



Managed cloud services for ERP applications: A comparison guide

What to look for when choosing your cloud
application management provider

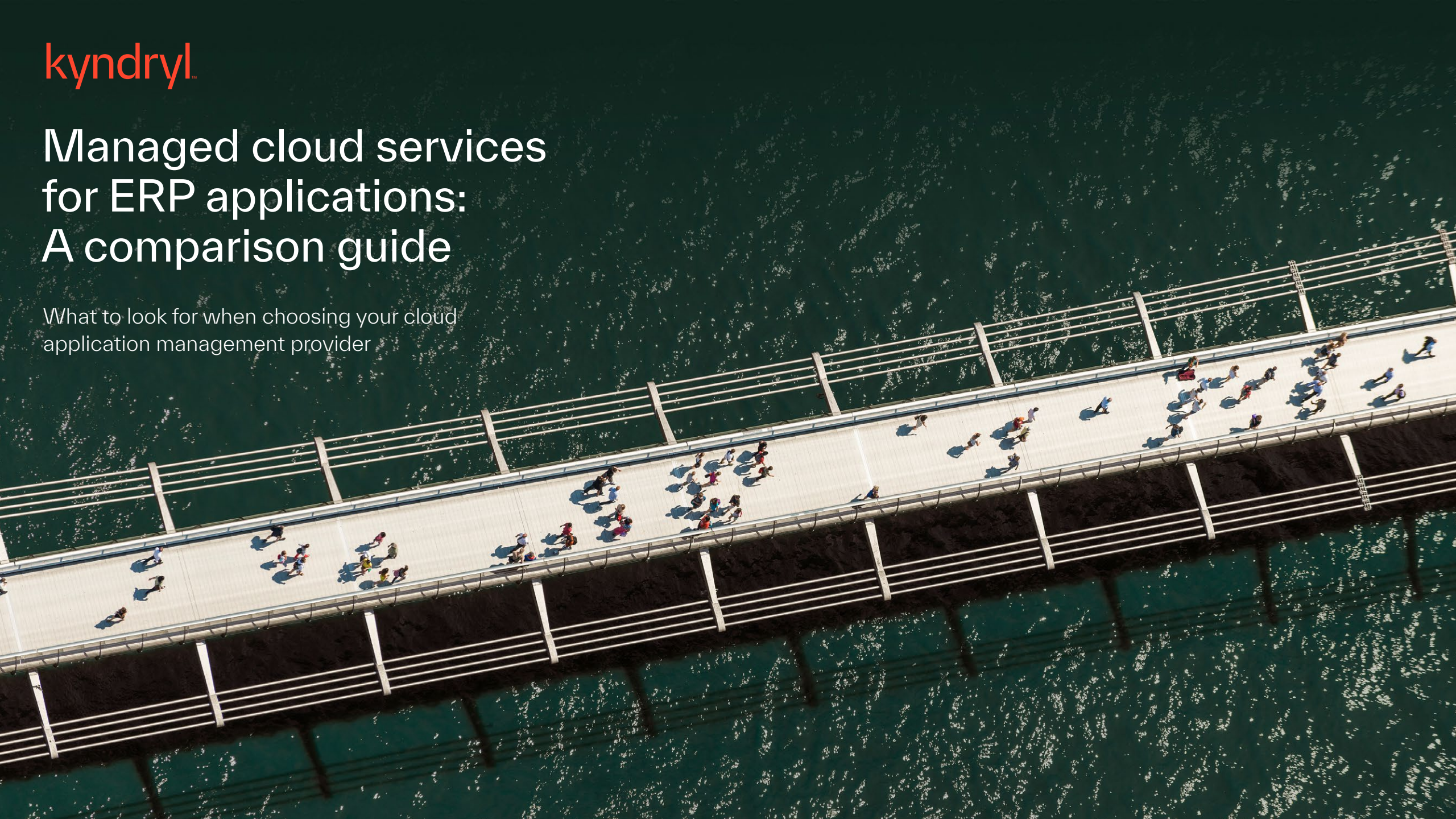




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Why a managed cloud for ERP?

Why a managed cloud?

