



Public Cloud Managed Services by Swisscom

Let Swisscom manage your workloads

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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.

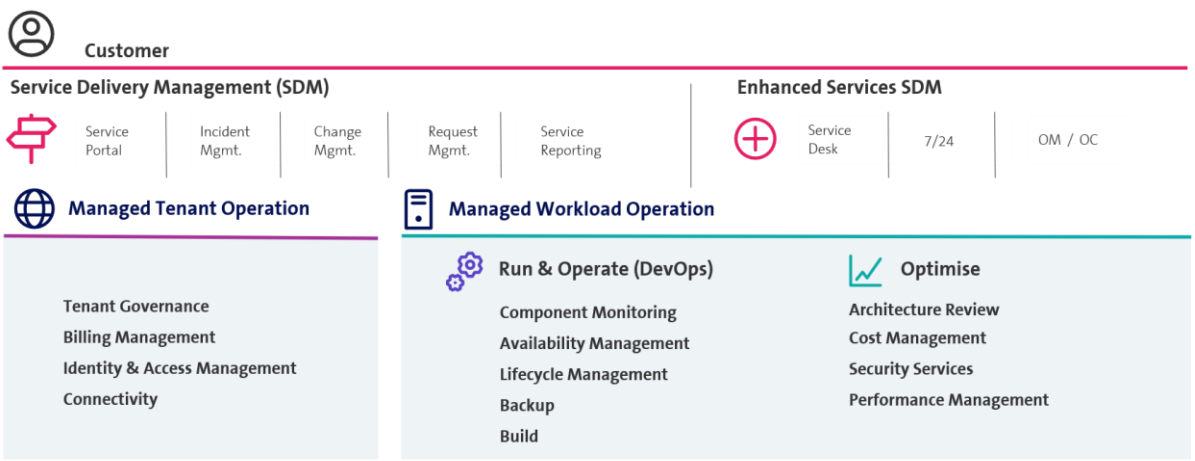
Choose Swisscom as your Managed Service Partner

Swisscom takes care of the day-to-day operational activities of your workloads, such as operating system management, monitoring, change and release management, security, backup services, 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
- Cost efficiency: Pay once for onboarding and recurring fee based on the consumed products and modules
- 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



swisscom

Public Cloud Provider Platform





Facts & Figures



Service Delivery Management

- Access to a service portal 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 a support organisation
- Available options: Service Desk, Operation Manager (OM), Technical Operation Coordinator (OC), 24/7 support, premium service delivery management (SDM) processes



Managed Tenant Operation

Tenant governance

- Management of cloud permissions for your administrators
- Standard cloud provider applying good practices (secured audit logs collection and account hardening)

Billing management:

- Consolidated billing over all subscriptions/accounts ordered through Swisscom

Identity & Access Management (IAM)

- Cloud identity provider management (users, groups, permissions) including federation and directory service. Access management and application management

Connectivity:

- Name Service Management including Name Server management
- Cloud Connectivity Management including VPN management



Managed Workload Operation (servers, databases, applications, containers, functions etc.)

Run & Operate (DevOps)

Component monitoring

- Event and alert management with access to a central dashboard with real-time data

Availability Management

- Incident management for your workload with guaranteed availability of your workload based on a specific SLA as an option

Lifecycle Management (configure, release, patch)

- Automated and standardised patch and release management as well as standardised configuration management process supported by Swisscom DevOps toolset

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

- Initial design of deployment pipeline and process for your assets, such as virtual machines, databases and containers supported by Swisscom's DevOps tools

Optimise

Architecture Review

- Review of your workloads and alignment with good practices (initial analysis)

Cost management

- Base setup, configuration of cost alerts and provision of cost reports as well as a regular review of your environment and advice on cost savings

Security services

- Malware protection on your IaaS assets (Azure virtual machines) and regular provision of basis optimisation proposals for security issues on your environment

Performance management

- Provides visibility and control, and intelligently manages critical applications in cloud and hybrid environments with end-to-end transaction performance monitoring