The extremely dynamic nature of digitalisation is posing new challenges for companies. Business and work processes, sales channels and supporting IT landscapes are under increasing pressure to adapt to constantly changing demands in shorter cycles.

The Swiss cloud for hybrid environments is supplemented perfectly by managed services

What is Enterprise Service Cloud (ESC)?

ESC is aimed at enterprise customers with complex IT landscapes who consider the integration of cloud services in their IT and processes to be of importance. ESC offers infrastructure from the cloud. It includes functions such as a virtual server, Swisscom network, storage, firewall and load balancer. Swisscom supports companies individually on their "Journey to the Cloud". In addition, the subsequent operation of ESC can be ensured by our experts through managed services such as Managed OS, DBMS, Container Services and File Services. This guarantees the optimal integration of ESC in your business. Furthermore, the service offers seamless opportunities for the connection of your own infrastructure as well as public cloud solutions with ESC to create hybrid environments.

Your benefits with Enterprise Service Cloud

— Central integration and synchronisation
IT service, identity and access management centrally integrated and synchronised.

— Business orchestration
Accelerate, control and monitor processes by means of business orchestration.

— High cost optimisation flexibility
Optimise costs and scale according to use by means of the pay-per-use model.

— Data storage and operation in Switzerland
Storage and operation of data within Switzerland at all times. Operation is carried out by IT specialists from Switzerland.

— Contact with local expertise
Take advantage of a contact with local expertise around the clock.

— Evidence of compliance
Receive evidence of compliance with respect to customer data requiring protection.

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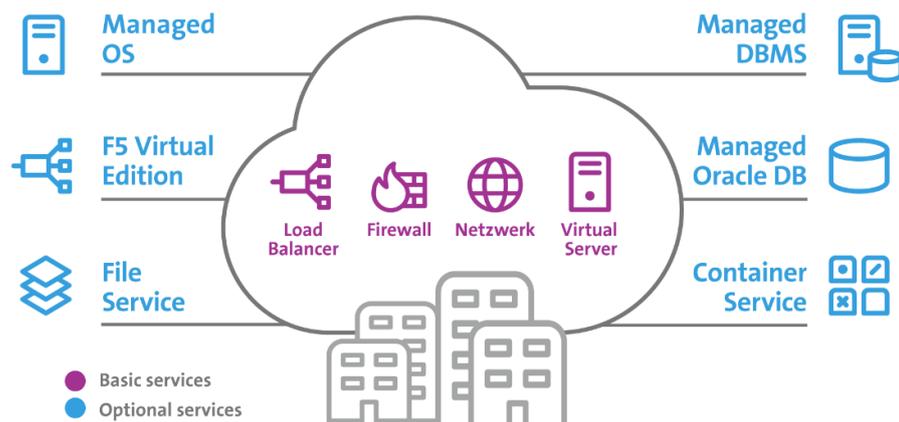
Facts & Figures

Basic services

Virtual servers (vCPU, RAM and storage) in flexible designs
Self-service customer portal and API functions
Service catalogue with role-based access
Business integration (e.g. identity, ITSM, workflows)
Pre-configured blueprints
Network and first-class connectivity
Seamless integration (connectivity) with hyperscaler
Service class Basic: Mon-Fri 7:00 a.m. - 6:00 p.m., 99.5%, single site
Service class Standard: 24/7, 99.9%, single site
Service class Advanced: 24/7, 99.9%, dual site
All hosted in a Swisscom data centre in Switzerland and operated from Switzerland
Load balancer and firewall on a network basis

Optional services

Load balancer and firewall (F5 Virtual Edition (LB/WAF))
Various storage and file server qualities
Backup/restore services on a VM (snapshots), file or database basis
Managed OS (Windows, Redhat Enterprise Linux)
Managed SQL server (MS SQL server)
Managed Oracle Database Service (MODS)
Kubernetes
Reporting, security audits and security evidence
Business continuity services (ICTBC) building on VMs of the Advanced service class

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