To support critical applications like SAP and Oracle, organizations have begun to adopt cloud services and move away from traditional outsourcing and on-premises models. Increasingly, they're recognizing how cloud-enabling these workloads is crucial to enhancing agility and efficiency, which creates a discipline of business innovation. By moving critical, data-intensive enterprise resource planning (ERP) applications to hyperscale cloud infrastructure, organizations can drive application performance, scalability and adaptability. Moving these workloads to cloud also empowers teams to integrate emerging technologies like AI, the Internet of Things (IoT) and blockchain with the data from these critical applications.

However, many organizations lack the skills to make this transformation and take advantage of these emerging technologies. A modern ERP environment can be incredibly complex. That's why so many enterprises work with a managed services provider to take on the responsibility of skills acquisition, optimize repeatable processes and help promote faster and more accurate deployments that drive innovative new services.

SAP S/4HANA adoption: The value of a managed cloud

It's become clear that SAP S/4HANA is the next-generation business suite of the future for SAP clients. To harness the full power of core applications like these, many enterprises look to combine their adoption of S/4HANA with a move to the cloud. But it can be difficult to find people with the skills to run the process effectively, and the move can put stress on limited IT resources.

For SAP S/4HANA, a well-qualified managed services provider can help reduce these issues. As a dedicated, trusted manager of the S/4HANA suite, a provider speeds time to value by accelerating your SAP module adoption and migration.



Why a managed cloud for ERP?

Which workloads are best for a managed cloud?

Enterprise applications of all shapes and sizes are a good match for managed cloud services. These services include workloads across the application lifecycle, such as development and testing, load testing, quality assurance, preproduction, training and staging environments, and production.

Given their pivotal role in leading business transformation, ERP platforms are prime candidates for managed cloud deployment. These platforms include enterprise applications, SAP S/4HANA and other ERP applications not originally developed for the cloud.

The benefits of the right managed cloud services provider can:



Help optimize application investments and provide migration assistance with deep expertise, assessments and tools.

Provide consistent service across leading hyperscale cloud providers.



Help keep your data and applications secure with integrated, built-in security.



Reduce complexity, time and risk with trusted, auditable processes and controls.



Provide insights that help you run your solution more efficiently.



Help deliver consistent application performance and visibility with guaranteed service levels.



How should a managed cloud provider add value?

The right cloud managed services provider can help IT departments use predictive analytics to drive proactive issue detection and application-specific automation. This approach helps you prioritize and proactively manage issues and events while driving down cycle times for change requests. A provider can also supply tools that enable visibility across data to create actionable insights that help increase performance, improve resiliency service levels and decrease costs.

58% of IT leaders describe innovation as “important” or a “primary factor” in their activities.¹

Using data in new ways to innovate and create competitive advantage or operational efficiencies is key to the success of most enterprises. But a solid technology foundation must be in place. Here’s how a managed cloud service provider can help.



Match the environment to the workload by selecting the appropriate cloud for your specific workloads while maintaining consistency across cloud providers.



Simplify operations and gain transparency with cloud and application performance visibility that includes features like rapid service activation and deactivation, infrastructure monitoring and reporting, and security and patch management.



Optimize the application investment through a solution that’s configured, deployed and managed to meet the needs of your workloads.

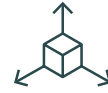


Ensure peace of mind using a holistic, integrated approach to security, from infrastructure to applications, that helps ERP workloads in the cloud meet security standards and adhere to data privacy compliance protocols.



What should you look for in a provider?

Choosing the right provider to deploy and manage your applications in the cloud is not a simple decision. Gaps in security, services, technology, expertise and the ability to deliver results could have serious consequences. A managed cloud provider should meet all your needs, not just some. Focus on the following key areas when deciding on a provider.



Choice of cloud infrastructure. Maintain the ability to choose between infrastructures—like IBM Cloud®, Amazon Web Services (AWS), Microsoft Azure and Oracle Cloud Infrastructure—and select the right location, services, delivery and coverage for your operating systems and hardware running business-critical applications.

The right provider should be able to match your workloads to the infrastructure that can best support it and help align business outcomes with technology investments. Make sure that your provider offers services for multiple cloud providers and can deliver consistency in expertise and visibility across different platforms.



High levels of security. Ensure that your provider can deliver the security levels required for compliance, with appropriate division of responsibility between you and the provider.

Look for a provider with security expertise and capabilities that are built into the service, not just added on. These capabilities should be for the needs of ERP applications to help ensure workloads and data remain protected at all times. See if the provider can demonstrate that its capabilities meet your compliance standards, and its reporting capabilities can help you meet regulatory requirements.

