



The partnership between Microsoft, SAP and Swisscom combines each company's strengths for your benefit. Take advantage of fast, secure SAP operations in the cloud – as a reliable managed service.

# Managed SAP Services on Azure

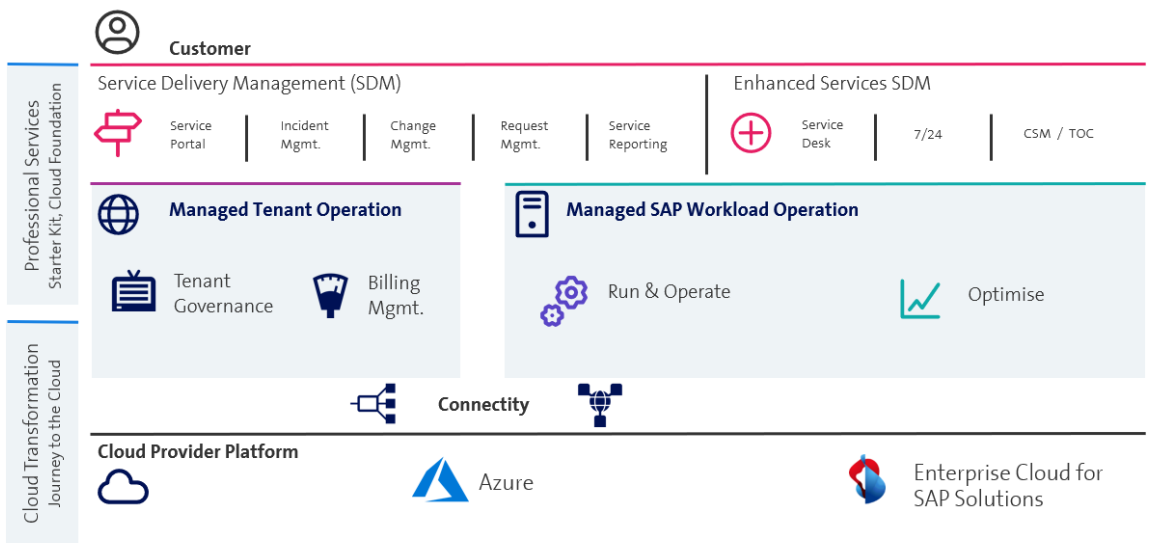
## Public Cloud for SAP customers, managed by Swisscom

The need for flexible, agile and highly available SAP systems is increasing. Switching to S/4HANA means high investment in infrastructure. Outsourcing to a cloud provider is therefore a cost-effective solution: secure, scalable cloud platforms and managed services with daily pro-rata billing make a good alternative to on-premise infrastructure that requires huge investment capital.

Proven SAP and Azure specialists provide you with end-to-end support from a cloud readiness check to the design, implementation and operation of your SAP systems in the cloud.

## Your benefits with SAP on Azure from Swisscom

- **Convenience**  
Transfer operational responsibility for your SAP environment to Swisscom
- **Flexibility**  
Combine services and cloud platforms to create solutions that meet your operational and business requirements
- **Comprehensive expertise**  
Gain access to a team of certified Azure and SAP experts
- **Cost efficiency**  
A one-off payment for onboarding and recurring charges based on the products and modules you use
- **Speed**  
Direct connection to the Azure Cloud from the Swisscom network via ExpressRoute





## Facts & Figures



### Basic services

#### Service Delivery Management

- Access to the Swisscom service portal for incident, change and service requests
- Provision of reports (e.g. availability)

#### Managed Tenant Operation

- Management of cloud permissions for your administrators
- Application of best practice standards
- Consolidated billing for use of SAP and Azure services

#### Managed SAP Workload Operation

- Managed services on SAP-certified infrastructure
- Automated, SAP-certified backup solutions at the touch of a button
- Incident management for your SAP workload with guaranteed SAP system availability (depending on chosen SLA)
- Automated, standardised patch and release management, and standardised configuration management process
- Identity & Access Management (IAM): cloud identity provider management (users, groups, permissions), e.g. active directory

#### Connectivity

- Direct, secure connection from the Swisscom network to the Azure Cloud via ExpressRoute



### Optional services

#### SAP Application Management

- Support, ongoing operation, maintenance and development of your SAP applications

#### Extended Service Delivery Management

- Service desk, customer service manager (CSM), technical operation coordinator (TOC), 24/7 support

#### Lifecycle Management

- SAP release management planning and implementation

#### Optimisation of your system landscape

- Examination of your system architecture and adaptation to best practices
- Cost management: provision of cost reports, regular examination of your environment and advice on cost-saving
- Security management: malware protection for your IaaS portfolio (Azure Virtual Machines) and regular provision of security optimisation recommendations
- Performance management: transparency over and control of critical applications in cloud and hybrid environments

#### Licensing

- OS licences for operating systems used
- Azure licences, SAP licences and software maintenance

#### Additional consultancy services

- S/4HANA Transformation Factory, your efficient, low-risk transition to S/4HANA
- Business Intelligence & Analytics for fast, well founded decisions