

Integrated Managed Infrastructure ("IMI") for AWS/Azure

G-CLOUD 15 – SERVICE DEFINITION



Together we can
vodafone
business



Vodafone Integrated Managed Infrastructure (“IMI”) for AWS/Azure

Service Definition

Integrated Managed Infrastructure (IMI)

By 2020, over 90% of enterprises will use multiple cloud services and platforms. With the increasing adoption of multiple public cloud platforms among enterprises, combined with on-premise workloads, IT departments are facing an uphill battle of managing hybrid, multi cloud environments.

Enterprises are facing the challenge of having to skill up and invest in resources to manage each cloud platform they deploy. Deploying to cloud also presents new paradigms in the management of workloads. These new ways of working are often very different to the existing processes and tools that exist to manage traditional IT estates.

Our service helps bridge this gap, offering a managed service for cloud that reflects the demands of managing workloads in public cloud, ensuring that we help our customers reduce cost, improve business agility and maintain their security posture, enabling them to compete in a dynamic marketplace.

What is the solution?

Our Integrated Managed Infrastructure (IMI) Service for Public Cloud is a suite of managed services designed to provide the management of Customer infrastructure delivered through public cloud, to allow organisations to make best use of their enterprise cloud IT, without the need to bring in new people and adopt new support processes.

Our IMI service ensures that your applications are running smoothly, be it cloud-optimised applications or your traditional business-critical applications hosted on Public cloud Infrastructure.

What do you use it for?

Over time public and private cloud technologies and services have morphed into complex hybrid architectures that are difficult to design, build & manage. Our Integrated Managed Infrastructure Service provides capabilities that can help manage the cloud environment, regardless of platforms, providers, location and services chosen.

Our IMI service addresses some key organisational challenges:

- Inability to grow, expand, and adapt infrastructure to meet transformational and business initiatives
- Need to increase operational efficiency, improve compliance management and mitigate risks with more efficient monitoring and management of complex hybrid cloud environment
- Need to improve IT service quality and speed to help enhance client servicing, increase revenue and control costs
- A lack of skilled resources to meet the multiple public cloud requirements
- Support on implementing and integrating the operations tools for multiple clouds
- Enable the delivery of managed services that aligns to the cloud
- The ability to scale up and scale down rapidly
- Support different workloads like cloud hosted, cloud native and immutable
- Consume managed services for cloud and pay for it in a pay as you go context.

What is the benefit of the Product?

Our IMI services are ideal for customers who consume multiple public clouds and are looking for a unified approach for managing their multi cloud footprint. We help IT departments become a business enabler in a hyper-competitive world where new business models are evolving. Ensuring visibility, compliance, governance and availability while letting business choose platform and deployment models of their choice.

The solution enables customers to consume and leverage the full benefits of public cloud, by ensuring that the operations align to the cloud model of elasticity, scalability and pay as you go consumption.



Vodafone Integrated Managed Infrastructure (“IMI”) for AWS/Azure

Service Definition

The IMI solution can bring the following benefits:

- Multi Cloud Managed Services for various Public Cloud Providers (AWS and Azure)
- Standardised, highly available and secure IT infrastructure to reduce risk
- Scalable and cost-efficient Cloud Management
- Mature delivery governance model with flexible delivery options
- Access to diverse, skilled expertise on demand providing 24x7 operations support
- Reposition the IT staff for more strategic tasks
- Reduce Management and IT resources costs
- Greater cost visibility and control by consumption driven pay as you go models for managed services

Features

The IMI service manages environments on AWS and Azure public clouds. It is delivered as a service, with flexible scope, varying service tiers and competitive pricing that can be consumed in a cloud friendly way.

Customers can start small and scale up their managed services requirements, to mirror their actual cloud consumption. They can also pay for managed services in a pure consumption driven model, which is similar to how they consume actual public cloud services themselves.

Vodafone along with Kyndryl has proven capability to manage on premise, private cloud and other Public cloud environments, and now with Kyndryl certifications as an MSP for AWS and Azure, makes them a true multi cloud managed service provider.

The key features of this service and additional aligned benefits are listed below:

Features	Core benefits
Managed Services for the Cloud World	▪ The public cloud environments are managed in line with the cloud principles of automation, scalability and on demand consumption ▪ Right operating model for IaaS and PaaS services
Pre-Integrated Cloud Ready Tooling	▪ Pre integrated tooling for various clouds, eliminates the need of investing or building in cloud specific management toolsets ▪ Scale up and scale down rapidly, to meet the actual cloud consumption demand ▪ Use of best of breed tools, both cloud native and commercial tools
Comprehensive Support for Cloud services	▪ Operations support for popular cloud services ▪ Continuous offering development to ensure support expansion for newer cloud services as they are released ▪ Support for Middleware and Databases on public clouds
Automation driven operations	▪ Automations for discovery and on-boarding to help rapidly stand-up managed cloud environments ▪ On-going automations for operations optimisations
Skilled resources	▪ Pool of highly skilled, trained and certified resources on public cloud platforms ▪ On-going engagements with cloud providers to enhance skills and capabilities on newer resources
Consumption Driven Managed Services	▪ Pay for managed services based on consumption, rather than long term fixed commit contracts ▪ Start small and scale up managed services, in line with cloud consumption



Vodafone Integrated Managed Infrastructure (“IMI”) for AWS/Azure Service Definition

Business Continuity Disaster Recovery

Vodafone’s standard Business Continuity Disaster Recovery plan will depend on the solution and support model that the customer has chosen to purchase.

Any required Business Continuity Disaster Recovery plan will be discussed at point of order.
Please contact frameworks_team@vodafone.com for more information.

Why Vodafone?

Vodafone Business is one of the world’s largest telecommunications companies and provides a range of services including voice, messaging, data and fixed communications. Vodafone Business has mobile operations in 25 countries, partners with mobile networks in 42 more, and fixed broadband operations in 19 markets. As of 31 December 2018, Vodafone Ltd had approximately 700 million mobile customers and 21 million fixed broadband customers, including all of the customers in Vodafone’s joint ventures and associates.

By connecting people, places and things, Vodafone Business helps businesses of all sizes to succeed in a digital world. Our expertise in connectivity, together with our leading IoT platform, multi-cloud solutions, digital services and global scale, delivers the results customers need to help them progress and thrive. We are trusted partner to businesses of all sectors and public services around the world, and work side by side with them to understand the unique challenges they face and the goals they want to achieve.

For more information, please visit: www.vodafone.com/business

Next steps

If you want to discover more about Integrated Managed Infrastructure or any other Vodafone cloud service, please contact frameworks_team@vodafone.com.