Data Sheet

SAP Cloud Solutions on Virtustream Enterprise Cloud

Running SAP on the Cloud Purpose-built for the Enterprise
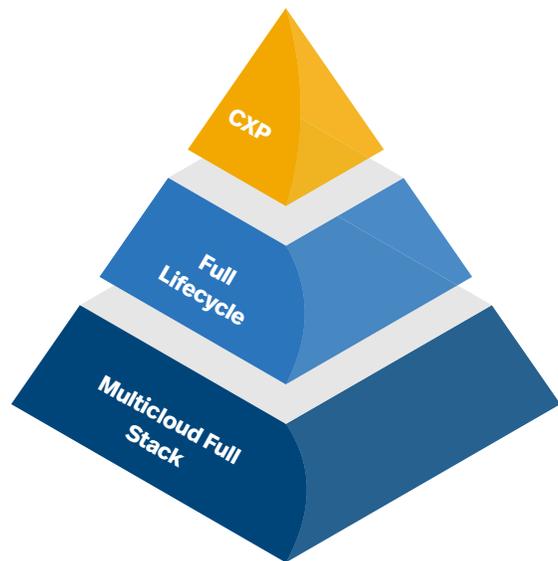
vmware®
PARTNER

PREMIER
CLOUD PROVIDER

Virtustream Enterprise Cloud simplifies cloud operations with an enterprise-class cloud purpose-built to handle the complexities of mission-critical SAP applications and systems. Through a personalized, high-touch experience, spearheaded by a designated Customer Success Manager, Virtustream streamlines your journey to the cloud while handling day-to-day SAP operations.

Virtustream's SAP cloud solutions on Virtustream Enterprise Cloud allow your enterprise to run SAP applications and systems with confidence, backed by over a decade of mission-critical SAP expertise, proven processes, certified talent and our SAP aligned secure reference architecture. Virtustream personalizes your journey to the cloud by offering a tailored solution through our xStreamCare Services™ with a wide set of professional and managed services across IaaS, security, OS, DB and SAP Basis, including unified billing.

Based on IDC Business Value Research, sponsored by Virtustream, IDC discovered that Virtustream's cloud customers have realized tremendous financial and agility benefits. On average, the surveyed customers reported a **343% ROI over three years** with an average payback period of eight months. These customers also saw cost savings due to hardware optimization, lower operational expenditures, licensing cost reductions and reduced third-party support requirements, resulting in a **43% lower annualized cost of operations** over three years.[1]

Simplify SAP Operations with a High-touch, One-hand-to-shake Approach

Virtustream has a long and storied relationship with SAP, featuring the successful completion of over 2,500 SAP application migrations to date with zero production rollbacks. This strong relationship has resulted in many first to-market milestones with SAP in the cloud. Virtustream was the first to host production SAP workloads in a multi-tenant cloud, the first to run production SAP ECC on HANA® in the cloud, and the first to run production S/4HANA® in the cloud. Virtustream's unparalleled SAP expertise and assurance is validated by our numerous SAP certifications which include hosting services, SAP HANA operations services, cloud services, and database migration. This expertise enables Virtustream to run your SAP applications faster in the cloud with reduced risk and a lower TCO than traditional models.

Modernize and Migrate

As your single point of accountability and trusted advisor, Virtustream works directly with your IT team to limit the impact that migration has on your enterprise's day-to-day workings. Virtustream's defined capacity planning method and tools for automated assets discovery, application mapping and dependencies help right-size the environment before migration to provide faster time-to-cloud and reduce overall migration risk. During migration to the Virtustream Enterprise Cloud, businesses can also modernize their IT landscape by upgrading or re-platforming legacy SAP applications to Suite on HANA or S/4HANA.