What should you look for in a provider?



End-to-end cloud management. Take advantage of a provider's management skills, from infrastructure as a service (IaaS) through platform as a service (PaaS) and on to application support.

The right provider goes beyond a basic service offering to provide added value by helping with tasks, such as workload selection and migration, environment configuration, and specialized workload governance and management. It will use tools like automation and AI operations (AIOps) to deliver predictive analytics that improve the managed service experience. Depending on the offerings, the provider can even extend your ERP applications using AI, IoT and blockchain.



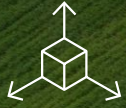
Expertise. Learn from the provider's experience in cloud and the workloads running on it, emerging technologies and operations optimization for increased return on investment (ROI).

Some providers are focused on technology alone, tied to a specific platform. Others offer services without the deep technology or operational expertise to get the most out of them. Look for a provider that has a firm understanding of emerging technologies, and the skill to integrate those technologies with ERP applications running on cloud, so you get the most out of your application investment. This breadth of skills, technology and services helps the provider understand your needs, implement the best solution and deliver business advantage.



Simplicity. Streamline and simplify operations to deliver management, automation, visibility and actionable insights across your ERP application landscapes.

The right provider provides a level of transparency that helps drive informed decisions for targeted outcomes. The digital tools it offers for activities like communication, service requests and ticket management are a key indicator to the level of simplicity the provider can bring to your applications and workflows. A rich portal experience or data that can be consumed through an API are two examples.



Choice

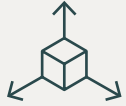
Choice of cloud infrastructure as well as location, services and delivery—plus coverage for the operating systems and hardware that run business-critical applications

What are your options?

Not all clouds or cloud providers are created equal. A cloud managed services provider should be flexible—offering you choices of IaaS provider, hardware, operating system and platform components—to align cloud deployments with your unique needs and workload requirements.

Many providers offer a one-size-fits-all infrastructure that doesn't necessarily allow you to achieve optimal price performance. These providers can limit your ability to use existing skills and resources. Be wary of providers that don't always guarantee high application service-level agreements (SLAs) as you deploy mission-critical applications and data to the cloud—often, they only offer an off-premises, virtualized public cloud infrastructure.

The ability to choose the right cloud for the right workload is vital and can create opportunities for simplified management, security, governance and data leveraging.²



Choice

Q&A:

How to know if you've found the right provider

“What are my choices for cloud providers?”

The answer should include operating environments that align with your needs—not the needs of the provider.

As organizations continue to transform and run ERP applications on third-party clouds, cloud providers impact the end-to-end service management experience. These experiences no longer depend on resources under the control of your IT department, so you'll want to select operating environments that align with your unique needs versus the needs of the cloud provider.

A provider should be able to support a wide range of operating environments, allowing solutions to complement your existing environment and skill set regardless of the combination of hardware and software. In addition, the right provider works with you to match infrastructure and platform services to your workload needs, rather than using fixed-size deployments.

“Can you meet service levels?”

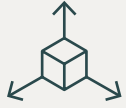
The answer should include SLAs that cover your entire managed cloud.

Some providers only offer SLAs for servers, storage and networking, not to the application level for workloads like SAP. Such a limitation increases your organization's risk by making you responsible for bridging the gap. Look for a provider with SLAs that span IaaS and PaaS and extend through the operating system and application level. Remember: different workloads have different SLA requirements. The right provider ensures the guarantees in your agreements are specific to your workloads' characteristics.

“Do you manage more than your own cloud platform?”

The answer should focus on a cloud solution that provides choice.

A managed cloud provider should enable you to deploy your enterprise workloads where it makes most sense, regardless of cloud provider. By helping to simplify and streamline management, you can gain business agility that helps you respond to new customer demands and competitive threats.



Choice

Q&A:

How to know if you've found the right provider

“Can you deliver a consistent experience across my organization?”

The answer should focus on the use of one set of IT management practices and a single delivery team worldwide.

To meet customer and business expectations, it's important to have the same infrastructure, software, processes and managed services in place—especially in a disaster recovery, workload migration or global enterprise scenario. A cloud managed services provider should focus on delivering consistency across your environment regardless of where it's deployed. The resulting standardized deployments and service delivery can reduce risk, decrease complexity and help assure SLAs are met both locally and globally.

