



Public Cloud Managed Services by Swisscom

Let Swisscom manage your workloads

Public Cloud Managed Services by Swisscom

What are Public Cloud Managed Services?

Swisscom Public Cloud Managed Services provide continuous management of your IT infrastructure and workloads, allowing you to focus on your core business. This has become increasingly challenging since the highly dynamic nature of digitisation is forcing companies to adapt their offerings and deliver them to the market in much shorter cycles. Furthermore, increased adoption of various cloud services such as Amazon Web Services or Microsoft Azure are turning IT environments in hybrid ones. Managing and operating such hybrid environments presents a challenge for IT organisations.

Choose Swisscom as your Managed Service Partner

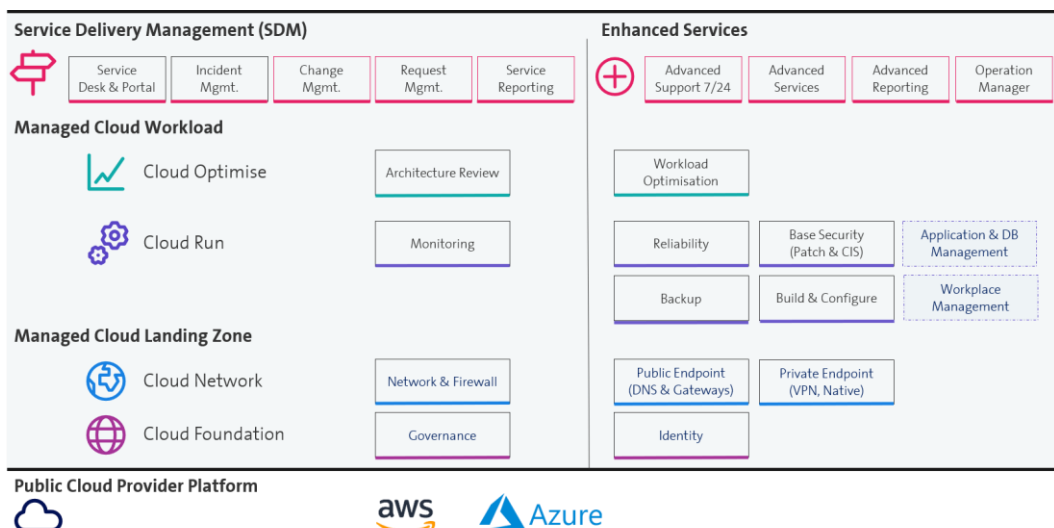
Swisscom takes care of the day-to-day operational activities of your workloads, such as operating system management, monitoring, patching, incident and change management, networking, security, backup, governance, managing CI/CD pipelines, containers and applications.

Swisscom also provides proactive and continuous consulting services to facilitate workload optimisation.

These include recommendations on how to reduce costs, overcome security gaps or review the architecture. Choose the extent of Swisscom's involvement to suit your specific needs.

Your benefits with Public Cloud Managed Services

- Convenience: Transfer operational responsibility for your IT environment, or parts of it, to Swisscom
- Flexibility: Combine services to suit your operational and business requirements
- Professional expertise: Gain access to a team of experts delivering services and support from Switzerland
- 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



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Facts & Figures



Service Delivery Management

- 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: Advanced support 24/7, Advanced Services, Advanced Reports, Operation Manager



Managed Cloud Landing Zone

Cloud Foundation

Governance

- Deploy and audit standard policies. Report and track operations and administrative sign-ins

Identity

- Health monitoring of Cloud Identity Provider, Authentication Provider and Access Management

Cloud Network

Network & Firewall

- Provisioning and continuous operation of the cloud Network & Firewall

Public Endpoint (DNS & Gateways)

- Provisioning and continuous operation of the cloud public endpoints (DNS & Gateways)

Private Endpoint (VPN, Native)

- Provisioning and continuous operation of the cloud private endpoints (VPN, Native)



Managed Cloud Workload

Cloud Run

Monitoring

- Multiple layers of observability by combining several monitoring tools in one platform and using machine-learning to detect and alert if daily operations are or will be disrupted

Reliability

- Provides an operation centre that is responsible of incident response (customer driven and system driven) for all or part of your workload

Base Security (Patch & CIS)

- Base security service, that covers the standard security operation of your workload including patch management and CIS hardening

Backup

- Managed cloud backup services and configuration of backup policies with 24/7 monitoring of the backup execution and the provision of a standard process to access your backups

Build & Configure

- Provides a DevOps platform that can be consumed by the customer directly (Direct usage) or through standard request (Service Catalogue)

Cloud Optimise

Architecture Review

- A certified cloud architect reviews and evaluates your workload against good practices. The final report provides insights into the current state and potential risks, including a plan with actionable measures to mitigate them

Workload optimisation

- Set of rules to automatically detect misconfiguration or misuse of resources