



Public Cloud Managed Services by Swisscom Let Swisscom manage your workload

What is Public Cloud Managed Services?

The "Public Cloud Managed Services" enables customers to transfer a range of operational responsibilities and services relating to public cloud services to Swisscom, allowing you to focus on your core business.

This has become increasingly challenging since the highly dynamic nature of digitalisation is forcing companies to adapt their offerings and deliver them to the market in much shorter cycles. Furthermore, increased adoption of various cloud-native services from Microsoft Azure or Amazon Web Services is turning IT environments into hybrid ones. Managing and operating such hybrid environments presents a challenge for IT organisations.

Choose Swisscom as your Managed Service Partner

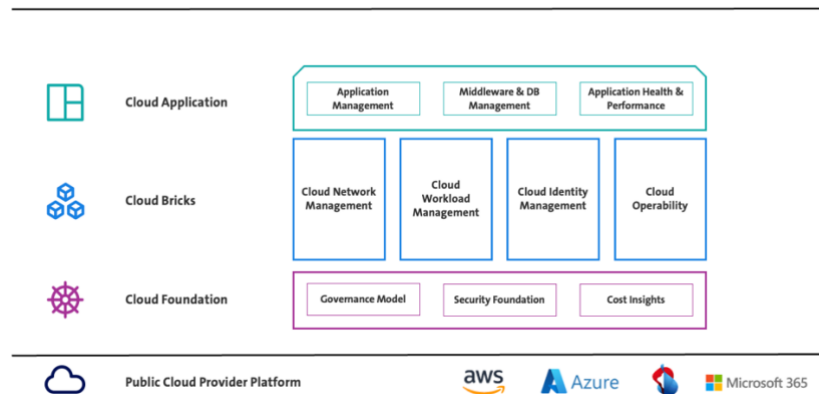
Swisscom provides a standardised service portfolio designed to be tailored to fill your specific needs. Swisscom tools and services can handle your IT environment's technical complexity or your business-critical workloads' day-to-day operational activities.

Swisscom provides tools such as an Observability platform, an at-scale Operational management platform (OS Patching, Configuration Management) and Application management capacities.

These include recommendations on reducing costs, overcoming security gaps, or reviewing the architecture. Choose the extent of Swisscom's involvement to suit your specific needs.

Your benefits with Public Cloud Managed Services

- Convenience: Shared responsibility allows coexisting operation models by customer and Swisscom
- Flexibility: No rigid customer restrictions on tenant access, no provider lock-in, high flexibility
- Professional expertise: Benefit from Swisscom's close collaboration and partnership with Microsoft & AWS
- Good practices: Benefit from complimentary assessments to align your workloads with good practices in terms of optimised cost, security, and performance.
- Reduce time to market: Accelerate the adoption and management of hybrid solutions.





Cloud Foundation

- Swisscom manages the customer cloud provider by being part of the overall **Governance Model**.
- Swisscom supports the customer **Security foundation** by deploying a set of standard policies to ensure cloud misuse is detected before it has a negative impact according to the rules of the customer.
- Swisscom offers the provision and continuous **Cost Insights** by providing Cloud Spending/Cloud Budget visualization and optimization advice.



Cloud Bricks

- Swisscom provides a set of standard operation bricks to manage **Cloud Network, Cloud Workload, and Cloud Identity** in the customer Cloud.
- Swisscom provides a set of standard tools and processes to allow **Cloud Operability**.



Cloud Application

- Swisscom ensures an End-to-End SLA for managed applications.
- Swisscom provides a set of standards for operation for **Applications** and **Middleware/DB**.
- Swisscom provides a set of standards tools and processes to measure **Application Health & Performance**.



Customer Service

- Access to a service portal and service desk for service delivery management processes such as incident, change and service requests.
- Provision of reports and access to a dashboard with real-time data
- Access to support organisation
- Options: Enhanced Services, Enhanced Support, Operation Manager