“How well-qualified are you based on my goals?”

The answer should demonstrate that the provider is able to meet your end-to-end needs.

Cloud managed services shouldn't limit your options, yet many providers do by depending on third parties. A provider should have the full range of required knowledge, service portfolio, skills and experience in-house that are accessible 24x7x365. To get the most from that relationship, look for an option to engage with a single point of contact that delivers comprehensive, customizable metrics and views to help you quickly identify and resolve issues. A meaningful relationship with a single provider should include professional services, such as strategy development, premigration planning, migration services, a choice of delivery models and support for options like using your own hardware.



Security

High levels of security required for compliance, with appropriate division of responsibility between you and the provider



Can your provider really help protect your data and applications?

When you experience a breach in security, your reputation is damaged. Current clients may feel their data is unsafe and potential customers may no longer consider you a viable option. Plus, there's the potential for penalties from regulators. While many providers claim that their clouds are secure, gaps in infrastructure, services and physical security could leave you implementing retrofitted sets of fixes in response to breaches. Depending on a provider's level of security expertise—and whether or not it outsources security options to third parties—you may experience limitations and additional risks.

That's why a cloud provider should treat your client data as if it were its own by building security into the design. By integrating a full range and multiple layers of security from the provider itself, you can meet your compliance and data residency needs, and strengthen reporting and vulnerability protections.

41% of enterprises that currently use multicloud environments indicate that security is a primary challenge.²



Security

Q&A:

How to know if you've found the right provider

“Where exactly will my data reside?”

The answer should clearly define the location of your infrastructure and data.

With some providers, you might not know much about the security and risk exposure of the center where your data and applications are actually housed. Some data sovereignty requirements mandate that certain types of data be stored in a particular location.

A provider should keep your data in the same city where you have agreed it should be placed—on its own infrastructure rather than relying on third parties. You'll also want to learn about the provider's secure disaster recovery sites, so you'll know where your data goes in the event of an outage. Don't forget that data access is as important as where it resides. You'll want to make sure only you—and not your provider—have access to your data to help keep it secure and in compliance with data access regulations.

“What is your approach to data privacy?”

The answer should demonstrate the provider's strategic approach and how it manages its data privacy practices.

Data privacy isn't a box to be checked off—it's a strategic and continuous part of the checks and balances that comprise all of your business processes. Since security is deeply woven into your organization, you'll want to review the privacy standards of a potential provider. The provider's team should be able to provide clear and concise responses to how it aligns with the wide range of privacy regulations around the world like General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA). Plus, it should be able to explain the best practices used to maintain data privacy procedures in a shifting regulatory landscape.

“How do I know your security is adequate?”

The answer should demonstrate quality in security and compliance.

Simply claiming that a cloud is secure and can help you meet your compliance obligations isn't enough. Since you're responsible for compliance with regulatory data privacy mandates, like GDPR, your provider should have capabilities that help you meet applicable standards. Look for certifications for ISO 27001, 27018 and 22301 standards across all services, not just a select few.

These certifications and other security measures should be validated annually by external auditors with evidence demonstrated through the American Institute of Certified Public Accountants (AICPA) Service Organization Control (SOC) level 1 and 2. A provider should also conduct regular vulnerability scans that cover hardware, software, policies and procedures across your infrastructure.



Security

Q&A:

How to know if you've found the right provider

“How extensive are your security measures?”

The answer should show the provider supplies in-depth security.

Gaps in your security leave your enterprise vulnerable. To help comprehensively protect your cloud, data and applications, the right provider builds in multiple layers of security from the data center all the way through to the operating system. Clouds should be hosted in tier 3 or equivalent data centers with cutting-edge physical security. You'll also want encrypted backup media in case of loss and separated server instances and storage to isolate your data. Additionally, the operating system, database and middleware should be covered as part of the provider's security offerings.

“What if something goes wrong?”

The answer should include a well-thought-out backup and recovery plan.

Failure to recover promptly from a disaster can have a dramatic, long-lasting impact on your organization. There's more than lost revenue and productivity at stake, since customer confidence can be irreversibly damaged by a poorly handled outage. In the event of a disaster, a provider should deliver alternate-site disaster recovery. Its approach needs to get you back online quickly and should include production-level SLAs that remain in effect during the disaster. To ensure that you have a reliable, optimized plan in place, the provider's plan should be regularly tested, and disaster recovery consulting should be provided.

