

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

G-CLOUD 15 – SERVICE DEFINITION



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business



Integrated Managed Infrastructure - Official

Overview

Running IT services in the cloud places different demands on enterprise IT. This requires new skills and processes to be applied to managing cloud systems, along with the continuing challenges around cost effectiveness, and efficiency.

Vodafone's Integrated Managed Infrastructure (“IMI”) for AWS and Azure is a suite of managed services designed to provide the management of your infrastructure deployed on public clouds.

IMI offers a fully integrated managed service that helps you to make best use of your enterprise cloud IT infrastructure, without the need to bring in new people and adopt new support processes.

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. Vodafone's Integrated Managed Infrastructure (IMI) Service provides capabilities that can help manage the cloud environment, including platforms, providers, location and services chosen.

Vodafone's 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

What is the benefit of the Product?

The 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 flexibility.

The IMI solution can bring the following benefits:

- Multi Cloud Managed Services for various Public Cloud Providers
- 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 providing operational support
- Reposition the IT staff for more strategic tasks
- Reduce Management and IT resources costs



Features

The IMI service manages environments on public clouds. It is delivered as a service, with flexible scope, and competitive pricing.

Vodafone’s Integrated Managed Infrastructure managed service for public cloud provides a comprehensive set of resource units, allowing you to choose the relevant components for your environment. Below is a summarised view of the Service Offerings and optional components:

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 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
OFFICIAL resources	Level	Skilled	▪ 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

Charges, Billing and Complaints

Charges

Vodafone Cloud and Security charges can come in a number of forms – for example, non-recurring, monthly recurring or usage based charges. Due to the nature of Official level solutions, this IMI service is charged on a Time & Materials basis as specified in the accompanying pricing document and is subject to a Statement of Work. Our services will always be based on a clearly defined scope and set of deliverables.

Billing

Key contacts: Your Account Manager or Billing Account Manager.

If you do not have a dedicated Account Manager or Billing Account Manager, the Customer Service Billing Centre can be contacted at: cbsc@vodafone.com

Complaints

Vodafone takes great care in providing the highest level of support for our products and services. If you experience any dissatisfaction with any of our products, services or support, a dedicated team is on hand to assist.



The Vodafone Complaints Team is available during normal working hours (09:00 to 17:00 Monday to Friday, excluding bank holidays), and will attempt to respond to issues raised by customers within one working day.

All commercially reasonable actions will be taken to resolve the complaint immediately. However, in the event of a resolution not being immediately possible, the Complaints Team will attempt to provide you with a status update via telephone or email, every 48 hours.

The Complaints Team can be contacted at: complaintsteam@vodafone.com or by ringing: **0800 048 1411**.

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.