Operate and Optimize

Once onboarded to the Virtustream Enterprise Cloud, Virtustream takes your operations to the next level by providing a simplified, seamless experience through our tools, technologies, optimization and end-to-end management. This includes monitoring, management and operational support services up to the SAP Basis layer, including DB, OS, Backups, Security, HA and DR Services. By offloading your environment's management to Virtustream's certified experts, you can redirect your IT staff to innovate and engage in new development projects or other higher-value activities.

Transform and Grow

Virtustream's high-touch, personalized approach to service delivery provides your organization a consistent operating model as you change and scale. Our wide variety of optional add-on services allow you to further offload responsibilities to certified SAP experts who have detailed, technical knowledge regarding your Virtustream Enterprise Cloud environment.

As part of Virtustream's xStreamCare Services portfolio, a single point of contact Customer Success Manager works directly with your IT team, providing a bridge between Virtustream, the various

services we are delivering, and your numerous projects that may be in flight. Your designated Customer Success Manager helps you navigate the complexity of the cloud, working with you to gain clarity on cloud consumption, storage growth and application upgrade requirements.

Enterprise-class Infrastructure backed by Dell Technologies

Virtustream Enterprise Cloud is powered by leading enterprise infrastructure from Dell Technologies – Dell EMC servers, storage, networking, and VMware virtualization. As part of the cloud delivery process, Virtustream establishes industry-specific security, controls, certifications and platform services to deliver a highly optimized solution for enterprises on top of this foundation. This includes paired data centers, a robust, high-performance global network, integrated disaster recovery services, multi-site backup and replication, and encryption. Enterprises can also use Virtustream's xStream® and xStream®One portals to get a unified view of their environment.

API	xStream Multi-tenacy, Billing, Consumption, Portal, IaaS, Controls, Application Automation & Management	Monitoring	Trust Governance, Risk, Compliance
	Core Services Identity, Policy, Metering, Routing, Multi-hypervisor Services		
	Virtualization — **vmware**®		
	Compute — **DELL**Technologies		
	Storage — **DELL**EMC		
	Network — **DELL**Technologies		

Performance, Availability and Resiliency

In order to ensure you get the most out of your SAP applications and systems, Virtustream offers enterprise-class availability and performance guarantees for organizations running on the Virtustream Enterprise Cloud. This includes latency backed performance service level agreements (SLAs), as well as availability SLAs up to 99.999% at the infrastructure level and 99.95% at the application level. For high-availability workloads, Virtustream offers embedded disaster recovery protection through the replication of data at geographically-dispersed data centers, with industry-leading RPO and RTO capabilities.

Committed to Security and Compliance

At Virtustream, we strive to be your trusted advisor. Virtustream Enterprise Cloud meets several security and compliance demands related to mission-critical workloads, and Virtustream works closely with enterprises to develop a shared responsibility model that simplifies security operations and eliminates silos. As part of Virtustream's cloud service, we provide platform security up to the hypervisor level, with the option for customers to leverage deeper xStreamCare Services for Security and Compliance if a more proactive security posture is required.

> "Much of the hardware freed up by moving to Virtustream was repurposed for other applications .... When looking at our prediction for the spend to maintain an on-premises model compared with the projected costs of Virtustream — including anticipated growth — the Virtustream model came in $1.5 million less."

VIRTUSTREAM CLOUD CUSTOMER[1]

[1] IDC Business Value Whitepaper sponsored by Virtustream, The Business Value of Running Mission-Critical Applications in the Virtustream Cloud, IDC Doc. #US47221620, January 2021

About Virtustream

Virtustream LLC, a Dell Technologies business, is the enterprise-class cloud company that is trusted by organizations worldwide to migrate and run their mission-critical applications in the cloud. For enterprises, service providers, healthcare organizations and government agencies Virtustream's xStreamCare Services™ expertise combined with the Virtustream xStream® Management Platform and Infrastructure-as-a Service (IaaS) meets the security, compliance, performance, efficiency and consumption-based billing requirements of complex production applications in the cloud – whether private, public or hybrid.

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