“How much experience do you have in IT security?”

The answer should include experience in enterprise computing.

Since security is such a complex issue, a provider's level of experience should include successful management of a broad range of security issues. The provider should have security controls that meet or exceed industry best practices at the management layer and apply the same standard security policies to all clients. Ask about the vendor's track record of delivering reliable, resilient and secure IT services. The vendor's ability to prove success in traditional enterprise IT and cloud security will help you identify how well it can protect your cloud.



Management

End-to-end cloud management skills from IaaS through PaaS and on to application support



What can the provider actually do for you?

Managing cloud deployments, applications and data is complex. This balancing act requires different tools, processes, management interfaces and skills that can increase costs, while decreasing service levels, business agility and customer experiences. As a result, many IT leaders hesitate to bring highly customized, far-reaching systems like SAP into the cloud. But by introducing and enabling cloud-related efficiencies across workloads, a cloud managed services provider can help overcome these barriers.

Look for a provider who can manage ERP applications, like SAP and S/4HANA, and Oracle applications, such as JD Edwards and PeopleSoft, on a variety of hyperscale solutions and give you visibility across the multicloud environment. The provider should be responsible for management and standardization.

“We simply didn’t have the resources to manage our SAP ERP environment ... to liberate our IT team from time-consuming manual tasks, we set our sights on a fully managed solution.”

*Maria Gutierrez, CIO,
Performance iN Lighting³*



Management

Q&A:

How to know if you've found the right provider

“Can you manage the whole cloud stack for me, both IaaS and PaaS?”

The answer should include end-to-end ERP management.

One of the reasons enterprises work with a cloud managed services provider is to ease the burden of management. Finding, hiring, training and retaining highly skilled resources is time-consuming and expensive. The right provider can take on the management of enterprise workloads on cloud using skilled staff and built-in automation. While the goal is to increase speed and agility, reduce complexity and risk and boost productivity, some vendors only get you partway there. Look for a provider with all the services you need that span both the cloud infrastructure and the applications running on top of it. The provider shouldn't rely on third parties.

“How robust are your management practices?”

The answer should include consistent management according to recognized standards.

When working with a provider, you'll want to have a comprehensive management platform that brings together business, IT and operational support for consistent end-to-end management. Metrics for monitoring and alerts, predictive analysis with application-specific technologies and proactive problem detection, and automated communications are all important capabilities. All management processes should be Information Technology Infrastructure Library (ITIL) compliant to ensure that current industry best practices are always followed.

“Can you simplify tasks for my IT staff?”

The answer should include streamlined, highly automated cloud management.

Even with a fully managed cloud, multiple management interfaces, processes and skill sets make it more difficult to access cloud resources and accomplish tasks. A managed cloud provider should supply a simple self-service interface that enables rapid access to the managed environment and all services. With this interface, staff can select hardware, processor, memory and storage, along with service level, operating system and optional services, such as application monitoring. This ability to use automation and unified management tools can significantly speed time to market and enhance DevOps productivity.



Management

Q&A:

How to know if you've found the right provider

“Can you fully support my enterprise applications?”

The answer should include dedicated support for leading enterprise applications.

Organizations gain significant value from cloud-enabling enterprise applications, such as SAP, Oracle, JD Edwards and PeopleSoft, along with their data. But using these applications creates a new challenge for IT: managing and securing a cloud deployment alongside the core IT infrastructure, as well as the applications and databases. A cloud provider should offer managed as-a-service support that encompasses the entire enterprise platform. This support should include core infrastructure and enterprise platform components, such as the SAP Basis and database layers. Providers with business-centric SLAs for enterprise applications will be better able to maintain service-level commitments versus SLAs for the infrastructure only.

“Can you help me migrate my cloud-enabled workloads to your environment?”

The answer should include flexibility that helps ease your transition to the cloud.

Migration is critically important, which makes it vital to work with a provider that has significant experience migrating SAP and Oracle applications, and the applications they transact with, to cloud. The right provider supports your choice of operating system, hyperscale solution and uses standard, repeatable processes and automation to help simplify the move and deliver a smooth go-live. Detailed planning and testing need to be a part of the service provider's migration plan.

“Do you have a data center in the specific region regulations require me to house my data?”

