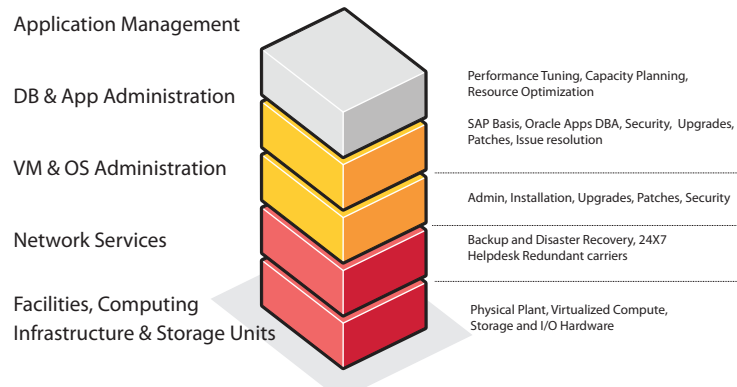
Our Cloud Cover Services not only reduce operating and support costs while efficiently maintaining and administering applications with improved service levels, but also free businesses from everyday applications-related challenges. Using our well-defined processes and tools that provide real-time metrics we can detect, diagnose, repair and report the service quality of complex business transactions, allowing you to redeploy IT resources on core business functions and growth strategies.

Our approach helps you move to a full service model that focuses on generating value and increasing productivity. Our clients can rely on Virtustream to manage and operate their applications so that client business analysts can focus their attention on configuring and developing the functionality of the applications to support business needs. In fact, Virtustream managed services will result in lower application operating costs so that more funding is available to be invested in business functionality.

Virtustream's suite of Cloud Cover Services include:

- ERP Infrastructure Management
- ERP Application Management
- SAP On-Demand
- Service Continuity & Disaster Recovery
- Infrastructure & Application Support

Virtustream's Cloud Cover Services Stack



Monitoring | Management | Optimization

Source: Virtustream, Inc., 2011.

Freedom From Everyday Application Related Challenges... Freedom to Optimize and Grow Your Business.

ABOUT VIRTUSTREAM

Virtustream (www.virtustream.com) is an innovative cloud provisioning firm committed to delivering next generation infrastructure services to enterprise class customers. We leverage our secure high performance platform, xStream, to deliver highly available and elastic compute resources at true consumption-based pricing. We lead our Cloud Platform Services with Cloud Advisory Services, providing expertise in the areas of cloud adoption, migration and architecture strategies and infrastructure-related integration services. We provide ongoing support for our Cloud Platform Services through two groups: Our Cloud Cover team provides a managed service, from core infrastructure through enterprise applications and the Cloud Staging and Networks group that provides colocation, security and network services. Virtustream owns and operates its own data centers in the U.S. and U.K., and has offices in Washington, D.C., New York, San Francisco, Atlanta, London, Dublin and the Channel Islands.

ERP Infrastructure Management

Virtustream specializes in virtualized ERP infrastructure management, including technical administration of the application and underlying OS, job management and proactive maintenance. Our ERP Infrastructure Management Services - are designed to run in a Cloud environment or a traditional - are backed by industry-leading SLAs for availability, reliability, data backup, system response time, incident response time and patch timeliness.

ERP Application Management

Our founding objective at Virtustream was to bring to market the first consumption-based Cloud provisioning platform capable of supporting heavyweight back-office enterprise applications that, until now, had not benefited from the pooled resource efficiencies of the Cloud due to their i/o and memory intensive nature. We have accomplished precisely this with the xStream platform. With it, we can now deliver private enterprise - Cloud- worthy provisioning for any combination of business applications at public Cloud pricing. Partnering with the industry leaders, we provide management services for SAP, Oracle and Microsoft.

SAP on Demand

Virtustream's ERP Application Services can support, monitor and manage mission critical SAP systems, even in the most complex environments. We can provide this service remotely from our Services Centers or on-site depending on what the best solution is for the business. We are also able to offer virtualized application and infrastructure services from data centers that we own and operate. We monitor your SAP environment to prevent and identify issues promptly to ensure there is no impact to the operation of your systems.

Recognizing that our clients may have software and tools already in place to support other applications in their IT environment, our services are designed to be extremely flexible allowing us to adapt our SAP Support Methodology to work within a customer's existing support infrastructure.

Virtustream can also leverage SAP's Best Practice Tools and Methodologies, such as Solution Manager, ASAP and Run SAP, to support entire projects or simpler support engagements. Before we transition a client to our SAP Application support group, our team will ensure that the scope is clearly defined, the technical requirements and architecture are following the expected standards and the governance model for operations is set. As a next step, we will design the future state of the operation - from Business Process operations, Custom Code Operation, SAP Technical Operation through to the Technical Infrastructure (within or outside of the Cloud). Once designed, based on existing templates, these operation concepts are implemented within the setup phase and then transitioned into production. From there on it's all about operation and consistent SLA reporting and follow up.

Virtustream's Application Support Team will also set up Quarterly meetings with its support clients to go over SLA's and constantly work on the optimization of the Application Support operation.

Service Continuity & Disaster Recovery

A highly competitive market, along with demands from users to investors, has forced businesses to 24x7 computing. This, in turn, is increasing the need to ensure minimum downtime. Virtustream's xStream platform, with its N+2 cluster design, provides best-in-class high availability and fault tolerance, along with a backbone for service continuity and data disaster recovery.

Infrastructure & Application Support

Our Enterprise Managed Services reduce operation and supporting costs while efficiently maintaining and administering applications with improved service levels. Additionally, it frees businesses from everyday applications-related challenges. Using well-defined processes and tools that provide real-time metrics, we can detect, diagnose, repair and report the service quality of complex business transactions. This allows you to redeploy IT resources on core business functions and growth strategies.

For more information on Virtustream and Virtustream's xStream platform, please contact info@virtustream.com

www.virtustream.com