The answer should include that the provider has a data center in the location you need.

Compliance and data sovereignty mandates often require data to be placed where business is done, making location a critical factor when selecting a provider. Look for a cloud provider that has a data center where you need it to limit the use of third parties whose infrastructure and support capacity might not align with your needs—which can potentially add to security concerns and impact critical SLAs.



Expertise

Experience with cloud and the workloads running on it, emerging technologies and optimizing operations for increased ROI

How capable is your provider?

Many cloud providers are focused on growing their businesses through infrastructure offerings but achieving the benefits of cloud deployment takes more than infrastructure. It's also important to fully understand how your workloads, especially complex system like SAP, interface with other systems, data and applications.

In addition, relatively few providers have extensive experience in enterprise-level computing. Without a solid foundation of expertise and proven methodologies to draw upon, they may not be able to address all the challenges involved in moving core enterprise workloads to the cloud.

To achieve a smooth migration and hit SLA targets, work with a provider that has deep expertise in cloud environments, as well as migration, organization, governance and ongoing management capabilities.

“Our goal was to put ourselves in the hands of a specialist ... Our SAP ERP solutions are mission-critical, and we couldn't afford any unplanned downtime.”

*Maria Gutierrez, CIO,
Performance iN Lighting³*



Expertise

Q&A:

How to know if you've found the right provider

“How can you help me plan and execute?”

The answer should demonstrate that the provider is ready to fully engage with your team.

From organizational and governance changes to making sure that necessary changes are made to system interfaces and connections, there's a lot that needs to get done when moving ERP workloads to the cloud. You'll want a provider that has experience dealing with the full range of challenges, actions and implications that can arise when moving complex enterprise workloads.

The right provider has solid relationships at every level, from specialist all the way up to the CIO. It will also take a strategic approach to migration planning, using tested tools and methodologies that are perfected over years of experience. Providers should also consider how all parts of the organization will be impacted and fully engage with your team.

“How well do you understand my enterprise workload as it relates to my industry?”

The answer should include solid independent software vendor (ISV) relationships, enterprise computing experience and industry expertise that's evident in the services.

A vendor with limited expertise may lack a true understanding of your systems and strategic goals and only be able to address some of the challenges. For example, a provider without adequate experience might not include customization or templates specific to your industry that will save you time.

Look at the number of years of experience a vendor has implementing ERP on cloud and read analysts' perspectives on its management practices. A long history with an ISV shows that a provider understands older, traditional versions and deployments of that ISV's systems and hardware. Such a provider is better positioned to determine how to effectively deploy and manage those specific workloads in the cloud. It's worth the time to scrutinize a provider's ISV relationships—a vendor that claims to be an SAP partner may have only achieved certification as a hosting provider, not as a full managed services provider. Ask the provider about the industry expertise of its resources and the embedded industry customizations in its service.



Expertise

Q&A:

How to know if you've found the right provider

“What are your proven methodologies and tools?”

The answer should include a history in the enterprise space.

Unlike newer providers, well-established strategic enterprise partners are able to use lessons learned in previous traditional and cloud-based deployments to streamline your move to cloud. Look for a provider that has a tested methodology that outlines potential issues and solutions specific to your workload. Understanding what's likely to happen ahead of time enables problem avoidance and faster resolution when issues do arise. The provider should also use its own tools to gain insight about the workload, as well as those from third parties and ISVs to simplify migration.

“What experience do you have managing workloads in diverse environments?”

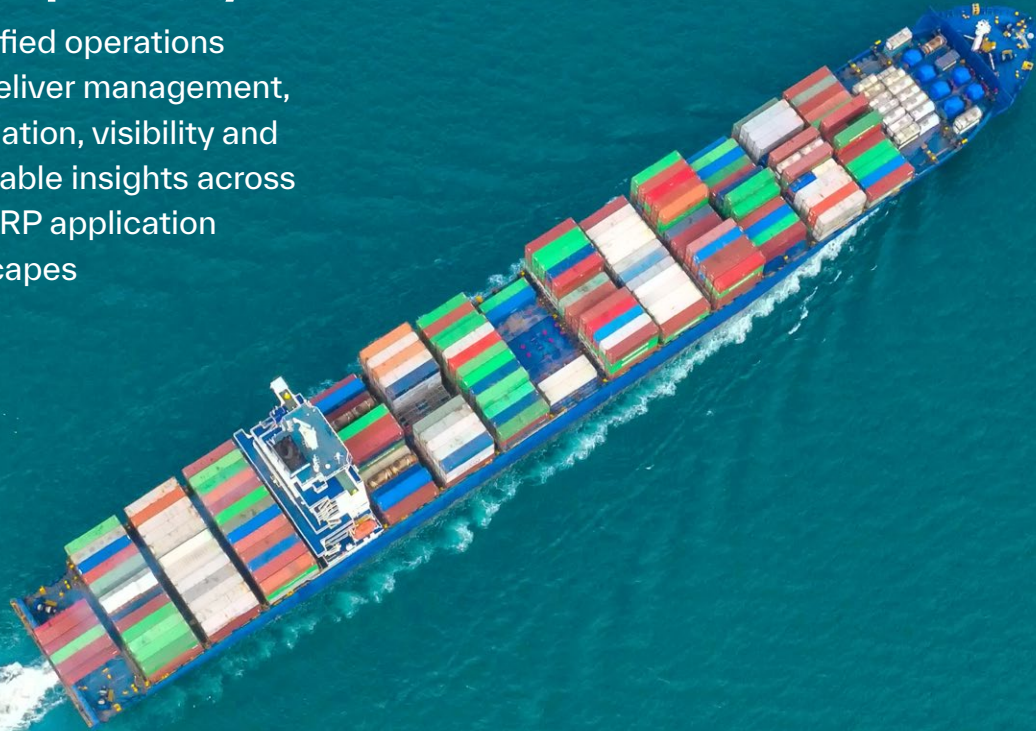
The answer should include broad-ranging expertise.

Many managed cloud providers are specialists, with expertise limited to their own infrastructure. When it comes to complex deployments that extend beyond their cloud offering, they must rely on third parties to help configure, shift and manage workloads. But the different workloads associated with your enterprise systems, such as development, testing and production environments, are likely to be deployed using a variety of cloud infrastructures and combinations. To achieve consistency and reduce complexity, a cloud services provider should be able to deliver the same level of expertise and knowledge for any cloud deployment type or hyperscaler.



Simplicity

Simplified operations that deliver management, automation, visibility and actionable insights across your ERP application landscapes



How capable is your provider?

As ERP environments become more complex than ever, a provider that can help simplify the management of your ERP applications just makes sense. By helping reduce complexity, your productivity and quality gains enable you to reinvent processes and systems that hinder speed and agility.

To help you gather insight from your operations data, a provider should be able to filter out noise and quickly identify root cause—analyzing data trends, optimizing workloads and driving results along the way. But data alone isn't helpful. A large ERP environment can generate thousands of events and alerts per month, which can overwhelm staff and distract the team from critical events that could have prevented an outage. You might find yourself in a cycle of scrambling and reacting to problems, and root-cause analysis can become slow and time-consuming.

With application-specific predictive analysis of data feed metrics, your provider can enable proactive issue detection. Using advanced tools and processes, the provider will help you identify patterns in alerts and get to critical data faster. Next it will implement proactive notifications that enable your teams to proactively manage possible issues. Ultimately, the right provider can help you clearly visualize the impact of your ERP application performance on the business.

“By automating manual, spreadsheet-driven work, we will gain instant visibility of our entire investment portfolio—empowering our team to make optimizations to boost our returns.”

Sreenivas Pamidimukkala, CIO,
Andhra Paper Limited⁴



Simplicity

Q&A:

How to know if you've found the right provider

“What’s unique about your approach to moving ERP applications to the cloud?”

The answer should include automation and a plan for managing applications after the shift.

The right provider should demonstrate how it uses automation to deliver faster results while increasing consistency. Industry-based templates can save migration time typically lost due to tedious customization. You’ll also want to look at the experience of the provider to see if it’s using tested migration methods and tools to ensure your go-live is seamless.

“How will you ensure I have visibility across my ERP applications regardless of hyperscale provider?”

The answer should include a unified portal across applications.

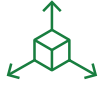
Look for a provider that shares the portal experience with you. Under the provider’s guidance, you should be able to view the performance of every ERP system across development, testing and production—and across cloud providers. Understanding the different types of reporting and how close the provider is to real-time data will be key to your success. Also check to see if the portal can be extended to other applications through application performance interfaces (APIs).

“How do you use technology to deliver a more proactive service?”

The answer should include predictive analytics.

A provider should be able to demonstrate how it creates application-specific reports that provide predictive analysis of data feed metrics. Ultimately, you’ll want to ensure your provider can deliver proactive issue detection and automated communications to your team.

Potential service provider checklist



Choice

- What are my choices for cloud providers?
- Can you meet service levels?
- Do you manage more than your own cloud platform?
- Can you deliver a consistent experience across my organization?
- How well-qualified are you based on my goals?



Security

- Where exactly will my data reside?
- What is your approach to data privacy?
- How do I know your security is adequate?
- How extensive are your security measures?
- What if something goes wrong?
- How much experience do you have in IT security?



Management

- Can you manage the whole cloud stack for me, both IaaS and PaaS?
- How robust are your management practices?
- Can you simplify tasks for my IT staff?
- Can you fully support my enterprise applications?
- Can you help me migrate my cloud-enabled workloads to your environment?
- Do you have a data center in the region regulations require me to house my data?



Expertise

- Can you help me plan and execute?
- How well do you understand my enterprise workload as it relates to my industry?
- Do you have proven methodologies and tools?
- Do you have workload management expertise in diverse environments?



Simplicity

- What's unique about your approach to moving ERP applications to the cloud?
- How do you use technology to deliver a more proactive service?
- How can you ensure I have visibility across ERP applications regardless of hyperscale provider?

Free your teams to focus on more strategic projects

“One of the best things about working with Kyndryl is that their team are industry and technology experts. We never had to tell them what to do—they always anticipated our needs and took proactive steps to keep our move to cloud on track. Throughout the project, the communication between Kyndryl and our project team was outstanding, and we always had confidence that we were in safe hands.”

Sreenivas Pamidimukkala, CIO,
Andhra Paper Limited⁴

Where competitors fall short, Kyndryl™ can deliver

Some providers' solutions have multiple moving parts or use numerous, specialized business partners to cover all the infrastructure and management services you need. But Kyndryl Enterprise Application Management Services is a production-ready service. Built for enterprise-class performance, we combine robust IaaS options with a full set of integrated managed services to help optimize the day-to-day management of mission-critical ERP workloads on cloud. Designed to reduce costs, decrease complexity and limit risk, Kyndryl Enterprise Application Management Services can help you:



Deliver key insights and analysis that help you access relevant Oracle and SAP information faster.



Provide consistent service across deployment models and third-party clouds with a cloud-first approach.



Improve visibility and transparency with a powerful managed applications portal that's designed for API-fueled consumption.



Gain comprehensive security controls and features that are built for the needs of SAP and Oracle.

How are we different?

Our next generation approach to managed ERP application services on cloud focuses on delivering a unified experience for your mission critical workloads. The following characteristics help us deliver an integrated service from IaaS up to the application layer:

- Deep SAP and Oracle expertise with global reach across multiple cloud providers like Azure, AWS, IBM Cloud and Oracle Cloud Infrastructure
- Advanced technologies, like automation, leading toolsets to build, migrate, maintain and respond to the needs of demanding ERP workloads
- A transparent, open, intelligent and centralized client service
- End-to-end journey to cloud expertise for planning, transitioning, moving and managing on-premises and cloud deployments, as well as traditional and cloud-native applications

Next step: We understand the beginning, transition and destination in your journey to the cloud

To get greater value from enterprise applications and data, organizations often turn to cloud managed services. With Enterprise Application Management Services from Kyndryl, you can use our tested experience in cloud, enterprise computing, security and business transformation to help streamline your journey to the cloud.

Moving ERP applications to the cloud is a journey that goes beyond managed infrastructure. **We can help:**

- 1. Migrate and integrate ERP and non-ERP applications and data to the cloud.
- 2. Develop a comprehensive plan and prepare ERP applications for a streamlined move to the cloud.
- 3. Manage enterprise applications like SAP and Oracle in the clouds of your choice, such as AWS, Azure, IBM Cloud or Oracle Cloud Infrastructure.

- 4. Provide a single portal for ERP applications across multiple cloud providers.
- 5. Optimize the cloud environment continuously for maximum efficiency and results.
- 6. Extend ERP applications to other technologies like AI, IoT and blockchain.

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